

MICHIGAN DEPARTMENT OF CORRECTIONS <b>POLICY DIRECTIVE</b>	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130
SUBJECT PRISONER TELEPHONE USE	SUPERSEDES 05.03.130 (01/01/2009); DOM 2021-3	
	AUTHORITY MCL 791.203; MCL 791.270; Administrative Rule 791.6638, 791.6609	
	PAGE 1 OF 9	

**POLICY STATEMENT:**

Use of telephones by prisoners is a privilege that helps maintain connections with family and prepare them for successful release. Prisoner telephone use in Correctional Facilities Administration (CFA) facilities shall be in conformance with the requirements of this policy directive.

**POLICY:**

DEFINITIONS

- A. Immediate Family Member - A grandparent, parent (including step-parents and parent in-laws), spouse, child, step-child, grandchild, sibling (including step and half siblings). An aunt and uncle may be included if adequate verification is provided that they served as a surrogate parent.
- B. Monitor - To listen to, view, and/or record.
- C. Personal Identification Number (PIN) - A unique number assigned to each prisoner that allows access to those telephone numbers placed on the prisoner's approved telephone list.
- D. Prisoner Approved Numbers (PAN) - The first 20 completed telephone calls made by a prisoner each quarter (January, April, July, and October).

GENERAL INFORMATION

- E. This policy only applies to prisoners incarcerated in CFA facilities, except as set forth in Paragraph RR. For prisoners in the Special Alternative Incarceration (SAI) Program, telephone services shall be available as set forth in PD 05.01.142 "Special Alternative Incarceration Program" when in direct conflict with requirements set forth in this policy directive.
- F. The Budget and Operations Administration (BOA) and CFA shall be responsible for a statewide contract with a telephone service provider to provide telephone service to prisoners in CFA facilities. The telephone service provider shall be required to comply with requirements set forth in this policy, including the capability to monitor prisoner telephone calls and timely entry of approved telephone numbers into the system. Telephone service provided shall include all of the following features:
  - 1. A "voice over" announcement that shall be made one time during the conversation indicating that the call is coming from a correctional facility;
  - 2. Ability to restrict numbers of those businesses/individuals who have requested not to receive telephone calls from a prisoner;
  - 3. Ability to prevent telephone calls to all toll-free numbers (e.g., 800, 888) and numbers for which a fee is charged to access (e.g., 900, 976);
  - 4. Notice of monitoring as set forth in Paragraph HH;
  - 5. Other features as approved by the CFA Deputy Director or designee.
- G. For security and control purposes, telephones designated for prisoner use will be designed to render them inoperable during times when telephone usage would interfere with other facility activities and during facility emergencies.

DOCUMENT TYPE POLICY DIRECTIVE	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130	PAGE 2 OF 9
-----------------------------------	------------------------------	---------------------	-------------

