POLICY STATEMENT
Commonwealth of Pennsylvania • Department of Corrections

Policy Subject:		Policy Number:
Automated Inmate Telephone System		**DC-ADM 818**
Date of Issue:	**Authority:**	**Effective Date:**
April 18, 2012	**Signature on File** **John E. Wetzel**	**April 25, 2012**

I. AUTHORITY

The Authority of the Secretary of Corrections to direct the operation of the Department of Corrections is established by Sections 201, 206, 506, and 901-B of the Administrative Code of 1929, 71 P.S. §§61, 66, 186, and 310-1, Act of April 9, 1929, P.L. 177, No. 175, as amended.

II. APPLICABILITY

This policy is applicable to all facilities operated under the jurisdiction of, or conducting business with the Department of Corrections.

III. POLICY

It is the policy of the Department to grant inmates the privilege of legitimate telephone communications with individuals in the community, while at the same time protecting society from harm, including, but not limited to, criminal activity, harassment, threats, and intimidation using the inmate telephone system.[1]

IV. PROCEDURES

All applicable procedures are contained in the procedures manual that accompanies this policy document.

[1] 4-4497, 2-CO-5D-01

V. SUSPENSION DURING AN EMERGENCY

In an emergency or extended disruption of normal facility operation, the Secretary/designee may suspend any provision or section of this policy for a specific period.

VI. RIGHTS UNDER THIS POLICY

This policy does not create rights in any person nor should it be interpreted or applied in such a manner as to abridge the rights of any individual. This policy should be interpreted to have sufficient flexibility to be consistent with law and to permit the accomplishment of the purpose(s) of the policies of the Department of Corrections.

VII. RELEASE OF INFORMATION AND DISSEMINATION OF POLICY

A. Release of Information

1. Policy

   This policy document is public information and may be released upon request.

2. Confidential Procedures (if applicable)

   Confidential procedures for this document, if any, are <u>not public information</u> and may not be released in its entirety or in part, without the approval of the Secretary of Corrections/designee. Confidential procedures may be released to any Department of Corrections employee on an as needed basis.

B. Distribution of Policy

1. General Distribution

   The Department of Corrections' policy and procedures shall be distributed to the members of the Central Office Executive Staff, all Facility Managers, and Community Corrections Regional Directors on a routine basis. Distribution of confidential procedures to other individuals and/or agencies is subject to the approval of the Secretary of Corrections/designee.

2. Distribution to Staff

   It is the responsibility of those individuals receiving policies and procedures, as indicated in the "General Distribution" section above, to ensure that each employee expected or required to perform the necessary procedures/duties is issued a copy of the policy and procedures either in hard copy or via email, whichever is most appropriate.

VIII. SUPERSEDED POLICY AND CROSS REFERENCE

A. Superseded Policy

1. Department Policy

   DC-ADM 818, Automated Inmate Telephone System (AITS), issued November 4, 2009, by former Secretary Jeffrey A. Beard, Ph.D.

2. Facility Policy and Procedures

   This document supersedes all facility policy and procedures on this subject.

B. Cross Reference(s)

1. Administrative Manuals

   a. DC-ADM 801, Inmate Discipline

   b. DC-ADM 802, Administrative Custody Procedures

   c. 6.3.1, Facility Security

   d. 6.5.1, Administration of Security Level 5 Housing Units

   e. 13.8.1, Access to Mental Health Care Services

2. ACA Standards

   a. Administration of Correctional Agencies: 2-CO-5D-01

   b. Adult Correctional Institutions: 4-4142, 4-4274, 4-4429, 4-4497, 4-4497-1

   c. Adult Community Residential Services: None

   d. Correctional Training Academies: None

PROCEDURES MANUAL
Commonwealth of Pennsylvania • Department of Corrections

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Release of Information:

Policy Document: This policy document is public information and may be released upon request.

