

RHODE ISLAND DEPARTMENT OF CORRECTIONS
ADULT CORRECTIONAL INSTITUTIONS
INMATE TELEPHONE SYSTEM

I. INSTRUCTIONS

A. To place a call:

1. lift receiver
2. listen for dial tone
3. enter (dial) your personal identification number (PIN)
4. for Spanish, dial * and your personal identification number
5. dial 0, followed by the area code and telephone number you wish to call

II. IF YOUR CALLED PARTY USES THEIR 3-WAY CALLING, CALL WAITING, OR CALL FORWARDING FEATURES, YOU WILL BE DISCONNECTED, AND DISCIPLINARY ACTION MAY BE TAKEN.

III. IF YOU PRESS THE DIAL OR SWITCH DURING THE CALL, YOU WILL BE DISCONNECTED.

IV. Calls are limited to the numbers on the Inmate Telephone System Number Request Form.

V. Telephone calls (excluding attorney calls) are restricted to twenty (20) minutes per call.

VI. Changes to this list will be made as submitted.

A. Emergency requests will be handled on a case-by-case basis.

B. Inmates who return to RIDOC, who have been issued PINs in the past, have five (5) working days to submit requests to:

- 1) reactivate their PINs; and
- 2) submit additions to/deletions from their telephone lists.

VII. All RIDOC inmates may place calls to:

| | |
|--------------------------------|----------|
| RIDOC Spec. Invest. Unit (SIU) | 462-2282 |
| RIDOC Inspectors' Office | 462-2551 |
| On-grounds RISP | 462-2650 |
| Bail Bondsmen | |
| Any law enforcement agency | |

Calls that will not be recorded:

RIDOC SIU

RIDOC Inspectors' Office

Law Enforcement Agencies

RI Public Defender:

| | |
|------------------------|----------|
| District & Family Cts. | 458-3050 |
|------------------------|----------|

| | |
|--------------|----------|
| Superior Ct. | 222-3492 |
|--------------|----------|

| | |
|------------|----------|
| Violations | 222-1313 |
|------------|----------|

| | |
|-------------------------------|----------|
| Kent County Sup., Dist., Fam. | 822-2195 |
|-------------------------------|----------|

| | |
|--------------------------------|----------|
| Wash. County Sup., Dist., Fam. | 782-4180 |
|--------------------------------|----------|

| | |
|---------------------------------|----------|
| Newport County Sup., Dist. Fam. | 841-8320 |
|---------------------------------|----------|

Attorney calls

RHODE ISLAND DEPARTMENT OF CORRECTIONS

Inmate Telephone System Number Request Form
RECOMMITMENTS (2nd or Subsequent)

THIS FORM MUST CONTAIN COMPLETE INFORMATION, BE LEGIBLE, AND MUST BE COMPLETED IN BLUE OR BLACK BALL POINT PEN.

Inmate's Name: _____ (PRINTED) RIDOC Inmate I.D. No.: _____

Date of Birth _____ Inmate PIN No. _____

Facility _____ Cell/Room Assignment _____

Your acceptance of a PIN and use of inmate telephones shall be deemed as consent to the conditions and restrictions placed upon inmate telephone calls, including call monitoring, recording, and documentation of number(s) called.

Inmate Signature _____ Date _____

ALL INMATE TELEPHONE CONVERSATIONS, EXCEPT THOSE BETWEEN INMATES AND ATTORNEYS, INMATES AND RIDOC SIU STAFF, INMATES AND RIDOC OFFICE OF INSPECTION STAFF, INMATES AND RHODE ISLAND STATE POLICE ARE SUBJECT TO MONITORING AND/OR RECORDING.

| Add (A) Delete (D) | Name of Called Party | Relationship | Area Code | Telephone Number |
|-----------------------|----------------------|--------------|-----------|------------------|
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
| 4. | | | | |
| 5. | | | | |
| 6. | | | | |
| 7. | | | | |
| 8. | | | | |
| 9. | | | | |
| 10. | | | | |

