

 <p>CORRECTIONS ADC</p>	ARIZONA DEPARTMENT OF CORRECTIONS INMATE NOTIFICATION	Notification Number: 50 - 11
		Issue Date: December 21, 2011

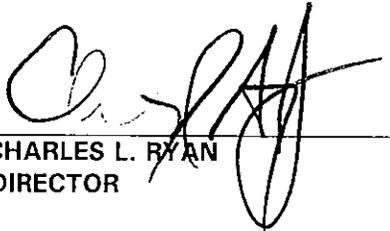
POSTING NOTIFICATION

This information is to be posted for a **minimum of 30** days in areas accessible to inmates and shall be made available to inmates who do not have access to posted copies. This notification contains changes that are related to inmate issues/concerns only. Attached with this Inmate Notification is a copy of the revised Department Order for review purposes only.

TO ALL INMATES

Department Order 915, Inmate Phone Calls has been revised and will be effective 30 days from the issue date of this Inmate Notification. The significant revisions include:

- Adding the allowable number of phone calls for Death Row Custody inmates:
 - Phase I - one call per week, up to fifteen minutes in duration.
 - Phase II - two calls per week, up to fifteen minutes in duration, per call.
 - Phase III - three calls per week, up to fifteen minutes in duration, per call.



CHARLES L. RYAN
DIRECTOR



ARIZONA
DEPARTMENT
OF
CORRECTIONS

CHAPTER: 900
INMATE PROGRAMS AND
SERVICES

OPR:
OPS

DEPARTMENT ORDER MANUAL

DEPARTMENT ORDER: 915
INMATE PHONE CALLS

SUPERSEDES:
DO 915 (1/5/98)

EFFECTIVE DATE:
APRIL 21, 2008

REPLACEMENT PAGE
REVISION DATE:
JANUARY 21, 2012

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PURPOSE

Inmates are afforded restricted access to telephones consistent with their security classification, their Earned Incentive Program phase and within the physical limits of the institution. During family emergencies and certain holiday periods, inmates may be permitted to have brief telephone conversations with incarcerated family members. Telephones used for inmate personal calls shall be equipped with recording devices. This Department Order establishes procedures for requesting, approving and scheduling phone calls, and describes monitoring and recording requirements.

Inmates with a disability may request a reasonable accommodation such as a TDD System, by notifying staff of their need. Requests shall be made as early as possible to allow time to arrange the accommodation.

PROCEDURES

915.01 GENERAL

- 1.1 Wardens and Deputy Wardens shall:
 - 1.1.1 Ensure telephones, which are accessible to the general inmate population, are provided at each institution.
 - 1.1.2 Ensure telephones are positioned to provide inmates with adequate separation from background noises to conduct a two-party telephone conversation.
 - 1.1.3 Limit the duration of telephone calls to a specified period of time. Telephones shall be equipped with timing devices that give a warning signal and disconnect personal calls after the specified period.
 - 1.1.4 Notify inmates, in writing, of the time limitations that have been placed on personal calls.
 - 1.1.5 Limit the number of personal calls each inmate may make per week and notify inmates, in writing, of the frequency limitations. Frequency limitations may vary for different security classifications or Earned Incentive Program (EIP) phases, as outlined in Department Order #809, Earned Incentive Program.
- 1.2 Telephone calls may be terminated without prior notice during an institutional emergency. The scheduled telephone calls shall be canceled for the duration of the institutional emergency.
- 1.3 Staff shall ensure that an Inmate Telephone System Trouble Report, Form 915-4, is completed whenever an error message is received during a call.

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- 1.4 Telephone calls shall be collect except where specifically authorized by this or another Department Order. The following types of telephone calls are prohibited:
 - 1.4.1 Any call that is intended for any person other than the one listed on the request.
 - 1.4.1.1 There is no prohibition against talking with other persons at the same number (i.e., family members) once the call has been established, provided the other person is on the Visiting List and is not currently suspended from phone calls.
 - 1.4.1.2 An inmate may be permitted to call his/her children even though the inmate's spouse is not permitted to receive phone calls from that inmate, provided the children are on the Visiting List.
 - 1.4.2 Calls that are relayed from the number called to another number (i.e., third party calls).
 - 1.4.3 Credit card calls.
 - 1.4.4 Calls to 800 and 900 phone numbers.
 - 1.4.5 Any hook-up that is broadcast live, including radio or television.
- 1.5 Any call placed for an inmate that involves charges shall require prior approval from the Warden or designee.
- 1.6 Inmates assigned to Reception Centers shall be able to place phone calls in accordance with section 915.03 of this Department Order.

915.02 PERSONAL CALLS

- 1.1 The only individuals authorized as recipients of inmate phone calls shall be the approved individuals on the Visitation List, Form 911-1.
 - 1.1.1 Telephone calls are limited to the same individuals (maximum of twenty) approved for visitation.
 - 1.1.2 Only one list per inmate is permitted.
 - 1.1.3 When the list has been processed, it shall be maintained in the inmate's visitation file.
 - 1.1.4 Criminal history and warrant checks shall be performed consistent with Department Order #911, Inmate Visitation.
 - 1.1.5 For further information about the completion, processing and duration of the Visitation List, the forms used, and the completion of criminal history and warrant checks, refer to Department Order #911, Inmate Visitation.