Procedures Manual: The procedures manual for this policy may be released in its entirety or in part, with the prior approval of the Secretary/designee. Unless prior approval of the Secretary/designee has been obtained, this manual or parts thereof may be released to any Department employee on an as needed basis only.

Section 1 – General

A. Scope of the System 1-1
B. Inmate Access 1-1
C. Telecommunication Devices for the Hearing Impaired 1-2
D. Facility Authorized Telephone Calls 1-2
E. Sexual Assault Hotline 1-3
F. Inmate Abuse Hotline 1-3
G. Payment 1-3

Section 2 – Privileges and Restrictions

A. Obtaining Telephone Privileges 2-1
B. Restrictions 2-2
C. Transfer of Telephone Privileges 2-3

DC-8A, Inmate Telephone Authorization Form ..... Attachment 2-A
DC-8B, Supplementary Authorized Inmate Telephone Numbers ..... Attachment 2-B
DC-8C, Telephone System Discrepancy Form ..... Attachment 2-C

Section 3 – Electronic Surveillance

A. General Information 3-1
B. Recording/Monitoring 3-1
C. Divulging 3-3
D. Retention/Storage 3-3
E. Reporting Procedures 3-4
F. Training Requirements 3-5

DC-16A, Recording/Monitoring Area Access Log ..... Attachment 3-A
DC-16B, Recording/Monitoring Log Book ..... Attachment 3-B

Section 1 – General

A. Scope of the System

1. The inmate telephones may be used to place calls to telephone numbers in the North American Calling Plan (all 50 states, Puerto Rico, Canada, the U.S. Virgin Islands, and other Caribbean Islands). Calls to any of the 50 states may be made either collect or with the use of pre-paid minutes purchased at the commissary. Calls to Puerto Rico, Canada, the U.S. Virgin Islands, and other Caribbean Islands must be made pre-paid. Calls to international numbers that are not in the North American Calling Plan (NACP) are permitted; however, they must be made pre-paid.[1]

2. Depending on the call type, the following dialing instructions shall be followed:

   a. 0 + area code and number for all domestic collect calls;

   b. 1 + area code and number for all domestic and NACP debit calls; and

   c. 011 + country and city code for all international debit calls.

B. Inmate Access

1. ***Inmates shall be permitted to use the inmate telephone system whenever the telephones are available for use.***

2. ***A facility may limit the number of calls made and/or schedule calling blocks of time if the number of available inmate telephones does not allow for sufficient calling blocks of time and/or for other operational or security reasons.***

3. Calling schedules are determined by the facility.

4. Placement of inmate telephones is determined at each facility with provisions to permit access by the disabled.[2]

5. Telephone privileges for inmates in L5 housing units, Special Management Units (SMU, SSNU) and any other specialized housing unit will be governed by Department policy **DC-ADM 801, "Inmate Discipline," DC-ADM 802, "Administrative Custody Procedures," 6.5.1, "Administration of Security Level 5 Housing Units,"** and **13.8.1, "Access to Mental Health Care."**

6. Inmate telephone calls are a privilege which can be curtailed or rescinded by the Unit Manager through the informal resolution of a misconduct in accordance with Department policy **DC-ADM 801**. Inmate telephone calls may also be curtailed or rescinded for

[1] 4-4497-1
[2] 4-4497-1

administrative or disciplinary reasons by the Hearing Examiner or Facility Manager/designee.

C. Telecommunication Devices for the Hearing Impaired

1. Facilities housing hearing impaired inmates shall provide Telecommunication Devices for the Deaf (TTY/TDDs) to provide communication to or from hearing or speech-impaired persons.[3]

2. ***The Pennsylvania Telecommunications Relay Service (PA TRS) allows persons with a hearing or speech disability to use the telephone system via a Teletypewriter (TTY) or other Telecommunication Device for the Deaf (TDD) to call persons with or without such disabilities through the assistance of specialty trained operators.[4]***

3. A remote printer will produce a copy of the conversation for monitoring purposes.

4. ***Hearing impaired inmates shall be permitted to use telecommunication devices for the hearing impaired (TTY/TDDs) when available for use.***