- H. Calls made to the crime stoppers tip line, the sexual abuse hotline, and other calls/services approved by the CFA Deputy Director will be at no cost to the prisoner. Except as approved by the Warden or designee for emergencies, all other prisoner telephone calls shall be on a collect or prepaid basis. Prepaid telephone service (debit) shall be offered to prisoners in the SAI Program only as approved by the CFA Deputy Director. Telephone service shall be provided throughout the United States and other countries as identified in Attachment A.
- I. A prisoner who wants to purchase prepaid telephone service may do so through the facility's approved ordering process. No pre-paid debit cards with the balance of the prisoner's telephone funds shall be issued except to those prisoners who are paroling or discharging to the community. Business office staff shall enter the purchase of prepaid telephone service within two business days after receipt of an approved disbursement authorization form. Electronic notification of all daily purchases will be automatically sent to the appropriate telephone company at the end of each business day. The appropriate telephone company will make the prepaid service available for use by the prisoner within three business days after it receives notice of the purchase of the prepaid service.
- J. Except for verified emergencies, prisoner use of a telephone shall be considered a leisure time activity. Prisoners shall be permitted to take their legal papers with them to make a telephone call to an attorney or legitimate legal service organization. Telephone equipment shall automatically limit each call to 15 minutes or, for calls to attorneys, the Legislative Ombudsman, Disability Rights Michigan (DRM), an Embassy, or a Consulate, 20 minutes. Each call for deaf and/or hard of hearing prisoners using a telecommunications device for the deaf (TDD), Video Relay Services (VRS), CapTel, videophone or teletypewriter (TTY) services shall be limited to 30 minutes.
- K. In an emergency, the Warden or designee may allow a prisoner to make a call outside normally allotted calling times. Emergencies include critical illness or death of an immediate family member, serious prisoner illness, or other situations as determined by the Warden or designee. Prisoners shall not be authorized to make emergency telephone calls to anyone who is known to be a victim of the offense for which the prisoner is serving, known to have a personal protection order against the prisoner, or known to have their telephone number blocked so as to not receive calls from the prisoner. If a prisoner is authorized by the Warden or designee to use a telephone that is not normally designated for prisoner use, staff shall dial the number for the prisoner and listen to the ensuing conversation. However, staff shall not listen to the conversation if the prisoner is approved to make a non-monitored phone call to an attorney, the Legislative Ombudsman, DRM, Embassy, Consulate, or legitimate legal service organization as outlined in Paragraphs CC and EE.
- L. Prisoners shall not possess or be allowed to use credit, debit, or prepaid telephone cards other than those specifically authorized by the Department and in accordance with this policy. The use of three-way calling and call-forwarding features are prohibited (telephone calls made via a Voice Over Internet Protocol (VOIP) system are not considered to be call forwarding). If such calls are detected by Department staff, they shall be terminated immediately and reported to the facility. The prisoner may be subject to restriction of telephone use as described in this policy.
- M. Prisoners in segregation shall be provided access to telephones in accordance with PD 04.05.120 "Segregation Standards."
- N. Prisoners designated as Security Threat Group (STG) I or II shall be provided access to telephones in accordance with PD 04.04.113 "Security Threat Groups."

#### PRISONER TELEPHONE SERVICE SECURITY

- O. Prisoners who are issued a PIN as outlined in Paragraph R will be enrolled in a voice biometric (VB) identification system. During the enrollment process the prisoner's voice will be recorded (voice print) and matched to the prisoner's 11-digit PIN. If a prisoner refuses to actively enroll/participate in the VB identification system, their PIN shall be reset and will not be provided to the prisoner until they agree to properly enroll.
- P. Prisoners identified with a physical or mental disability or a language barrier that prevents them from enrolling in the telephone system or those authorized to use the VRS or CapTel system shall have a

DOCUMENT TYPE POLICY DIRECTIVE	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130	PAGE 3 OF 9
-----------------------------------	------------------------------	---------------------	-------------

Telephone Agreement and Number List (CAJ-370) completed by the appropriate housing unit staff. To add, delete, or change a telephone number, pursuant to Paragraphs V and W, a prisoner must complete and sign a new CAJ-370 identifying the telephone number(s) to be added, deleted, or changed and the name of the person being called. The form is to be submitted to designated housing unit staff for approval. Upon approval of the request, designated housing unit staff shall forward the CAJ-370 to the Facility Telephone Coordinator for their review within five business days of receipt. The Facility Telephone Coordinator shall forward the CAJ-370 to the contracted telephone company for processing within five business days of receipt.

- Q. Prisoners requesting to have their VP "voice print" reset shall make the request in writing to a designated staff member. This request can be made at any time and shall be acted upon by staff within five business days of receipt of the written request. Staff shall ensure that after the prisoner's enrollment is reset in the computerized prisoner Calling System, the prisoner is observed in person by CFA staff during their enrollment process.
- R. Any prisoner not enrolled in the VP identification system can request to be enrolled in writing to the facility designated staff person. This request can be made at any time and shall be acted upon by staff within five business days of receipt of the written request. The prisoner's enrollment shall be completed in accordance with Paragraph O.