THE FOLLOWING (APPROVED) ATTORNEY/LAWYER NUMBERS WILL NOT BE RECORDED. ATTORNEY NUMBERS MUST BE BUSINESS (OFFICE) NUMBERS AND MUST BE INCLUDED IN THE SUPREME COURT ACS ATTORNEY REGISTRATION.

| Add (A) Delete (D) | Name | Area Code | Telephone Number |
|-----------------------|------|-----------|------------------|
| 1. | | | |
| 2. | | | |
| 3. | | | |
| 4. | | | |
| 5. | | | |

| | | |
|----------|---|------|
| Facility | Reviewed by RIDOC Staff Member (printed name and signature) | Date |
| | | |
| | | |

FORWARD ENTIRE FORM TO THE SYSTEM ADMINISTRATOR. S/HE WILL RETURN ONE COPY TO YOU.

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ADULT CORRECTIONAL INSTITUTIONS
INMATE TELEPHONE SYSTEM

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II. **IF YOUR CALLED PARTY USES THEIR 3-WAY CALLING, CALL WAITING, OR CALL FORWARDING FEATURES, YOU WILL BE DISCONNECTED, AND DISCIPLINARY ACTION MAY BE TAKEN.**

III. **IF YOU PRESS THE DIAL OR SWITCH DURING THE CALL, YOU WILL BE DISCONNECTED.**

IV. Calls are limited to the numbers on the Inmate Telephone System Number Request Form.

V. Telephone calls (excluding attorney calls) are restricted to twenty (20) minutes per call.

VI. Changes to this list will be made as submitted.

A. Emergency requests will be handled on a case-by-case basis.

B. Inmates who return to RIDOC, who have been issued PINs in the past, have five (5) working days to submit requests to:

- 1) reactivate their PINs; and
- 2) submit additions to/deletions from their telephone lists.

VII. All RIDOC inmates may place calls to:

| | |
|--------------------------------|----------|
| RIDOC Spec. Invest. Unit (SIU) | 462-2282 |
| RIDOC Inspectors' Office | 462-2551 |
| On-grounds RISP | 462-2650 |
| Bail Bondsmen | |
| Any law enforcement agency | |

Calls that will not be recorded:

| | |
|---------------------------------|----------|
| RIDOC SIU | |
| RIDOC Inspectors' Office | |
| Law Enforcement Agencies | |
| <u>RI Public Defender:</u> | |
| District & Family Cts. | 458-3050 |
| Superior Ct. | 222-3492 |
| Violations | 222-1313 |
| Kent County Sup., Dist., Fam. | 822-2195 |
| Wash. County Sup., Dist., Fam. | 782-4180 |
| Newport County Sup., Dist. Fam. | 841-8320 |
| Attorneys | |

RHODE ISLAND DEPARTMENT OF CORRECTIONS

Inmate Telephone System Trouble Report Form

ATTENTION: THIS FORM MUST BE COMPLETELY FILLED OUT, OR YOUR CONCERN MAY NOT BE PROPERLY ADDRESSED.

| | |
|--------------------------------|------------------------------|
| Inmate Name: _____ | RIDOC Inmate I.D. No.: _____ |
| Date of Birth: _____ | Inmate PIN No.: _____ |
| Facility: _____ | Cell/Room Assignment: _____ |
| Inmate Signature: _____ | Date: _____ |
| Telephone Number Called: _____ | |
| Date Called: _____ | Time Called: _____ |

Note: Any of the following may result in your call's being disconnected:

- Other party accepts a call waiting tone
- Other party trying to make a three-way call
- Playing with the buttons, switch hook or receiver during your call
- Answering machines
- All 800, 888, and 900 numbers
- Any number that does not allow collect calls
- All "0", 411, 911 numbers

