



# Charleston County Sheriff's Office Policy and Procedures Manual

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**Sheriff Carl Ritchie**

## 18-20 Inmate Telephones

- ☐ New
- ☒ Revised
- ☒ Reviewed

ACA Standards Reference: 2E-23, 24; 5B-11, 12, 13; 6A-05

CALEA Standards Reference:

NCCHC Standards Reference:

SCLEA Standards Reference:

SC Minimum Standards: 1042e; 1050a; 2014-12(5); 2033; 2034

*This policy dated 1/29/2025 replaces prior policies cited above and supersedes all previously issued directives.*

**I. Purpose:**

To establish a plan which allows the orderly use of telephones by inmates.

**II. Policy:**

The Sheriff Al Cannon Detention Center (SACDC) will allow inmates reasonable and equitable telephone privileges consistent with the security of the facility.

REF: SC Min. 2033, 5-ALDF-5B-11, 12, 13

**III. Definitions:**

A. For purposes of this procedure, the word "deputy" applies to all agency employees with a certification classification of Class I, Class II, Class III, or Reserve Deputy, as defined by the South Carolina Criminal Justice Academy.

The following terms are used interchangeably; however, they carry guidance to specific employees based on the usage of the term:

1. Deputy, deputies, deputy sheriff, detention deputy, sworn employee, uniformed sworn employee, sworn administrative employee, and
2. civilian, non-sworn employee.

B. *Employee*: When used without further clarification, the term employee is inclusive of all agency members (sworn and non-sworn).

C. *PIN*: A personal identification number that allows use of the telephone system and enables tracking of individual telephone use.

D. *Telecommunications Device for the Deaf (TDD)*: A telephonic device used specifically for hearing or speech-impaired individuals.

**IV. Procedure:**

**A. General Guidelines:**

1. Inmates will be advised of the telephone procedures during the admission process, orientation, and in the Inmate Orientation Handbook.  
REF: SC Min. 1042e, 2014-12(5)
2. An inmate who is hearing or speech impaired, or who has a family member who is hearing or speech impaired, will be allowed to use the TDD telephone, upon request.  
REF: 5-ALDF-5B-12

3. The TDD device will be kept in the Housing Lieutenant's Office and used at the Sergeant's desk. A logbook will be kept and filled out after each use.
4. All local and long-distance calls from housing units will be collected.  
REF: SC Min. 2033, 5-ALDF-5B-12
5. Telephone calls will be limited to twenty (20) minutes per call.
6. Inmates are prohibited from making or participating in three-way calls.
7. Inmates are prohibited from using telephones to harass or intimidate victims or witnesses, or otherwise use the telephone in violation of the law.
8. Telephone calls may be restricted and/or blocked. The restrictions will be documented in the inmates' notes.
9. Inmates are prohibited from making telephone calls while outside of the facility (i.e., hospital, medical appointments, court appearances, etc.) unless approved by the Detention Director or designee.
10. Inmates are prohibited from attempting to contact SACDC staff using the inmate telephone system.
11. Calls to victim advocacy groups are privileged.

**B. Telephones in the Processing Area:**

1. Telephone access is available twenty-four (24) hours a day during the admission process.
2. Newly admitted inmates will be allowed to complete at least two (2) telephone calls during the intake process to notify family members, legal counsel, and/or to make arrangements for a bond.  
REF: SC Min. 1050a, 5-ALDF-6A-05
3. A listing of authorized bonding companies and their telephone numbers will be located at the Processing Deputy's desk.

**C. Telephones in General Population:**

1. Inmates in general population will have access to telephones to make

collect calls, except during lockdown.

2. Each telephone call will be limited to twenty (20) minutes.

D. Behavioral Management and/or Special Management:

1. Inmates in Behavioral Management are allowed telephone privileges during their daily recreation period unless those privileges have been restricted.
2. Inmates in Special Management are afforded the same basic telephone privileges during their recreation period as inmates in general population, unless those privileges have been restricted.

REF: 5-ALDF-2E-23, 24

3. When telephone privileges have been restricted, the reason for the restriction will be documented in the inmate's notes.
4. Post-Conviction Inmates from South Carolina Department of Corrections (SCDC) will not be given telephone privileges during the first seventy-two (72) hours of their detention. The only exception will be legal telephone calls. Privileges will commence after seventy-two (72) hours unless safety and security issues arise.

REF: SC Min. 2033

E. Transfers:

Once deputies have been notified that a transfer order has been received for an inmate, the deputies will not inform the inmate of their upcoming transfer.

F. Inmate Assistance:

1. If a telephone call is received for an inmate, the name and telephone number of the person calling will be obtained.
2. The Housing/Processing Lieutenant or designee will verify the emergency or need for the phone call, and if appropriate, the inmate will be permitted to make a return call. The Chaplain can also make phone calls for notifications of death, illness, etc.
3. A telephone logbook is provided at each Sergeant's desk to document all inmate-assisted calls. The sergeant will log all calls made by inmates, to include the date and time of the call, telephone number, and the party called.

4. The sergeant will place the call for the inmate and verify that the call is made to the appropriate party before allowing the inmate to converse with the connected party.
5. The inmate will always be supervised during these calls.

**G. Telephone Abuse:**

1. Staff will monitor telephone usage and intervene when necessary to ensure that all inmates have an opportunity to use the telephone.
2. Inmates who damage the telephone will be subject to disciplinary action and/or criminal action which may result in loss of telephone privileges.
3. Inmate telephone use will be discontinued in situations that threaten facility security. Central Control will turn off the telephones by order of the Housing/Processing Lieutenant and will notify the Command Duty Officer (CDO).  
REF: SC Min. 2033

**H. Recording and Monitoring of Telephone Calls:**

1. In the interest of facility security, and by an audible announcement, all parties are notified that all telephone calls are recorded and may be monitored. A notice is also posted in all housing units.
2. Calls to attorneys are privileged. Attorneys may opt out of the recording system upon written application to the Administrative Services Captain. The request must include the following:
  - a. attorney's name;
  - b. bar card number; and
  - c. telephone number to be exempted from the recording system.  
REF: SC Min. 2034
3. Requests for telephone recordings must be requested by way of subpoena, Freedom of Information Act, or a warrant to the Security Threat Division.
4. Inmate telephone recordings are archived securely.

**I. Telephone Blocks:**

All requests from citizens to block telephone calls originating from the SACDC will be forwarded to the Administrative Services Captain.

**J. Telephone Maintenance:**

1. Housing Unit Deputies will regularly inspect all telephones and make a log entry in Jail Management System. If any malfunctioning telephones are noted, Central Control must be notified.
2. Central Control will notify the I.T. division, and the telephone(s) will be repaired as soon as possible.