

 <p style="text-align: center;">ALLEGHENY COUNTY BUREAU OF CORRECTIONS</p>	APPLICABILITY: All Authorized Personnel	
	POLICY NUMBER: #432	EFFECTIVE: 6/23/15 REVISED: 8/7/20
	TITLE: Criteria/Procedures for Non-Collect Telephone Calls By Allegheny County Jail Inmates	
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POLICY

It is the policy of the Allegheny County Bureau of Corrections to permit the use of a phone for a non-collect call in emergent or other approved situations by the inmate population.

APPLICABLE POPULATIONS

Policy is applicable to all inmates detained in the Allegheny County Jail.

PROCEDURES

Evaluating the Need/Justification for a Call:

- Requests for non-collect telephone calls should be forwarded in writing to the Caseworker Department or the Unit Manager.
- The Caseworker or the Unit Manager will evaluate and review each inmate request. A non-collect telephone call will be authorized by a Caseworker or Unit Manager if the need is established by the inmate for telephone contact with a governmental agency or attorney.
- The Chaplain’s Office will be responsible for making notifications to inmates when a member of their immediate family (mother, father, brother, sister, wife, husband, or child) is in the hospital or if a death occurs in the inmate’s immediate family.

Process for Facilitating Call:

- A Uniformed staff member or Correctional Officer must escort the inmate to the mezzanine floor where the non-collect telephone is located and dial the phone number to a hospital, funeral home, governmental agency or attorney and be present for the duration of the phone call. At no time is the inmate to be left unattended during this process.

- Non-collect telephones are located on the Mezzanine floors in the common area of Levels 2, 3, 4, and 6.
- Inmates housed on Levels 1 and 2 who meet the below listed criteria will use the non-collect telephone located on 2M.
- Inmates housed on Level 3 are to use the non-collect telephone located on level 3M.
- Inmates housed on Levels 4, 5, and 5M are to use the non-collect telephone located on 4M.
- Inmates housed on Levels 6, 7, and 8 are to use the telephone located on 6M.
- The escort (staff member or correctional officer) is to have a log book present on the mezzanine level to document the inmate's name, DOC number, phone number being called, the reason for the phone call, and the inmate's pod location. Unsuccessful contacts are to be documented in the log book with a notation that the inmate was unable to make contact.

Process for Facilitating a Call by the Chaplain's Office:

- The Chaplain's Office will verify the hospitalization or death of an inmate's immediate family member.
- Phone calls are granted at the discretion of the Chaplain's Officer after a review of each situation.
- When approved, the inmate will be escorted to the Chaplain's Office by a Uniformed Staff Member or Correctional Officer to make the phone call. At no time is the inmate to be left unattended during this process.
- If the Inmate is housed on 8E, a representative of the Chaplain's Office will facilitate the call on 8E. A Uniformed Staff member or Correctional Officer will be present.