5. ***A facility may limit the number of calls made and/or schedule calling blocks of time if the availability of the telecommunication device does not allow for sufficient calling blocks of time and/or for other operational or security reasons.***

D. Facility Authorized Telephone Calls

1. The Facility Manager/designee may authorize the use of the facility owned telephone system for the following reasons:

   a. serious illness, hospitalization or death of an immediate family member;

   b. contact with an attorney regarding an urgent legal matter when the attorney will not accept a collect call and the inmate has no funds available for a pre-paid call.[5]

   c. contact with an attorney regarding a legal matter which, because of an immediate deadline, cannot be handled in person or via correspondence.[6]

   d. an extraordinary or unusual circumstance.

2. The inmate must establish that an actual emergency exists. The staff member authorizing the inmate telephone call must verify the emergency exists prior to placing the call, document the call on a **DC-121, Part 3, Employee Report of Extraordinary**

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[3] 4-4142
[4] 4-4497
[5] 4-4274
[6] 4-4274

Occurrence, and forward the report to the Security Office and the Facility Manager/designee. In addition, a facility-authorized call is to be monitored by the staff member providing this privilege. If the inmate does not aggress to have this phone call monitored he/she will not be granted the privilege of placing a telephone call on the regular telephone system. An attorney phone call shall not be monitored; however, staff will first verify that the call is received by the attorney.

3. A call placed under this section will be recorded by the counselor on the **Inmate Cumulative Adjustment Record (ICAR)**.

4. A staff member authorizes a phone call to arrange for transportation upon the inmate's release on parole. A **DC-121, Part 3** is not necessary in this situation.

E. Sexual Assault Hotline

1. A Sexual Assault Hotline (717-703-2702) has been established for inmates and the general public to anonymously report a sexual assault to the Duty Officer at SCI-Camp Hill.

2. To ensure anonymity of the caller, an inmate shall not use his/her assigned PIN. Each facility is issued a facility-specific PIN, which the inmate shall use when calling the Sexual Assault Hotline.

3. The facility-specific PIN is listed on the Sexual Assault Hotline flyer which is posted on bulletin boards throughout the facility.

F. *Inmate Abuse Hotline*

1. ***An Inmate Abuse Hotline has been established for inmates, staff, family and friends to report inmate abuse to the Office of Special Investigations and Intelligence (OSII). Staff, family and friends can call toll free using 800-677-0330 and inmates can call 717-728-0337 at no charge.***

2. ***The facility-specific PIN is listed on the Inmate Abuse Hotline flyer posted on bulletin boards throughout the facility.***

G. Payment

1. Telephone calls using the AITS must either be collect in accordance with **66 Pa. C.S. §2907**, where the cost of the telephone call must be borne by the called party, or through pre-paid calls purchased by the inmate.

2. Pre-paid calls may be purchased in the commissary in $10, $15, $25, or $50 amounts, not to exceed a $100 limit per week.

3. A call placed under exceptional circumstances as stated in **Subsection D. above**, must be collect or paid for by the inmate. A regular facility telephone may be used only when such a call cannot be made on the AITS. Prior to placing a non-collect call, the inmate must sign a cash slip authorizing the deduction from his/her account. If the inmate is indigent, has no funds currently available, and a collect call is not feasible, the cost shall be charged to the inmate's account and the debt will be satisfied as funds are deposited to his/her account.