APPROVED TELEPHONE LISTS

- S. A prisoner who wants to use the prisoner designated telephones must first set up their PIN. The PIN is comprised of a 7-digit prisoner id number and a 4-digit PIN. Initially the 7-digit PIN will be a 0 + the prisoner's 6-digit MDOC prisoner number. The 4-digit PIN will be the 2-digit day and 2-digit year of the prisoner's birth. Upon the first call the prisoner will be prompted to change the initial PIN to another 4-digit PIN (cannot be all 0's).
- T. Prisoners are prohibited from calling the victim of an offense for which the prisoner is serving unless the victim authorized the call-in writing and there is no court order prohibiting the call. If the victim is under 18 years of age and is not an emancipated minor, the authorization must come directly from the victim's legal guardian or custodial parent. A prisoner who attempts to call a victim that they are not authorized to call shall be subject to discipline as set forth in PD 03.03.105 "Prisoner Discipline" and other penalties under the law. In addition, the prisoner may have their telephone privileges restricted as set forth in this policy.
- U. The telephone numbers of attorneys, the Legislative Ombudsman, DRM, an Embassy, a Consulate, and legitimate legal service organizations shall be verified by facility staff as set forth in Paragraphs EE and FF before being approved for entry into the system.
- V. A prisoner who accesses the prisoner telephone through VB in accordance with Paragraph O will have their PAN reset at the beginning of each quarter unless the number is a non-monitored number. A number that is not monitored will remain on the prisoner's PAN until they request the number be deleted or changed or the number is blocked in accordance with this policy. A new PAN will be created each quarter based on the first 20 completed calls the prisoner makes during that quarter, reduced by any non-monitored telephone numbers remaining on the prisoner's PAN. A prisoner who accesses the prisoner telephone in accordance with Paragraph P shall be allowed to make additions, and/or deletions from their PAN list beginning on the first day of January, April, July, and October. This is in addition to the allotted changes outlined in Paragraph W.
- W. The following changes shall be permitted at any time:
  1. Add, delete, or change the business telephone number of an attorney or a legitimate legal service organization, provided that the attorney is in good standing and is not related to the prisoner by blood or marriage.
  2. Add, delete, or change the telephone number of a verified public official (e.g., any federal, state, or local government official), who is not an immediate family member, and who has made a written request to not have their calls monitored.

DOCUMENT TYPE POLICY DIRECTIVE	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130	PAGE 4 OF 9
-----------------------------------	------------------------------	---------------------	-------------

3. Delete any other number from a PAN containing the maximum allowable numbers so the prisoner may enter a new number. This shall be permitted only for special circumstances as set forth in facility operating procedures (e.g., the number on the PAN belongs to an immediate family member and has been changed) and only if authorized by the Warden or designee. Only staff authorized by the warden may delete a telephone number from a prisoner's PAN.
- X. Changes made pursuant to Paragraphs W shall be transmitted to the appropriate telephone company within one business day after receipt of a properly completed Telephone Agreement and Number List (CAJ-370) by appropriate housing unit staff. The reason for the change(s) shall be documented on the form. The telephone company will enter the numbers into the system within two business days, and provide written acknowledgment of entry to the facility within three business days, after its receipt of the list.

#### REMOVAL FROM APPROVED TELEPHONE LIST

- Y. An individual or organization who is on a prisoner's PAN who does not want to receive calls from that prisoner may have their telephone number blocked directly through the system. However, if a written request is received at a facility from an individual or organization to remove their number from the list, the Warden or designee shall ensure that the number is blocked within one business day after receipt of the request. If a verbal request is received at the facility, the person or organization making the request shall be advised they may block the number directly through the system or may submit the request in writing to the Warden or designee, who shall proceed as set forth above upon receipt of the written request. The Warden or designee shall ensure that the prisoner is notified in writing that the number has been blocked.
- Z. Individuals and organizations who do not want to receive any calls from prisoners may have their telephone numbers blocked statewide upon written request to the CFA Deputy Director or designee. The CFA Deputy Director or designee also may have a number blocked statewide on their own initiative or upon written request of a Warden if it is reasonably believed that the number is being used for unauthorized purposes. The CFA Deputy Director or designee shall ensure that the appropriate telephone company is notified of all approved statewide blocks. Within one business day after receipt of the notification, the CFA Deputy Director or designee shall notify the appropriate telephone company to block the number statewide. The telephone company will block the number within two business days and provide written acknowledgment of the block to the CFA Deputy Director or designee within three business days after its receipt of the notice.