Explanation of Trouble: (Be specific and include details)

Resolution of Trouble/Concern:

| | |
|----------------------|-------|
| _____ | _____ |
| Warden/Deputy Warden | Date |

| | |
|----------------------|-------|
| _____ | _____ |
| System Administrator | Date |

RHODE ISLAND DEPARTMENT OF CORRECTIONS

**INMATE TELEPHONE SYSTEM
CHANGE FORM
(FORM MUST BE PRINTED AND LEGIBLE)**

THIS FORM MUST CONTAIN COMPLETE INFORMATION, BE LEGIBLE, AND MUST BE COMPLETED IN BLUE OR BLACK BALLPOINT PEN. FORMS WHICH DO NOT MEET THESE REQUIREMENTS WILL BE RETURNED WITHOUT ACTION.

Inmate's Name: _____ ID # _____

Date of Birth: _____ PIN #: _____

Facility: _____ Cell Assignment: _____

Inmate's Signature / Date: _____

ALL INMATE TELEPHONE CONVERSATIONS, EXCEPT THOSE BETWEEN INMATES AND ATTORNEYS, INMATES AND RIDOC SIU STAFF, INMATES AND RIDOC OFFICE OF INSPECTION STAFF, INMATES AND RHODE ISLAND STATE POLICE ARE SUBJECT TO MONITORING AND/OR RECORDING.

| Circle | Name of Called Party | Relationship | Area Code | Telephone Number |
|----------------|----------------------|--------------|-----------|------------------|
| 1. Add Delete | | | | |
| 2. Add Delete | | | | |
| 3. Add Delete | | | | |
| 4. Add Delete | | | | |
| 5. Add Delete | | | | |
| 6. Add Delete | | | | |
| 7. Add Delete | | | | |
| 8. Add Delete | | | | |
| 9. Add Delete | | | | |
| 10. Add Delete | | | | |

THE FOLLOWING (APPROVED) ATTORNEY NUMBERS WILL NOT BE RECORDED. ATTORNEY NUMBERS MUST BE BUSINESS (OFFICE) NUMBERS AND MUST BE INCLUDED IN THE SUPREME COURT ACS ATTORNEY REGISTRATION

| Circle | Name | Area Code | Telephone Number |
|---------------|------|-----------|------------------|
| 1. Add Delete | | | |
| 2. Add Delete | | | |
| 3. Add Delete | | | |
| 4. Add Delete | | | |
| 5. Add Delete | | | |

Reviewed by: _____ Date: _____

Approved by: _____ Date: _____

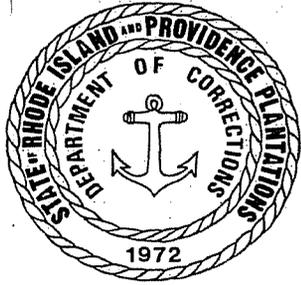
Warden / Deputy Warden

Emergency Change (Requires Warden's Signature)

Quarterly Change

YELLOW COPY -- TO INMATE

RHODE ISLAND DEPARTMENT OF CORRECTIONS POLICY AND PROCEDURE



POLICY NUMBER:
24.02-3 DOC

EFFECTIVE DATE:
03/17/2008

PAGE 1 OF 7

SUPERCEDES:
24.02-2 DOC

DIRECTOR:

Arthur T. Wall II

SECTION:
SECURITY AND CONTROL

SUBJECT:
INMATE TELEPHONE
PRIVILEGES/MONITORING

AUTHORITY: Rhode Island General Laws (RIGL) § 42-56-1022), Powers of the director; Title III of the Omnibus Crime Control and Safe Streets Act, 18 U.S.C.A. § 2510 et seq (prison monitoring and recording of inmate telephone calls); RIGL § 12-5.1, Interception of Wire and Oral Communications; RIGL § 11-35-21, Unauthorized interception, disclosure or use of wire or oral communication