4. Pre-Paid Phone Account Refunds

   a. When the inmate is scheduled for release, Inmate Accounting personnel at the facility will contact the onsite phone administrator/designee to terminate the inmate's pre-paid phone account and determine any remaining balance.

   b. Inmate Accounting personnel will include the refund amount for pre-paid phone accounts with the pay-off figure for the inmate. The inmate's account will be charged with the total pay-off. Since there is no balance on the account for the pre-paid refund amount, the account will be immediately credited for the amount as a code 14 (Miscellaneous Income) to allow it to be closed out.

   c. The facility will reimburse the inmate for the remaining balance of his/her pre-paid phone account. Reimbursement will be for the full balance of the account.

   d. The facility will keep a monthly Pre-Paid Balance Payout Log for reimbursement by the vendor. A **Pre-Paid Balance Payout Reimbursement Report (Attachment 1-A)** will be emailed to the vendor on the last Friday of each month along with a general invoice listing total monthly payouts of pre-paid phone card accounts for reimbursement. The report should include the inmate's name, Department number, date of release, amount of the pre-paid refund (if any), and the refund date. A minimum of $10.00, per facility, will be in effect for any reimbursement to occur. If the monthly amount is less than $10.00, per facility, the amount will roll over to the next month.

   e. The vendor will issue a check to each facility for the total amount of pre-paid phone account refunds (if $10.00 or more)

   f. Accounting entries for QuickBooks to establish a receivable and credit the control account at the end of the accounting period including the following:

      (1) 1175 – Shops Receivable (facility name abbreviation); and

      (2) 2000 (14) – Inmate Control Account.

   g. The QuickBooks entries upon receipt of the reimbursement check (or wire transfer) include the following:

      (1) 1000 – Checking Account; and

(2) 1175 – Shops Receivable (facility name abbreviation).

Section 2 – Privileges and Restrictions

A. Obtaining Telephone Privileges

1. An inmate will be permitted to place a call on the Automated Inmate Telephone System (AITS) within 72 hours of initial reception or recommitment as a parole violator (PV). The inmate will be required to have an Inmate Personal Identification Number (IPIN) to access the system. The length of the call is limited to 15 minutes.

2. A list of every approved telephone number shall be established during the initial classification period and recorded on the **DC-8A, Inmate Telephone Authorization Form (Attachment 2-A)**. A copy of the **DC-8A** will be kept in the inmate's record.

3. The inmate must sign the **DC-8A** verifying that he/she has read, or has had read to him/her, the provisions of this policy. Failure to sign the form will result in denial of inmate telephone privileges.

4. An individual inmate telephone list is limited to 20 active telephone numbers.

5. An attorney's telephone number is to be listed separately on the **DC-8A**, and is not counted against the total of 20. The attorney must be representing the inmate and the relationship must be verifiable. The attorney telephone number must be verifiable and these calls will not be recorded or monitored.[1]

6. The complete name, relationship, telephone number, and street address of every person whom the inmate wishes to call must be listed on the **DC-8A**. A P.O. Box may be considered a valid address. An incomplete form will be returned to the inmate without action.

7. The inmate may request to add or delete from his/her approved list of telephone numbers monthly using the **DC-8B, Supplementary Authorized Inmate Telephone Numbers Form (Attachment 2-B)**. A copy of the **DC-8B**, verifying that he/she has had or has read to him/her the provisions of this policy. Failure to sign the form will result in denial of inmate telephone privileges.

8. The inmate may place calls when he/she receives a computer listing of the telephone numbers which have been entered into the AITS under his/her IPIN.

9. The IPIN number issued to the inmate is considered confidential. The loaning, borrowing, or theft of that number is prohibited and will result with any involved inmate receiving a misconduct, and loss of telephone privileges.

10. In the event the inmate experiences difficulty in using the AITS after his/her phone numbers have been entered into the AITS computer, a **DC-8C, Telephone System Discrepancy Form (Attachment 2-C)** will be completed to resolve the problem. The

[1] 4-4274, 4-4275

form shall be forwarded to the Telephone System Administrator (SA) for resolution. Copies of call detail records will not be provided.

11. The inmate shall be notified in the event that the system experiences any malfunctions or becomes inoperable.

B. Restrictions

1. A call on the AITS is initially announced to the called party as originating from a correctional facility and subject to monitoring and/or recording. Announcements will be made periodically during telephone conversations. There will be no reimbursement for the time consumed by these recorded announcements.

