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Staff and Public Telephones

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PUBLIC AND STAFF TELEPHONES

I. POLICY

- A. Telephones are located at the facility to allow the public and staff members to communicate both within and outside of the facility.

II. PROCEDURE

A. On-Site Public Telephones

1. The telephone at the lobby counter in the Administration Building is provided to assist citizens in conducting Sheriff's Office business and seeking assistance of Sheriff's Office staff including Field Division and Corrections Personnel.
2. After normal business hours, citizens desiring the assistance of a deputy will be directed to the telephone located in the Building Two Waiting Room. The entrance is to the left of the main front door.
 - a. The telephone on the right-side wall as you enter is a direct dial to the Sheriff's Communications Center.
 - b. The telephone on the left-side wall as you enter is a direct dial to the Building Two Control Board.

B. Staff Telephones

1. Public access to both male and female jails will be completed using telephone number 463-4423.
 - a. Visiting scheduling can be arranged by calling 463-6330
2. Calls will be directed to the appropriate area via numeric options from an automated phone menu.

3. Corrections staff will answer telephones promptly and greet the caller with “Mendocino County Sheriff’s Office,” their title and name, and “Can I help you?”
4. Correctional staff may give out the following information over the telephone:
 - a. The arrestee/inmate’s full name and occupation, their physical description including date of birth, color of eyes and hair, sex, height and weight, the time and date of arrest, the time and date of booking, the location of the arrest, the factual circumstances surrounding the arrest (as articulated in the Probable Cause Declaration), the amount of bail set, the time and manner of release or the location where the individual is currently being held, and all charges the individual is being held upon, including any outstanding warrants from other jurisdictions and parole or probation holds.
 - b. Court information may be given to callers with the exception of high profile cases or those inmates that pose a significant security threat to the facility.
5. Telephones are intended for official use. Any personal calls will be held to a minimum. There will be NO long distance personal calls billed to the Corrections Division.
 - a. Any personal calls shall be made during authorized breaks or during designated meal times.

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