REFERENCES: ACA Standards 4-4271, -4272, and -4497 (telephone privileges); 3-ALDF-3D-21, -22, -23, and 3-ALDF-5D-09 (tel. priv./access -- gen. pop., admin. seg., prot. Cust., disc. detention); RIDOC policy #11.01-4 DOC, Code of Inmate Discipline; RIGL §42-56-38.1, Prisoner Telephone Use

INMATE /PUBLIC ACCESS? X YES

AVAILABLE IN SPANISH? X NO

I. PURPOSE:

To specify the Rhode Island Department of Corrections' (RIDOC's) policy and procedures regarding the monitoring and recording of Adult Correctional Institutions (ACI) inmates' telephone conversations.

II. POLICY:

- A. Inmate access to/use of telephones is a privilege.
- B. Inmates are encouraged to remain in close contact with family and friends.
- C. RIDOC affords inmates reasonable access to telephones, consistent with their status, housing unit regulations, and the guidelines contained in this policy.

Public Notice: 01/13/08

Public Hearing: 02/14/08

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[Handwritten signature]

FEB 19 2008

RI SECRETARY OF STATE
ADMINISTRATIVE RECORDS

1. All Wardens ensure inmates have reasonable access to telephones within their respective facilities.

NOTE: Wardens of awaiting trial facilities ensure telephones are available in the committing areas which do not require the use of personal identification numbers (PINs) for bail purposes only.

2. Inmate calls are limited [See III.B6] to:

- a. Up to ten (10) social numbers;
- b. Up to five (5) attorney numbers.

Only attorneys whose names and business telephone numbers in the State of Rhode Island and Providence Plantations, Supreme Court ACS Attorney Registration will be recognized for this privilege, unless authorization is given by the Warden or designee. An example of such authorization is: The Systems Administrator provided by the vendor of the monitoring system verifies an out-of-state attorney's status and telephone number. The Warden or designee authorizes the call.

NOTE: Inmates are allowed to make calls to people not on their lists, under the supervision of a Counselor or Discharge Planner, in order to seek employment, housing, social services, etc. Such calls are recorded, to include date and purpose, in a phone log by staff.

3. In addition to the five (5) attorneys mentioned above, all RIDOC inmates may place calls to:
 - a. RIDOC Special Investigations Unit (SIU)
462-2282
 - b. RIDOC Inspectors' Office
462-2551
 - c. On-grounds Rhode Island State Police (RISP)
462-2650
 - d. Licensed Bail Bondsmen (telephone numbers to be entered by system administrator)

e. Any law enforcement agency

f. Calls that will not be recorded:

RIDOC SIU

RIDOC Inspectors' Office

Law Enforcement Agencies

Rhode Island Public Defender's Office

458-3050 (District and Family Courts)

222-3492 (Superior Court)

222-1313 (Violations)

822-2195 (Kent County Superior, District and Family)

782-4180 (Washington County Superior, District and Family)

841-8320 (Newport County Superior, District and Family)

Attorney calls

4. Outgoing inmate telephone calls utilize either debit or collect call systems.

Exceptions (which are subject to monitoring by staff):

a. Work Release Job Search calls;

b. Calls dialed by staff designated by Warden of facility.

D. All inmate telephone conversations, except those between inmates and the individuals listed in II.C.3.f. are subject to monitoring and/or recording.

E. Prior to the connections of all attempted calls, inmate callers and call recipients are given advance notice that their telephone conversations will be recorded and are subject to monitoring via an automated message. Call recipients must accept these conditions before connections are completed.