2. An inmate is prohibited from initiating calls to the following:

   a. an inmate, a former inmate, parolee, probationer, or co-defendant9s) without the written approval of the Facility Manager/designee.

   b. an employee or former employee of the Department unless requested in writing by the employee/former employee and approved in writing by the Facility Manager/designee;

   c. a judge, criminal justice official, prosecutor or court administrator without his/her prior written approval;

   d. a minor unless approved in writing by a parent or legal guardian;

   e. a victim of the crime for which the inmate is incarcerated unless requested in writing by the victim and approved by the Facility Manager/designee;

   f. a member of the public who requests in writing to have his/her telephone number call blocked;

   g. all toll-free and emergency numbers (800, 888, 911) with the exception of toll-free numbers for the Pennsylvania Relay Service for TTY/TTD equipment for the hearing impaired in accordance with **Section 1** of this procedures manual;

   h. ***an inmate is prohibited from three-way calling and call forwarding as defined in the Glossary of Terms. Calls made through a call routing service as defined in the Glossary of Terms are permitted***;

   i. placing a call through a multiple long-distance carrier; and

   j. placing a call to a local, county, state, or federal correctional facility, a Community Corrections Center (CCC), or to an inmate housed there without the prior written approval of officials at both facilities.

3. If written approval is granted for any of the calls listed above, the call shall be monitored. Exceptions shall be made for calls placed to persons listed in **Subsection B.2. above**.

4. Use of any facility telephone or other telephone not specifically designated for an inmate is prohibited except as otherwise outlined in **Section 1** of this procedures manual.

5. A telephone number that the facility has reason to believe is being used to violate Department policy or regulations will be blocked.

6. Use of the same telephone number or multiple IPIN lists are prohibited, except for the news media, PA Prison Society, and elected officials. When an immediate family relationship can be established, the inmate may request (in writing) that the Facility Manager permit him/her to add an individual who is on another inmate's telephone list.

7. Warning: calls placed to cell phones, or phones of inferior quality may be automatically terminated due to static, adverse weather conditions, weak signals, or activation of the call waiting feature. If this occurs, there will be no reimbursement for the call set-up fee that is incurred when the number is re-dialed. Likewise, if someone at the called number picks up an extension phone or the all waiting feature has been activated, the call may be automatically terminated, and you will not be reimbursed for the call set-up fee that will be incurred when the number is re-dialed.

C. Transfer of Telephone Privileges

1. When an inmate transfers from one facility to another, and in order to eliminate the need for completion of a new **DC-8A** and/or **DC-8B** upon arrival at the new facility, the Records Supervisor shall ensure that a copy of the bus/van manifest is provided to the onsite telephone SA/designee the day the inmate arrives.

2. The receiving facility's onsite telephone SA/designee shall access the AITS, de-activate the inmate account from his/her former facility and activate the inmates account at the new facility.

3. Questions regarding the transfer of inmate telephone data should be directed to the onsite telephone SA/designee.

Inmate Telephone Services
Inmate Telephone Authorization Form

Inmate Name (first/last):	Inmate #:	Date:	Facility:	Housing Unit/Cell #:	Inmate IPIN #:

NUMBER(S) REQUESTED				
(Area Code) Number	Name of Person(s)	Address (include City, State, Zip)	Date of Birth	Relation to You
1. ( )				
2. ( )				
3. ( )				
4. ( )				
5. ( )				
6. ( )				
7. ( )				
8. ( )				
9. ( )				
10. ( )				
11. ( )				
12. ( )				
13. ( )				
14. ( )				
15. ( )				
16. ( )				
17. ( )				
18. ( )				
19. ( )				
20. ( )				
( )	Attorney:			
( )	Attorney:			

Any telephone call that you make or receive in any state correctional facility, may be intercepted, recorded, monitored, or divulged. The only exception is properly placed telephone calls to or from your attorney. _____ Inmate Signature
( ) All Approved ( ) All Approved Except:

