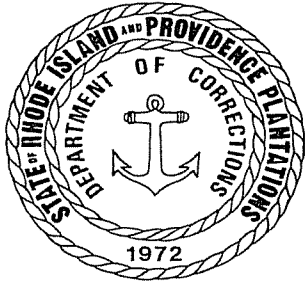


RHODE ISLAND DEPARTMENT OF CORRECTIONS POLICY AND PROCEDURE



POLICY NUMBER:
24.02-4 DOC

EFFECTIVE DATE:
06/21/10

PAGE 1 OF 7

SUPERCEDES:
24.02-3 DOC

DIRECTOR:

Asaf T. Walcott

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 #11.01-5 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: 01/29/10

Public Hearing: 03/10/10

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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.B.6.] to:
 - a. Up to ten (10) social numbers;
 - b. Up to five (5) attorney numbers.

Only attorneys whose names and business telephone numbers appear 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 Systems Administrator)

e. Any law enforcement agency

f. Calls that will not be recorded:

RIDOC Special Investigations Unit (SIU)	
RIDOC Inspectors' Office	
On-grounds RISP	
Any Law Enforcement Agencies	
Attorney calls	
Rhode Island Public Defender's Office	Speed Dial
Main Office	*9001
Appellate Division	*9004
Providence Misdemeanor & Garrahy Division	*9005
Providence Family Court	*9006
Providence Felony Division	*9007
Administration	*9009
Public Defender John J. Hardiman	*9010
Providence Violation of Probation Unit	*9011
Garrahy Courthouse	*9012
Social Service Unit	*9013
Washington County Office	*9014
Newport Office	*9015
Kent County Office	*9016

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 no more than twenty (20) minutes per call.
3. The length of time between calls may be established if necessary to provide orderly availability of telephones.

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 is primarily responsible for monitoring inmate telephone calls. All other persons requesting access to the telephone monitoring area need authorization from the Assistant Director of Institutions & Operations.
 - 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. Subpoenas for inmate telephone recordings are served at the Office of Legal Counsel. Constables attempting to serve such subpoenas directly to SIU are re-directed to the Office of Legal Counsel. The Office of Legal Counsel forwards the subpoena to either SIU or to Telecommunications, depending on the nature of the request.
2. State and municipal police agencies, as well as the Department of the Attorney General, are permitted access to recordings when requested in writing, only for the purposes of criminal investigations. Law enforcement agencies must include the assertion in their request that these recordings will not be disseminated to any other agency. These written requests are directed to the SIU. SIU staff forwards a copy of the request to the Office of Legal Counsel. (See, Attachment 2, Sample Investigatory Request.)
3. SIU Investigators handle administrative requests on a case-by-case basis.
4. Random or general access to monitored telephone conversations by outside law enforcement is PROHIBITED.
5. SIU Investigators copy conversations to be used as evidence to CD-R's, and provide said copies to the agency involved.

SIU Investigators maintain a log of all subpoena(e) or administrative requests. Such duplicate CD-R's released to law enforcement agencies are fully tracked and receipted as appropriate.
6. The System Administrator may periodically monitor calls for maintenance or quality control purposes. Such monitoring is done in the presence of an SIU member.

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.

SAMPLE REQUEST FOR INMATE TELEPHONE RECORDS

State of Rhode Island
Department of Attorney General
150 South Main Street
Providence, RI 02903

January 2, 2010

Investigator Samuel Tyler
Special Investigations Unit
RI Department of Corrections
40 Howard Avenue
Cranston, RI 02920

Dear Investigator Tyler:

This department respectfully requests a copy of all telephone calls placed by Inmate Hawley H. Crippen (ID# 186219) during that period from June 15, 2009 to the present.

These recorded telephone calls are investigative in nature. Other than this limited use, these recordings will not be disseminated to any outside non-law enforcement agency without your department's notification and approval.

Thank you for your assistance.

Sincerely,

Detective Chief Inspector Gene Hunt
Criminal Investigations Unit

RECEIVED

(4)

MAY 27 2010

RI SECRETARY OF STATE
ADMINISTRATIVE RECORDS

RHODE ISLAND DEPARTMENT OF CORRECTIONS
Inmate Telephone System Number Request Form

NEW COMMIT

THIS FORM MUST CONTAIN COMPLETE INFORMATION, BE ELIGIBLE AND MUST BE COMPLETED USING A BLUE OR BLACK BALL POINT PEN.

Inmate 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
 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 R.I. JUDICIAL SYSTEMS AND SCIENCES ATTORNEY INDEX.

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.

RHODE ISLAND DEPARTMENT OF CORRECTIONS
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 Bail Bondsmen.

All RIDOC inmates may place the following calls which will **not** be recorded:

RIDOC Spec. Invest. Unit (SIU)	462-2282
RIDOC Inspectors' Office	462-2551
On-grounds RISP	462-2650
Any law enforcement agency	
Attorney calls	
RI Public Defender	Speed Dial
Main Office	*9001
Appellate Division	*9004
Providence Misdemeanor & Garrahy Division	*9005
Providence Family Court	*9006
Providence Felony Division	*9007
Administration	*9009
Public Defender John J. Hardiman	*9010
Providence Violation of Probation Unit	*9011
Garrahy Courthouse	*9012
Social Service Unit	*9013
Washington County Office	*9014
Newport Office	*9015
Kent County Office	*9016

RHODE ISLAND DEPARTMENT OF CORRECTIONS
Inmate Telephone System Number Request Form
RE-COMMIT

THIS FORM MUST CONTAIN COMPLETE INFORMATION, BE ELIGIBLE AND MUST BE COMPLETED USING A BLUE OR BLACK BALL POINT PEN.

Inmate 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
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.				

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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.

RHODE ISLAND DEPARTMENT OF CORRECTIONS
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.***

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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:

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Providence Misdemeanor & Garrahy Division	*9005
Providence Family Court	*9006
Providence Felony Division	*9007
Administration	*9009
Public Defender John J. Hardiman	*9010
Providence Violation of Probation Unit	*9011
Garrahy Courthouse	*9012
Social Service Unit	*9013
Washington County Office	*9014
Newport Office	*9015
Kent County Office	*9016

RHODE ISLAND DEPARTMENT OF CORRECTIONS
Inmate Telephone System Trouble Request Form

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

Inmate's 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 Resolved

YELLOW COPY - TO INMATE

RHODE ISLAND DEPARTMENT OF CORRECTIONS
INMATE TELEPHONE SYSTEM CHANGE FORM

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

INMATE NAME _____ RIDOC INMATE ID # _____
 DATE OF BIRTH _____ INMATE PIN # _____
 FACILITY _____ CELL ASSIGNMENT _____
 INMATE SIGNATURE _____ DATE _____

ALL INMATE CONVERSATIONS, **EXCEPT** THOSE BETWEEN INMATES AND ATTORNEYS, ARE SUBJECT TO MONITORING AND/OR RECORDING.

	CIRCLE ONE	NAME OF CALLED PARTY	RELATIONSHIP	AREA CODE	TELEPHONE #
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) NUMBERS WILL **NOT** BE RECORDED. ATTORNEY NUMBERS MUST BE BUSINESS (OFFICE) NUMBERS AND MUST BE INCLUDED IN THE RHODE ISLAND JUDICIAL SYSTEMS AND SCIENCES ATTORNEY INDEX.

	CIRCLE ONE	NAME OF CALLED PARTY	AREA CODE	TELEPHONE #
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