III. PROCEDURES:

A. Notification

1. Inmates. Wardens or designated Deputy Wardens ensure inmates receive advance notice of monitoring and/or recording of their telephone conversations via:

-
- a. memorandum (for inmates incarcerated at the time of initial implementation)
 - b. Inmate Telephone System Number Request Form - statement that calls are subject to monitoring and/or recording
 - c. signs posted (or stenciled) in English and Spanish above or near facility telephones designated for inmate use (sample at Attachment 1)
 - d. recorded message before call is accepted
2. Other means of inmate notification which Wardens may choose to utilize include:
 - a. facility bulletin board notices
 - b. facility inmate handbooks
 - c. orientation sessions
 3. If applicable, call recipient hears a recorded message informing him/her the collect call is from a RIDOC inmate and subject to monitoring and/or recording.
 - a. Recipient is given an opportunity to accept or refuse the call.
 - b. The message includes language that by accepting the call, the recipient consents to the monitoring and/or recording.
- B. Inmate Telephone System Number Request Form - information required on said form is as follows:
1. inmate's personal identification number (PIN)
 2. statement that call is subject to monitoring and/or recording
 3. date
 4. inmate's printed name
 5. inmate's signature (OR staff's signature indicating inmate's refusal to sign)

6. list of telephone number(s) inmate wishes to call
 - a. Up to ten (10) "social"
 - b. Up to five (5) attorneys

C. Changes to Inmate Telephone Number Lists

Inmates may request changes to their telephone lists:

1. Social number changes - The System Administrator provided by the vendor of the monitoring system is responsible for entering updated information as submitted.
2. Attorney number changes - The System Administrator provided by the vendor of the monitoring system is responsible for entering updated information as it is submitted.
3. Change requests may also be considered (on a case-by-case basis) for the following reasons:
 - a. family emergency;
 - b. call recipient's telephone number changes;
 - c. newly acquired telephone number for inmate's mother, father, spouse, and/or child(ren);
 - d. as determined by the RIDOC.
4. Revised Inmate Telephone System Number Request Forms serve as change requests.

D. General Rules

1. The Warden of each facility determines the hours of telephone availability and ensures said hours are posted in all housing units.
2. Telephone calls (excluding attorney calls) are restricted to twenty (20) minutes per call.

E. Monitoring/Recording

1. Monitoring/recording of inmate telephone conversations occurs for the purposes of:
 - a. preserving institutional order and security; and/or
 - b. enhancing/conducting investigative operations.
2. SIU staff are responsible for monitoring inmate telephone calls. All other persons requesting access to the telephone monitoring area need written authorization from the Director.
 - a. Random - monitoring conversations as they occur (i.e., "live") - SIU Investigators randomly monitor live inmate telephone conversations.
 - b. Targeted - monitoring specific inmates' conversations based on information received by SIU related to possible activity that may jeopardize institutional or community security and safety.
3. No unauthorized personnel are allowed access to the telephone monitoring room/equipment.
4. SIU staff record the names of all authorized personnel entering the telephone monitoring room in a log book established solely for that purpose.

F. Information Sharing

1. Law enforcement authorities who are not assigned to the Rhode Island Department of Corrections are not allowed access to recordings without judicially authorized and properly executed court orders, which are logged and maintained by SIU staff.
2. The Chief Investigator handles administrative requests on a case-by-case basis.
3. Random or general access to monitored telephone conversations is PROHIBITED.
4. SIU staff copy conversations to be used as evidence to CD-R's, and provide said copies to the agency involved.

-
- a. Such duplicate CD-R's are marked as evidence and fully tracked and receipted for as appropriate.
 - b. Master CD-R's are not normally removed from the library unless subpoenaed.
 - c. SIU staff maintains a log of all CD-R's released to law enforcement agencies.
5. The System Administrator may periodically monitor calls for maintenance or quality control purposes. Such monitoring is done in the presence of an SIU member.

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RHODE ISLAND DEPARTMENT OF CORRECTIONS

**Sample Notification Sign to be Posted
Near All Inmate Telephones**

All inmate telephone calls, except those to pre-approved attorney numbers, *RIDOC SIU Staff, RIDOC Office of Inspection Staff, Rhode Island State Police* will be recorded and/or monitored.

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