#### UNIVERSAL LIST

- AA. In addition to the names and telephone numbers identified on their approved PAN, a prisoner shall be permitted to call any person or organization identified on the universal list (Attachment B). Only attorneys, court monitors, public interest groups, governmental agencies, and similar persons or entities may be considered for placement on the universal list. The CFA Deputy Director shall be responsible for approving placement on the universal list and/or determining if those calls will be monitored.
- BB. An individual or organization whose telephone number is on the universal list shall have that number removed from the list by submitting a written request for removal of the number to the CFA Deputy Director. A Warden or Assistant Deputy Director (ADD) may request that a number be removed from the list by submitting a written request through the appropriate chain of command to the CFA Deputy Director with justification for the requested removal. The CFA Deputy Director also may remove a number from the list on their own initiative. If a number is removed from the list upon request of a Warden or ADD or by the CFA Deputy Director upon their own initiative, the CFA Deputy Director or designee shall notify the individual or organization in writing of the removal.
- CC. The CFA Deputy Director or designee shall ensure that the appropriate telephone company is notified of the date the individual or organization is to be added or removed from the universal list, as appropriate. The telephone company will make the change as indicated and provide written acknowledgment of the change to the CFA Deputy Director or designee, within one business day after the date the change takes effect.

DOCUMENT TYPE POLICY DIRECTIVE	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130	PAGE 5 OF 9
-----------------------------------	------------------------------	---------------------	-------------

## MONITORING

- DD. All telephone, TTY, CapTel, Videophone, and VRS calls made from telephones/devices designated for prisoner use shall be monitored, except for calls to the following:
1. A public official (i.e., any elected federal, state, or local government official, or an Ambassador or a consulate general) who has made a written request to not have their calls monitored. Requests from public officials shall be made to the CFA Deputy Director or designee, who shall verify the authenticity of the request before notifying the appropriate telephone company that the number is not to be monitored. The CFA Deputy Director or designee shall notify the appropriate telephone company to appropriately enter the number within one business day after receipt of the notice. The telephone company will appropriately enter the number within two business days and provide written acknowledgment of this to the CFA Deputy Director or designee within three business days, after its receipt of the notice.
  2. Business telephone numbers of attorneys, the Legislative Ombudsman, DRM, an Embassy, a Consulate, and legitimate legal service organizations after a request has been received from the prisoner not to monitor, except if the attorney is related to the prisoner by blood or marriage. Only telephone numbers verified as set forth in Paragraphs EE and FF shall be entered into the system as a number that is not to be monitored.
  3. A number on the universal list, except as otherwise indicated on Attachment B.
  4. All other requests for non-monitored calls as approved by the CFA Deputy Director (i.e., Federal Bureau of Investigation (FBI), Michigan State Police, Attorney General).
- EE. Staff shall verify the business telephone number of an attorney licensed in the State of Michigan by using the most recent directory issue of the Michigan Bar Journal or through the State Bar of Michigan website. Staff shall contact the Litigation Manager in OLA to verify the telephone number of an attorney who is not licensed in the State of Michigan. Staff shall verify the business number of the Legislative Ombudsman, DRM, an Embassy, a Consulate, or a legitimate legal service organization using the most recent directory issue of the Michigan Bar Journal or through other reasonable means. If the telephone number is listed in the Michigan Bar Journal or is verified through the State Bar of Michigan website, it shall be presumed to be the business telephone number. Upon verification, staff shall document the attorney's State Bar of Michigan Member Number ("P" Number) on the Telephone Agreement and Number List form (CAJ-370). Prisoner calls to their attorney shall be made via the prisoner telephone system unless otherwise coordinated by a court or for urgent situations as determined by the Warden.
- FF. If the telephone number of an attorney, the Legislative Ombudsman, DRM, an Embassy, a Consulate, or a legitimate legal service organization cannot be verified as set forth in Paragraph EE, the prisoner who requested access to that number shall immediately be informed in writing that the number could not be verified and will not be entered into the system unless the attorney or legal service organization submits satisfactory written verification of the business telephone number directly to the Warden or designee. It is the prisoner's responsibility to notify the attorney or legal service organization of these requirements. The prisoner shall be notified when satisfactory verification has been received and told they may resubmit a request to add the name and telephone number to their approved telephone list as set forth in Paragraphs V and W. It is the prisoner's responsibility not to place a call to an attorney, the Legislative Ombudsman, DRM, an Embassy, a Consulate, or legitimate legal service organization until such time confirmation is received that the call will not be monitored. A prisoner who does make a call prior to receipt of said confirmation, does so with the understanding they are waiving their right to confidentiality.

