


**HOWARD COUNTY DEPARTMENT OF CORRECTIONS
POLICY & PROCEDURE**

	SUBJECT:	Administration
	P & P #:	A-022
	TITLE:	Citizen Requests for Phone “Block”
	EFFECTIVE DATE:	December 2, 2019
	REVIEWED BY:	<i>Andrea King Wessels</i> Andrea King-Wessels, Deputy Director
	AUTHORITY:	<i>Jack Kavanagh</i> Jack Kavanagh, Director

POLICY: The Howard County Department of Corrections understands the importance of providing assistance to citizens by helping them avoid annoying and/or threatening telephone calls from inmates/detainees. Part of the public safety responsibility of this agency is to provide guidance and/or assistance when requested by those citizens. The purpose of this policy is to provide guidelines for staff in responding to citizen complaints of this nature.

REFERENCES: None

DEFINITIONS: None

PROCEDURES:

- I. When a complaint is received from a citizen concerning unwanted telephone calls from inmates/detainees, the Shift Leader is to be immediately notified.
- II. If the complainant indicates they have received calls of a threatening nature, the Shift Leader shall obtain pertinent information from the complainant and recommend that the complainant contact the nearest Police Department.
- III. The Shift Leader shall meet with the inmate/detainee and give them a direct order to cease and desist calling the complainant and advise the inmate/detainee of the consequences for failure to follow the direct order, document same in the inmate/detainee basefile and forward an Incident Report to the Security Chief.
- IV. If the caller indicates they wish to have a number blocked or unblocked, they shall be given the option of either calling the Technical Support Help Line and IC Solutions Number; 1-866-228-4031 or utilizing the Web address; www.icsolutions.com to speak directly to the service provider or they may request the assistance of the Administrative Captain.
- V. Requests from Law Enforcement Agencies to block phone numbers shall be forwarded to the Director for approval.

ATTACHMENTS: None

RESCISSIONS: HCDC Policy A-022 Citizens Requests for Phone “Block” effective December 2, 2018, December 8, 2017.