Remarks:

Approving Signature:	Title:	Date:

SUPPLEMENTARY AUTHORIZED INMATE TELEPHONE NUMBERS
Commonwealth of Pennsylvania – Department of Corrections

IPIN#:	Inmate Name:	Inmate #:	Date:

1. REMOVAL FROM LIST OF AUTHORIZED INMATE TELEPHONE NUMBERS

Name	Relationship	Telephone #	Address	Date of Birth	Date

2. ADDITIONS TO LIST OF AUTHORIZED INMATE TELEPHONE NUMBERS

Name	Relationship	Telephone #	Address	Date of Birth	Date

3. All Approved: All Approved Except:

Any telephone call, which you make or receive in any state correctional facility, may be intercepted, recorded, monitored, or divulged. The only exception is properly placed telephone calls to or from your attorney._____ **Inmate Signature**

Remarks:

Approving Signature:	Title:	Date:

Telephone System Discrepancy Form

Inmate Name:	**Inmate Number:**
Inmate Housing Unit/Cell Number:	
All information must be completely filled in. Please be specific.	
Telephone Number Called:	**Inmate Telephone Used:**
Time and Date of Call:	
State exact nature of problem and/or concern: (Please print)	

Please be advised that the following are some reasons that your call may be disconnected:

a. Other party accepts a call waiting tone;
b. Other party trying to make a three-way call;
c. Playing with the buttons, switch hook or receiver during your call;
d. Answering machines;
e. All 800, 888, and 900 numbers; and
f. Any number that does not allow collect calls.

Signature: _____ **Date:** _____

Section 3 – Electronic Surveillance

Pursuant to the **Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5701, et seq.,** every inmate telephone call is subject to interception, recording, monitoring, and disclosure, except those placed to or from an attorney representing an inmate, in accordance with **Subsection A.f. below**.

A. General Information

1. Inmate notification of the **Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5704 (13)**, requirements is accomplished through the **DC-8A, Inmate Telephone Authorization Form** (refer to **Section 2, Attachment 2-A** of this procedures manual) which contains a notification clause, through the posting of surveillance notices at every inmate telephone location, and notification to all persons speaking with an inmate that the call may be recorded and monitored.

2. A sign, in English and Spanish, must be posted at all Automated Inmate Telephone System (AITS) telephone locations notifying the user that telephone conversations may be monitored.

3. Telephone monitoring/recording equipment shall be located in a secure climate controlled area approved by the Facility Manager/designee. If the recording and monitoring equipment and AITS maintenance function are located in the same room, a secure barrier must be erected to separate them.

4. The recording equipment shall not be turned off during the time the AITS is in operation without the authorization of the Secretary/designee.

5. All AITS telephone lines must be connected to recording and monitoring equipment.

6. The AITS will be programmed to exclude attorney/client phone calls from the provisions of this policy.

7. The Department retains the right to record and monitor all inmate telephone calls at its Central Office as well as its facilities.

B. Recording/Monitoring

1. The actual recordings must be on a medium that is protected from editing or other alterations.

2. Access to the equipment and its features must be authorized in writing by either the Director of the Office of ***Special Investigation and Intelligence (OSII)***, Chief of Security, or Facility Manager/designee(s). Equipment service personnel must be escorted at all times by an authorized staff member.

3. A **DC-16A, Recording/Monitoring Area Access Log (Attachment 3-A)**, shall be maintained in the telephone recording/monitoring area. The following information shall be entered into the **DC-16A** each time the telephone recording/monitoring area is accessed:

    a. date of entry;

    b. time of entry;

    c. reason for visit;

    d. time of exit;

    e. name of person accessing area;

    f. agency name;

    g. agency division; and

    h. individual authorizing access.

4. Only Department personnel authorized in writing by the Director of the ***OSII,*** Chief of Security, or the Facility Manager/designee(s) shall record/monitor an inmate telephone call or a subsequent copy of a recording of an inmate telephone call.