### Notice of Monitoring

- GG. Each Warden shall ensure that a notice, written in English and Spanish, is posted within visual range near each telephone designated for prisoner use that specifically state that all calls are being recorded and may be listened to. The notice shall remain posted at all times and shall be immediately replaced if stolen or defaced.
- HH. In addition to the posting of signs, both the prisoner and the party who is called shall be verbally notified

DOCUMENT TYPE POLICY DIRECTIVE	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130	PAGE 6 OF 9
-----------------------------------	------------------------------	---------------------	-------------

prior to the initiation of their conversation that the conversation is monitored. The Warden or designee shall ensure that the verbal notification system is checked periodically to verify that it is functioning properly. If it is not functioning properly, monitoring of telephone calls shall immediately cease until the problem is corrected. The CFA Deputy Director or designee shall be notified promptly of the malfunction.

#### Access to Monitoring Equipment and Records

- II. Each Warden shall designate a staff person to be responsible for the monitoring equipment and records, including audio recordings, video recordings of VRS or videophone calls, and/or written transcripts of TTY and CapTel calls. Each Warden also shall designate staff who are responsible for randomly monitoring calls, and for reviewing recordings of those prisoners suspected of illegal activity. Staff shall listen only to those telephone calls that are subject to monitoring pursuant to this policy.
  
- JJ. Records, including audio recordings, of monitored calls shall be kept in an area where staff access is controlled. Access to the records shall be limited to the following:
  - 1. The Director or any person approved by the Director;
  - 2. The CFA Deputy Director;
  - 3. CFA ADDs and their Administrative Assistants;
  - 4. The Warden, Deputy Warden(s), Assistant Deputy Warden, Administrative Assistants, and Inspector(s) of the facility;
  - 5. A law enforcement agency;
  - 6. The Internal Affairs Division;
  - 7. Staff specifically designated by the Warden to be responsible for the monitoring equipment and audio recordings, or for monitoring of calls at that facility;
  - 8. The Emergency Management Section (EMS);
  - 9. Office of Legal Affairs (OLA) and the Michigan Attorney Generals Office;
  - 10. Prosecutor's Office.
  
- KK. Information obtained from monitored telephone calls that is evidence of a violation of, or an attempt to violate, state law shall be disclosed to the appropriate law enforcement agency.
  
- LL. Information obtained from monitored telephone calls that is evidence of the commission of, or attempt to commit, a rule violation shall be disclosed to Department staff as necessary to conduct the appropriate hearing(s).
  
- MM. Records, including recordings, of monitored calls shall be retained for three years from the date of the call, unless instructed otherwise by CFA or OLA.

