

**NEVADA DEPARTMENT OF CORRECTIONS
ADMINISTRATIVE REGULATION
718**

INMATE PERSONAL TELEPHONE USAGE

Supersedes: AR 718 (Temporary, 03/27/12)

Effective date: 06/17/12

AUTHORITY: NRS 209.131, NRS 209.419

RESPONSIBILITY

Inmates will use the telephones in a responsible manner.

Department staff and inmates are responsible to know and comply with this regulation.

Wardens are responsible for establishing operational procedures that allow inmates reasonable access to personal telephone communications.

718.01 INMATE PERSONAL TELEPHONE CALLS

1. Telephones for inmate use should be placed in appropriate locations and should be accessible to inmates at all institutions/facilities. ADA compliant telephones will be available appropriate to those inmates requiring such access.
2. Local and long distance calls will be collect, prepaid collect, or debit.
3. Telephone calls, except approved calls between an inmate and his attorney/legal representative, must be monitored and/or recorded.
4. Inmates are required to use their Personal Identification Number (PIN) to access the telephone system. Inmates are not allowed to possess, use, receive, give, trade phone numbers or PIN numbers.
5. Cell phone numbers may be utilized as long as the calls are prepaid collect or debit.
6. Legal telephone numbers may be registered by the inmate through the inmate telephone system

7. Collect calls to phone numbers serviced by a local exchange carrier that does not have a billing agreement with the authorized contractor are not permitted and will be blocked. They may, however, go through as a prepaid collect.
8. Inmates may communicate in their primary language.
9. The Warden/designee shall determine the maximum amount of time allowed for each personal call.
10. Abuse of the telephone system or circumvention in any manner of the Department's contracted inmate phone system carrier may result in disciplinary action and possible restriction from placing personal calls.
11. Use of three-way calls, remote call forwarding, another inmate's PIN or collect calls to a cellular telephone are prohibited for security purposes.
12. Inmates may have their personal telephone access restricted for safety and security reasons.
13. Any telephone call which is manually terminated by a staff member must be documented.
14. Each inmate should be issued a written explanation of the telephone system upon arrival in receiving facility.
15. All requests for number blocks are limited to the Warden/designee or staff of the Inspector General's Office. These requests are to be made through the current vendor's PIN administrator.
16. All service requests are processed by the designated staff, including inoperable phones, equipment failures, additional equipment, and the addition of phones go through the appropriate contractor via e-mail at inmate_phones@doc.nv.gov.
17. Most inmate account inquiries should be handled at the institution/facility. Inmate account inquiries which cannot be handled at the site are to be submitted to the Inmate Services designee using a DOC form 544, Inmate Account Inquiry Form, or via e-mail to inmate_phones@doc.nv.gov.

718.03 USE OF INSTITUTIONAL TELEPHONES BY INMATES

1. Inmates within the Department who answer Department telephones as a part of their assigned duty shall answer telephones by identifying themselves. The inmate shall inform the caller that they are an inmate, state their last name and their location, i.e., Prison Industries/Silver State Industries, Furniture Department, Inmate Jones.
2. Inmates shall not use institutional telephones except as follows:

A. To confirm a death or serious illness in their immediate family and under the direct supervision of a staff member.

B. Part of job assignment.

C. Approved by Warden/designee and under the direct supervision of a staff member.

3. The institution or facility will not accept telephone calls, faxes, or e-mail except for legal calls from the Attorney General's office or court for inmates unless it is to confirm a death or serious illness in their immediate family. No faxes will be sent out for an inmate unless it pertains to a family death or serious illness, or is a legal emergency, which has been verified by the court.

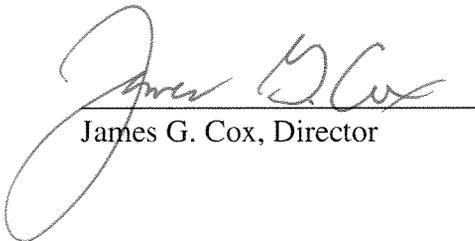
APPLICABILITY

1. This regulation requires an Operational Procedure for the Inmate Banking Services Division and the institutions/facilities.

2. This regulation does not require an audit.

REFERENCES:

ACA Standard 4-4497


James G. Cox, Director

5/30/12
Date