5. The following information shall be documented by staff in the **DC-16B, Recording/Monitoring Log (Attachment 3-B)**, when monitoring is performed as part of as investigation or information is developed through random monitoring:

    a. time and date;

    b. inmate name and number;

    c. housing unit, telephone location, date and time frame (beginning and ending frame);

    d. type of activity detected;

    e. name of staff making entry;

    f. reason for monitoring; and

    g. significant information detected.

6. Completed copies shall be sent to the appropriate staff (Facility Manager/designee, Deputy Superintendent(s), Major(s), and Intelligence Captain/Lieutenant) on a need-to-know basis.

C. Divulging

1. The contents of a recorded/monitored inmate telephone call shall be divulged only when necessary to safeguard the orderly operation of the facility, in response to a court order, or in the prosecution/investigation of any crime.

2. Staff are prohibited from discussing or commenting on the contents of any recorded/monitored interception except as noted above.

3. Duplication of an AITS recording for dissemination to staff or an outside criminal justice agency shall be authorized in writing by the Director of ***OSII***, Chief of Security, or the Facility Manager/designee(s). Each duplicate shall contain only the requested conversations(s).

4. All requests made to the Department for the purpose of monitoring, recording, and/or duplicating by an outside criminal justice agency shall be submitted in writing to the Director of the ***OSII***, Chief of Security, or the Facility Manager/designee(s) for authorization. Upon approval, the following additional information shall be included on the approved request:

   a. requesting agency/staff identification;

   b. reason for the request; and

   c. a listing of each conversation recorded and/or listened to by:

      (1) housing unit;

      (2) telephone location; and

      (3) date and time frame of conversation (beginning and ending frame).

D. Retention/Storage

1. Evidence recordings shall be stored and secured to ensure availability for subsequent actions. Any telephone recording containing information leading to administrative, investigative, or legal action shall be maintained for a period of three years, or for the duration of the proceedings, whichever is longer. These telephone calls shall be saved to a compact disc (CD).

2. Recorded media shall be protected from mental detectors and/or magnets.

3. Completed logbooks shall be maintained and stored within the recording/monitoring access area. Such logbooks shall be regarded as physical evidence and shall be maintained in the chain of custody in accordance with Department policy **6.3.1, "Facility Security."**

4. A recording that contains information which may be used as evidence shall be labeled as "evidence" and identified with the following information:

   a. date;

   b. time frame (beginning and ending);

   c. telephone location;

   d. inmate name and number;

   e. recording facility; and

   f. name of the person designating the recording as evidence.

5. Recordings labeled as evidence shall be sealed and stored in an evidence locker specifically designated for this purpose. Access to the evidence CDs is restricted to these employees designated in writing by the Facility Manager/designee.

6. The AITS log record, generated by the automated system, will be stored with the recording medium.

E. Reporting Procedures

1. The following information (see list below) shall be submitted on a weekly basis to the Facility Manager/designee and include a brief summary of each incident of pertinent information developed from recording and monitoring. A similar report shall be submitted to the Secretary/designee for all inmate telephone calls recorded and monitored at Central Office locations. This report shall include, but not be limited to, the following:

   a. drug trafficking;

   b. escape;

   c. extortion;

   d. Security Threat Group (STG) activity;

   e. planned criminal activity;

   f. plans for violence and/or disruption;

   g. threats to public safety;

   h. internal investigation; and

   i. any other topic representing a threat to the safety and security of the facility.

2. The total number of randomly monitored calls must be recorded daily and summarized monthly. The monthly report shall be forwarded to the facility's Security Office and, if requested, the Central Office Security Division.

F. Training Requirements

1. Any Department employee who is also an investigative or law enforcement officer (has power of arrest regardless of the jurisdiction) must be certified as required by **18 Pa.C.S. §5724** prior to engaging in any electronic surveillance. The course of training is established by the Attorney General and the Pennsylvania State Police (PSP).