#### TELEPHONE RESTRICTIONS

- NN. In addition to being subject to discipline as set forth in PD 03.03.105 "Prisoner Discipline," a prisoner who abuses their telephone privileges may be restricted from using the telephone. Examples of abuse include but are not limited to:
  - 1. Calls that harass family members or others, or calls that are unwelcome/unwanted by family members or others;
  - 2. Making a threatening, obscene, or nuisance telephone call;

DOCUMENT TYPE POLICY DIRECTIVE	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130	PAGE 7 OF 9
-----------------------------------	------------------------------	---------------------	-------------

3. Making a call that is a violation of state or federal law, or telephone company regulations;
4. Violation of facility rules for telephone usage;
5. Using the telephone to conduct a business enterprise;
6. Damaging or destroying the telephone;
7. Telephone calls to Department employees;
8. Strong-arming others to restrict/regulate telephone usage;
9. Making three-way telephone calls or using call-forwarding to reach a telephone number other than that which was called;
10. Using or possessing another prisoner's PIN or providing a PIN to another prisoner;
11. Using the telephone to facilitate violations of Department policies such as sending money or friends and family packages to other prisoners, to facilitate security threat group activities, etc.
12. Allowing another prisoner to participate in their phone conversation or participating in another prisoner's phone conversation.
13. Including the above examples, restrictions for VRS also include violations set forth in PD 04.06.156 "Deaf and/or Hard of Hearing Prisoners."

OO. A prisoner shall be given a hearing pursuant to Administrative Rule 791.3310 to establish the basis for restriction. Telephone usage may be restricted pending the hearing, but the hearing shall be held within 14 business days after imposition of a temporary restriction. The period and nature of the restriction shall be determined by the Warden or designee except if the restriction exceeds six months, in which case written approval from the ADD is required. Any restriction exceeding one year requires written approval from the CFA Deputy Director. The prisoner shall be given credit for any period of time for which the prisoner's telephone usage was restricted pending the hearing.

PP. Quarterly, a prisoner may request removal of a permanent telephone restriction by writing to the Warden of the facility where they are currently located. If the Warden approves the request, the request shall be forwarded to the appropriate ADD for final determination.

QQ. While on a telephone restriction, prisoners shall be allowed to make calls to attorneys, the Legislative Ombudsman, DRM, an Embassy, a Consulate, and legitimate legal service organizations on the approved PAN that may be limited by the Warden or designee to calls upon request of the attorney, Legislative Ombudsman, DRM, Embassy, Consulate, or legitimate legal service organization, and to those individuals and organizations identified on Attachment B that are not subject to monitoring. Authorized calls may be placed by staff but must be in a location where the conversation cannot be overheard by staff or other prisoners. Such calls shall not be monitored if approved in accordance with this policy. Except as approved by the Warden or designee for emergencies, all calls shall be on a collect basis.

### SPECIAL CIRCUMSTANCES

#### Hospital

RR. With Warden or Deputy Warden approval, a prisoner who is an inpatient in an outside hospital may be permitted to make collect telephone calls but shall not have a telephone placed in the hospital room. Staff shall dial the number for the prisoner call and listen to the ensuing conversation. However, staff shall not listen to the conversation of calls to an attorney or legitimate legal service organization on the prisoner's approved telephone list that are not subject to monitoring or an individual or organization identified on Attachment B that is not subject to monitoring. Approval shall be given when a prisoner requests to contact an attorney or legitimate legal service organization on their approved telephone list or an individual or organization identified on Attachment B that is not subject to monitoring.

DOCUMENT TYPE POLICY DIRECTIVE	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130	PAGE 8 OF 9
-----------------------------------	------------------------------	---------------------	-------------

VRS/TDD/TTY/CAPTEL/VIDEOPHONE Services

- SS. A deaf and/or hard of hearing prisoner shall be permitted access to VRS/TDD/TTY/CapTel/Videophone services for telephone calls to a person or organization on the prisoner's approved telephone list or on the universal list. Facilities shall make available these telecommunication devices in accordance with PD 04.06.156 "Deaf and/or Hard of Hearing Prisoners." In addition, a H-SAN prisoner shall be permitted to have access to VRS/ services for telephone calls to a person on the prisoner's approved telephone list if the prisoner uses American Sign Language (ASL) or the outside party they are calling has a registered VRS number. A H-SAN prisoner who does not use ASL and cannot use traditional telephone services with or without assisted devices shall use CapTel or videophone services. Except for calls to an attorney or a legitimate legal service organization on a prisoner's approved telephone list who are not subject to monitoring in accordance with this policy, or to those individuals and organizations identified on Attachment B that are not subject to monitoring, VRS/TDD/TTY/CapTel/Videophone communications shall either be monitored or observed by staff. If the VRS/TDD/TTY/CapTel/Videophone communications are being observed by staff, staff shall ensure that the receiver is notified that the communication is being observed prior to any other communication between the parties. VRS/TDD/TTY/CapTel/Videophone services shall be available for prisoners during the same time periods that regular telephone use is permitted. Trained staff shall be available to assist prisoners using VRS/TDD/TTY/CapTel/Videophone services during these time periods. If any of the above services are not operating as intended, staff shall immediately report the issue to the vendor through the chain of command.

