I. PURPOSE

The purpose of this General Order is to provide directives for inmate telephone and tablet access and the delivery of emergency messages to inmates in the Loudoun County Adult Detention Center.

II. POLICY

It shall be the policy of the Corrections Division to provide inmates with reasonable access to family, friends, attorneys etc. via telephones and inmate tablets. An inmate telephone system is provided to the inmate population using an outside contracted agency. Rates and restrictions are governed by the contract company. Credit card or third-party calls shall not be permitted for any inmate. Personal telephone calls are a privilege, not a right, and may be suspended for disciplinary reasons (for circumstances and duration of restriction, refer to General Order # 505.08 Code of Inmate Offenses and Discipline). For safety and security purposes, no inmate will be permitted to place any calls prior to being transported outside of the Adult Detention Center. Inmates who attempt to defraud or otherwise misuse their telephone privileges or the inmate telephone system may receive in-house charges and possible criminal prosecution where appropriate. All inmate telephones will be turned off 5 minutes before lockdown and meal services, or other times as necessary to aid in the safety and security of the facility. Telephone calls shall be restricted as an administrative measure if the safety of an individual or the security of the Adult Detention Center is threatened. Any time an inmate’s telephone use is restricted, suspended or revoked the reason must be documented.

Deputies shall not routinely monitor or listen to inmates talking on the telephone beyond the limits of casual, but alert, supervision. Calls shall be monitored only at the direction of the Division Commander. When the content of a call is monitored, an In-House Incident Report must be forwarded to the Division Commander, through the chain of command, for review.

Newly committed inmates shall be permitted to complete at least two (2) local or long distance telephone calls during the admission process using the Intake Area telephone. Calls made at the expense of Loudoun County will be limited to calls within the United States and to three (3) minutes in duration. Reasonable accommodations shall be made for non-English speaking inmates, as well as hearing impaired and visually impaired inmates. If these calls are not made prior to moving to a housing unit, these calls will be forfeited.

Incoming telephone calls for inmates shall not be permitted, however emergency messages may be delivered to inmates.
Telephone calls to attorneys or other legal representatives will be permitted to any inmate upon request, as soon as reasonably possible. In the event an attorney calls the facility to speak to an inmate, the attorney must furnish their name and office phone number. Deputies must verify the information. Attorney calls for all inmates are confidential and will not be monitored and/or recorded.

Inmates on Administrative Segregation for disciplinary purposes shall only be eligible for emergency and attorney calls. An inmate whose telephone calls are restricted for disciplinary reasons must be allowed to call an attorney or family member before the restriction begins.

III. DEFINITIONS:

Emergency Message: Important information, which, by reason of its possible impact on the inmate, requires immediate or special handling, such as calls involving serious family illness, accident, or death.

IV. PROCEDURE:

A. Emergency Messages for Inmates

1. The staff member receiving the emergency message for an inmate must:
   a. Document the name, date, time, telephone number and relationship of the person reporting the emergency.
   b. Verify the facts surrounding the emergency from the caller or person reporting the emergency.
   c. Obtain the full name and relationship of the individual who is involved in the emergency.
   d. Obtain the location where the emergency took place.
   e. Immediately notify a supervisor.

2. The supervisor must:
   a. Verify the emergency.
   b. Immediately notify the inmate, giving them only information that has been verified as factual.
   c. Offer the services of mental health or clergy to provide counseling, if requested by the inmate.
d. Assist the inmate in making, at a minimum, one completed phone call to a family member, friend, or other person for the purpose of gaining information about the emergency.

e. Document the incident, date, and time the inmate was notified in the Emergency Notification Logbook.

B. Newly Committed Inmates

1. Each call, or attempted call, by a newly committed inmate will be documented in the OMS system.

2. If the newly committed inmate refuses, is incapacitated or is too disorderly to make a call, it will be documented on the initial booking packet. This inmate must be given the opportunity to make calls as soon as they become cooperative.

C. General Population Inmates

1. There are multiple telephones located in the inmate housing units.

2. Inmates will have access to the telephones during designated unlock times, and/or at the discretion of a squad supervisor.

IV. DOC STANDARD #

6VAC15-40-660: Access and Expense of Telephone Facilities

Written policy, procedure and practice shall ensure inmates reasonable access to telephone facilities, except where safety and security considerations are documented.

Compliance Documentation:

- Review written policy and procedures/Inmate Handbook
- Review Schedule
- Observation
- Interview staff/inmates

(Minimum one call per week)

Use of telephones must not interfere with facility assignments, programs, counts, etc. In the event of inmate abuse of the telephone privileges, the use may be restricted, suspended or revoked with appropriate documentation.
6VAC15-40-670: Delivery of Emergency Messages to Inmates

Written policy, procedure and practice shall ensure that emergency messages to inmates are delivered promptly and recorded.

Compliance Documentation:

- Review written policy and procedures
- Review documentation of calls received and delivered
- Interview staff/inmates

Emergency messages received for an inmate should be documented as to date and time received, from whom the message was received, and the date and time the inmate was notified. This information must be available for review. A logbook for this purpose may be maintained in a central location.

6VAC15-40-710: Admitting Individuals into Jail

Written policy, procedure, and practice for admitting individuals into the jail shall address the following:

1. Verification of commitment
2. Complete search of the individual and his possessions
3. Dispositions of clothing and personal possessions
4. Interview for obtaining identifying data
5. Photograph
6. Telephone calls.

Compliance Documentation:

- Review written policy and procedures
- Review commitment records
- Review property records
- Review inmate records
- Interview staff/inmates

Care must be taken to ensure appropriate legal commitments are in place prior to accepting an inmate into custody. Searches must be conducted in compliance with applicable laws, and disposition of property must be documented. Interviews to obtain identifying information should be initiated at this time. A photograph and telephone calls must be part of the admission process.

6VAC15-40-730: Telephone Calls During the Booking Process

Written policy, procedure, and practice shall specify that newly admitted inmates who are physically capable are permitted to complete at least two local or long-distance telephone calls during the
booking process. Reasonable accommodations shall be made for non-English speaking inmates, as well as hearing impaired and visually impaired inmates.

Compliance Documentation:

- Review written policy and procedures
- Review phone logs/Observation
- Interview staff/inmates

This General Order becomes effective September 23, 2016 and rescinds all previous rules and regulations pertaining to the subject.