Title: Ch. 90.12.01 Inmate Telephone Access

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CALEA Standards:
ACA Standards: 1-CORE-5B-03, 6A-04, 4-ALDF-2A-65, 2A-66, 5B-11, 5B-12, 6A-02, 6A-04, 6A-05
TCA Standards: 40-7-106 (b)
NCCHC Standards:

CHAPTER 90 JAIL OPERATIONS
SECTION 90.12 COMMUNICATION, VISITATION, AND MAIL

This policy supersedes Corrections Services policy 13.01.

90.12.01 INMATE TELEPHONE ACCESS

POLICY:

It is the policy of the Hamilton County Jail and Detention Center to make available reasonable and equitable telephone access to inmates.

PROCEDURES:

A. Inmate Phone Access

1. Newly admitted inmates entering the jail intake area will be given the opportunity to make a phone call to a person of their choice as part of the intake process. Once a person has been accepted into custody and booked, they will be given the opportunity to make further calls to a person of their choice as well as bonding companies.
2. Contracts will be negotiated for inmate phone services by the Sheriff's Office County Telecommunications and approved by the Hamilton County Commissioners. These contracts/services shall follow the established bidding process as well as applicable state and federal regulations. Corrections Services will recommend that rates and surcharges are commensurate with those charged to the public. Types of phones, call options, security devices, etc. will be consistent with the requirements of sound correctional management.

B. Inmate Phone Procedures

The following describes the procedures inmates must follow to receive telephone access:

1. Telephones are available in each housing unit to make personal calls. The Hamilton County Jail and Detention Center's inmate phone system is controlled by Viapath.
2. Viapath provides inmates with three ways to place calls to family and friends using their phone system:
   a. Collect Calling – traditional collect calls can be placed to family members and friends with billable phone numbers
   b. Inmate Prepay – inmates may purchase phone time from the jail Commissary.
   c. Advance Pay accounts – Family members and friends may set up prepaid calling accounts. The Advance Pay account can be set up and managed through Viapath's internet site at www.GettingOut.com, or Customer Care at 1-866-516-0115.
   d. Payment and payment problems for all calls are the responsibility of the person receiving the call.
3. Calling restrictions are the responsibility of the person receiving the call. To have restrictions not related to billing removed, the receiving caller must present a document to the jail with the telephone number and their name and valid identification for verification purposes, during normal working hours. To have a restriction related to billing removed, the receiving caller must contact Viapath Customer Care at 1-800-516-0115.
4. Billing limits ($50 in GA and TN) are set by state governments and are not the responsibility of the Hamilton County Sheriff's Office. Billing problems should be referred to Viapath Customer Care at 1-866-516-0115.
5. Each inmate must use his SPN to access telephone calls.
6. All calls made with an inmate's SPN are his responsibility.

C. Inmate Phone Rules and Guidelines

1. Three-way calls are not permitted. Should three-way calls be used by any inmate, a three-way calling detection system may be used to terminate all such calls, and the inmate may be subject to administrative discipline.

2. Inmates vandalizing telephones will be formally charged, held financially responsible for the repairs, and may have their privileges revoked indefinitely.
3. It is the inmate's responsibility to promptly report any maintenance problem with a telephone to any deputy. The repair process will begin as soon as the problem is reported.
4. Telephones in the cells are electronically controlled to function at the discretion of the Chief of Corrections.
5. Telephone privileges may be suspended or revoked because of the disciplinary process or by the authority of the Security Supervisor, Operations Captain(s) or Chief of Corrections.
6. Any inmate making harassing calls from the Hamilton County Jail and Detention Center is subject to having his/her SPN number invalidated for a specified time or permanently. Any inmate allowing another inmate to use his/her SPN number to make harassing calls from the Hamilton County Jail and Detention Center is subject to having his/her SPN number suspended as well. These decisions will be made by the Chief of Corrections based on complaints from the community.

D. <u>Telephone Access for Special Managed and Special Needs Inmates</u>

1. Inmates in disciplinary segregation will be permitted limited telephone privileges consisting of telephone calls related specifically to the judicial process and family emergencies as determined by the Security Supervisor, Operations Captain(s), Chief of Corrections or designee.
    a. Legal phone calls will be approved by submitting a request to the Security Supervisor.
    b. Phone calls to inquire into family emergencies can be approved by any supervisor.
    c. Inmates can also earn phone calls exhibiting positive behavior on daily segregation evaluations.
2. A telecommunications Service for the Deaf (TDD) phone is in Booking for use by inmates who need these services. If an inmate requires such service for visitation a license for a translator service can be provided on their assigned tablet.

E. Inmate Phone Account Refunds

1. Upon release, inmates' unused phone and tablet balances will be available for refund.
2. The refund must be requested by the inmate on a postage paid postcard available to them during the release process.
3. Inmates, upon release, can download their old text messages from my.viapath.com/access.

REVIEW:

This policy is reviewed annually by the Chief of Corrections.

ATTACHMENTS:

Viapath Getting Started Brochure
Postcard – Telephone and Tablet Refunds