Calls Between Prisoners Who Are Immediate Family Members

- TT. In emergency situations only, the Warden or designee may approve a prisoner who is in general population or specialized housing to call another prisoner who is an immediate family member and is in general population or specialized housing in another facility. Emergencies include critical illness or death of an immediate family member, serious prisoner illness, or other situations as approved by the Warden or designee.
- UU. The prisoner wanting to initiate the call must submit a written request to the Warden, identifying the prisoner who they want to call, the relationship, and the reason for the request. Unless denied, the Warden shall consult with the Warden of the facility at which the other prisoner is housed to determine whether to approve the call. If the Wardens do not agree on whether the call should be approved, the matter shall be referred to the CFA Deputy Director for resolution. In such cases, the CFA Deputy Director shall ensure that both Wardens are notified in writing whether the telephone call is approved. The prisoner making the request shall be notified in writing if the request is denied at any stage of this process and the reason for the denial.
- VV. If the telephone call is approved, designated staff at the facility at which the prisoner who requested the call is housed shall arrange and schedule the telephone call. The emergency call shall be placed and received in the housing unit by housing unit staff. Once the call is connected, the prisoners shall be permitted to begin their conversation. The call shall not exceed 15 minutes. Housing unit staff shall be present for the duration of the call and listen to the entire conversation. Housing unit staff shall terminate the call if the prisoner engages in any misconduct during the telephone call. The prisoners shall not be charged for the cost of the call.

REQUESTED CALLS FROM THE MICHIGAN DEPARTMENT OF CIVIL RIGHTS (MDCR)

- WW. If the Warden's Administrative Assistant (AA) receives a verbal request from someone presenting as a Civil Rights Investigator requesting telephone contact with a prisoner (claimant or witness), then the AA shall inform the MDCR Investigator of the MDOC's requirement that the Investigator confirm the request via their State e-mail account. The AA shall only grant telephone contact with prisoners after the authenticity of the request has been confirmed.

PROCEDURES

- XX. If necessary, to implement requirements set forth in this policy directive, Wardens shall ensure that procedures are developed or updated.

DOCUMENT TYPE POLICY DIRECTIVE	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130	PAGE 9 OF 9
-----------------------------------	------------------------------	---------------------	-------------

### AUDIT ELEMENTS

YY. A Primary Audit Elements List has been developed and is available on the Department's Document Access System to assist with self-audit of this policy, pursuant to PD 01.05.100 "Self-Audits and Performance Audits."

### ATTACHMENTS

ZZ. This policy directive contains the following attachments:

1. Attachment A - Approved List of Countries that are able to be Called via the Prisoner Telephone System
2. Attachment B - Universal List

APPROVED: HEW 11/17/2021

DOCUMENT TYPE PD ATTACHMENT	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130A	PAGE 1 OF 4
--------------------------------	------------------------------	----------------------	-------------