2. Personnel authorized to monitor telephone calls shall be instructed and trained in the following areas:

   a. the operation of recording and listening devices;

   b. preservation and collection of evidence;

   c. orientation to applicable state statutes;

   d. confidentiality requirements of the system; and

   e. system security.

Attorney – Any person licensed to practice law in any state or federal court and who represents an inmate.

Automated Inmate Telephone System (AITS) – A computer based telephone system, which enables the Department to monitor and control the use of inmate telephones.

Call Block – Placing a restriction on a specific number or series of numbers which prohibits calling those numbers.

Call Forwarding – The transfer of a call placed to an individual named on the inmate's telephone authorization form to an individual not named on the inmate's telephone authorization form.

Call Routing – The process by which a telecommunications provider regulated by the Federal Communications Commission or a state public utilities commission directs a call placed to a number assigned to an individual named on the inmate's telephone authorization form to that individual at a different telephone number.

Calling Blocks – A calling block is a 15 minute period of time with which an inmate may make phone calls. 30 minute calling blocks are permitted for inmates who must use the TTY/TDD equipment.

Called Number Frequency – The ability to place a limit on the number of times an individual number may be called in any given period.

Call Records – The data storage and retrieval of all calling information.

Compact Disk (CD) – A device used to digitally record a telephone conversation from the hard drive of the AITS.

Department – The Pennsylvania Department of Corrections.

Electronic Surveillance – The interception, recording, monitoring, and/or divulging of inmate telephone calls.

Facility Authorized Telephone Call – Telephone calls placed for inmates by staff on the facility's regular telephone system.

Facility Manager – The Superintendent of a State Correctional Facility or State Regional Correctional Facility, Commander of a Motivational Boot Camp, director of a Community Corrections Center or Director of the Training Academy.

Immediate Family Member – Immediate family members are defined as spouse (includes valid common law), children, parents, grandparents, brothers, sisters, guardian, and aunt or uncle or step relatives in the aforementioned categories with whom the inmate has made his/her home. Such relationships must be verifiable by the counselor.

Inmate Personal Identification Number (IPIN) – The unique set of six digits assigned to individual inmates, which enables them to access the AITS.

Inmate Telephone Authorization (DC-8A) – A Department form completed by inmates listing the name, relationship, telephone number and address of individuals with whom the inmate is requesting to maintain telephonic communications.

Inmate Telephone Authorization Supplement (DC-8B) – A Department form completed by an inmate requesting changes to his/her approved telephone list.

Investigative or Law Enforcement Officer – Any officer of the United States or of the Commonwealth of Pennsylvania or political subdivision thereof, who is empowered by law to conduct investigations of or to make arrests for offences enumerated in the **Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5701 et. Seq.,** and any attorney authorized by law to prosecute or participate in the prosecution of such offence.

Minor – Any person under 18 years of age.

Multiple Long Distance Carriers – Companies which offer long distance calling requiring a five digit code for access.

North American Calling Plan – The area includes all 50 states, Canada and parts of the Caribbean Islands composed of the following with area codes: Bahamas (242), Bermuda (441), Barbados (246), British Virgin Islands (284), Puerto Rico (787), and the U.S. Virgin Islands (340).

Pennsylvania Relay Service – The Pennsylvania Relay Service is a telephone service that allows persons to use TDDs to communicate with hearing and speech-impaired persons and, vice versa, through the assistance of specially trained operators.

Recording Media – A digital audiotape or other electronic recording medium which stores the human voice.

Recording/Monitoring (R/M) – The recording/monitoring of inmate telephone conversations.

Station-to-Station Calling – Enables the caller to speak to any answering party at the number you have asked the operator to dial.

Text Telephone (TTY/TTDs) – Telecommunications Devices for the Deaf (TDD) are typewriter-like machines that permit hearing or speech-impaired persons to communicate by typing messages back and forth over telephone lines.

Three Way Calling – A telephone company service which adds a third party with a different telephone number to an existing conversation.