- 1.2 Accuracy of phone numbers, individuals and stated relationships listed on the form shall be verified prior to approval.
- 1.3 Wardens and Deputy Wardens shall determine the need for use of the sign-up form in institutions with open yards (See IMPLEMENTATION of this Department Order). If used, inmates shall request telephone call scheduling by submitting an Inmate Telephone Sign-Up Request, Form 915-1.
- 1.4 Except as noted in 1.4.2 of this section, staff shall schedule personal phone calls, in advance, using the Inmate Telephone Sign-Up Request, and according to the institution's phone call schedule.
 - 1.4.1 Staff shall notify the inmate in writing, using the bottom portion of the Inmate Telephone Sign-Up Request. The notification shall include the date and time scheduled.
 - 1.4.2 If the unit level permits, Wardens may allow inmates to make allotted daily calls on a first come, first served basis during the scheduled hours of operation.
- 1.5 Wardens and Deputy Wardens shall develop telephone schedules that are consistent with the number and location of telephones at their institution.
 - 1.5.1 The allowable number of phone calls and minutes used by an inmate shall be in accordance with the inmate's Phase level and custody level as outlined in this Department Order and in Department Order #809, Earned Incentive Program. A week shall begin each Monday and end on the following Sunday. The schedule shall be as follows:
 - 1.5.1.1 Detention Units shall allow inmates one call of ten minutes in duration per week, regardless of the inmate's Phase level. The Earned Incentive Program does not apply to inmates in detention status.
 - 1.5.1.2 Maximum Custody inmates may place one call per week, up to fifteen minutes in duration, in Phase I, Phase II and Phase III.
 - 1.5.1.3 Death Row inmates shall be allowed:
 - 1.5.1.3.1 Phase I – one call per week, up to fifteen minutes in duration.
 - 1.5.1.3.2 Phase II – two calls per week, up to fifteen minutes in duration, per call.
 - 1.5.1.3.3 Phase III – three calls per week, up to fifteen minutes in duration, per call.
 - 1.5.1.4 Close Custody Units shall allow inmates in:
 - 1.5.1.4.1 Phase I - one call per day, up to fifteen minutes in duration, per call.

1.5.1.4.2 Phase II - two calls per day, up to fifteen minutes in duration, per call.

1.5.1.4.3 Phase III – four calls per day, up to fifteen minutes in duration, per call.

1.5.1.5 Medium Custody Units shall allow inmates in:

1.5.1.5.1 Phase I – one call per day, up to fifteen minutes in duration, per call.

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- 1.5.1.5.2 Phase II – two calls per day, up to fifteen minutes in duration, per call.
- 1.5.1.5.3 Phase III – five calls per day, up to fifteen minutes in duration, per call.
- 1.5.1.6 Minimum Custody Units shall allow inmates in:
 - 1.5.1.6.1 Phase I – one call per day, up to fifteen minutes in duration, per call.
 - 1.5.1.6.2 Phase II – two calls per day, up to fifteen minutes in duration, per call.
 - 1.5.1.6.3 Phase III - unlimited calls per week, up to fifteen minutes in duration, per call.
- 1.6 Wardens and Deputy Wardens shall ensure the Institution Order/Post Order(s) provide for the security of inmate phone call sign-up requests and schedules. These Orders shall prevent inmates from:
 - 1.6.1 Accessing information on sign-up requests and schedules.
 - 1.6.2 Viewing names or phone numbers on telephone schedules or on any instrument used to develop telephone schedules.
- 1.7 Inmates who fail to be present in the telephone area at the scheduled time shall forfeit their call for that day.
- 1.8 Inmates shall not trade or substitute scheduled telephone times with other inmates.

915.03 SPECIAL CIRCUMSTANCE CALLS

- 1.1 Emergency Calls
 - 1.1.1 The Department shall not pay, reimburse or be responsible for the placement of inmate emergency calls, unless otherwise approved by the Deputy Warden or designee.
 - 1.1.2 Institution staff shall follow the Institution Order/Post Order(s) for scheduling and placing approved emergency calls.
- 1.2 Legal Calls - Inmates shall request legal calls in accordance with Department Order #902, Inmate Legal Access to the Courts.
- 1.3 Media Calls - The media may request a telephone interview only in accordance with Department Order #201, Information Release.

- 1.4 Foreign Consulate Calls - The Warden may authorize access to designated toll-free phone numbers for the purpose of facilitating inmate contact with foreign consulates. Consulate phone numbers shall become part of the inmate's approved visitation ten list in accordance with Department Order #911, Inmate Visitation. Legal phone calls to foreign consulates shall be in accordance with Department Order #902, Inmate Legal Access to the Courts, and shall not be monitored or recorded. For Consulate assistance and a listing of consulates, refer to Department Order #901, Inmate Records Information/Court Actions.

915.04 INTERRELATION CALLS

- 1.1 Wardens and Deputy Wardens may authorize inmates to place or receive interrelation calls only if the inmates:
- 1.1.1 Are assigned to a work and/or education program, or are exempted from such programs.
 - 1.1.2 Are free of major disciplinary reports for one year preceding the requested interrelation call. The inmate shall also have no pending disciplinary allegations.
 - 1.1.3 Are not on community supervision status, except for releasees assigned to the Correctional Release Center.
 - 1.1.4 Are not incarcerated in a county jail or other non-Department operated or contract institution.
 - 1.1.5 Have an institutional risk score of four or less.
 - 1.1.6 Are not assigned to:
 - 1.1.6.1 Investigative Detention.
 - 1.1.6.2 Administrative Detention.
 - 1.1.6.3 Condemned Row.
 - 1.1.6.4 Interstate Compact status.
- 1.2 Two non-emergency interrelation calls per year may be approved at no cost to eligible inmates. Each non-emergency interrelation call shall not exceed fifteen minutes in length. These calls shall be in addition to the EIP.
- 1.3 When reviewing requests, Wardens, Deputy Wardens and program staff shall consider the following guidelines and limitations. Calls may be approved:
- 1.3.1 On or near Christmas, Hanukkah, New Year's Day and Independence Day (July 4th).
 - 1.3.2 Any time there is a bona fide family emergency.
 - 1.3.3 For inmates housed at another complex.