## ATTACHMENT A

### APPROVED LIST OF COUNTRIES THAT ARE ABLE TO BE CALLED VIA THE PRISONER TELEPHONE SYSTEM

Afghanistan  
Albania  
Algeria  
Andorra  
Angola  
Anguilla  
Antigua(Including Barbuda)  
Argentina  
Armenia  
Aruba  
Ascension Island  
Australia  
Austria  
Azerbaijan  
Bahamas  
Bahrain  
Bangladesh  
Barbados  
Belarus  
Belgium  
Belize  
Benin,  
Bermuda  
Bhutan  
Bolivia  
Bosnia-Herzegovina  
Botswana  
Brazil  
British Virgin Islands (Including Anegada, Camanoe Island, Guana Island, Jost Van Dyke, Little Thatch, Marina Cay, Mosquito Island, North Sound, Peter Island, Tortola and Virgin Gorda)  
Brunei  
Bulgaria  
Burkina Faso  
Burma (Myanmar)  
Burundi  
Cambodia  
Cameroon  
Canada  
Cape Verde Islands  
Cayman Islands  
Central African Republic  
Chad  
Chile  
China  
Christmas & Cocos Islands  
Colombia  
Comoros, Federal and Islamic Republic  
Congo  
Congo (Zaire), Dem Rep of  
Cook Islands  
Costa Rica  
Croatia  
Cuba  
Cyprus  
Czech Republic  
Denmark  
Diego Garcia

DOCUMENT TYPE PD ATTACHMENT	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130A	PAGE 2 OF 4
--------------------------------	------------------------------	----------------------	-------------

Djibouti  
Dominica  
Dominican Republic  
East Timor  
Ecuador  
Egypt, Arab Republic of  
El Salvador  
Equatorial Guinea  
Eritrea  
Estonia  
Ethiopia  
Falkland Islands  
Faeroe Islands  
Federated States of Micronesia  
Fiji Islands  
Finland  
France  
French Antilles (Martinique, St. Barthelemy and St. Martin)  
French Guiana  
French Polynesia (Including the Islands of Moorea and Tahiti)  
Gabon Republic  
Gambia  
Georgia  
Germany  
Ghana  
Gibraltar  
Greece  
Greenland  
Grenada (Including Carriacou)  
Guadeloupe  
Guantanamo (U.S. Naval Base)  
Guatemala  
Guinea-Bissau  
Guinea, People's Revolutionary Republic  
Guyana  
Haiti  
Honduras  
Hong Kong  
Hungary  
Iceland  
India  
Indonesia  
Iran  
Iraq  
Ireland  
Israel  
Italy  
Ivory Coast, Republic of  
Jamaica  
Japan (Including Okinawa)  
Jordan  
Kazakhstan  
Kenya, Republic of  
Kiribati  
Korea, North  
Korea, South  
Kuwait  
Kyrgyzstan  
Laos  
Latvia  
Lebanon  
Lesotho

DOCUMENT TYPE PD ATTACHMENT	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130A	PAGE 3 OF 4
--------------------------------	------------------------------	----------------------	-------------

Liberia  
Libyan Arab People's Socialist Jamahiriya  
Liechtenstein  
Lithuania  
Luxembourg  
Macao  
Macedonia, Former Yugoslav Republic of  
Madagascar, Democratic Republic of  
Malawi  
Malaysia  
Maldives, Republic of  
Mali, Republic of  
Malta, Republic of  
Marshall Islands  
Mauritania, Islamic Republic of  
Mauritius  
Mayotte Island  
Mexico Bands 1-3  
Mexico Bands 4-8  
Moldova  
Monaco  
Mongolian People's Republic  
Montserrat  
Morocco, Kingdom of  
Mozambique  
Myanmar  
Namibia  
Nauru  
Nepal  
Netherlands  
Netherlands Antilles (Bonaire, Curacao, Saba, St. Eustatius and St. Maarten)  
Nevis  
New Caledonia  
New Zealand (Including Chatham Island)  
Nicaragua  
Niger, Republic of  
Nigeria, Federal Republic of  
Niue  
Norfolk Island  
Norway (including Svalbard)  
Oman  
Pakistan  
Palau, Republic of  
Panama, Republic of  
Papua  
New Guinea (Admiralty Islands, Bougainville, New Britain and New Ireland)  
Paraguay  
Peru  
Philippines  
Poland, People's Republic of  
Portugal (Including Azores and Madeira Islands)  
Qatar  
Reunion Island  
Romania, Socialist Republic of  
Russia  
Rwanda  
San Marino  
Sao Tome  
Saudi Arabia  
Senegal Republic  
Seychelles Islands  
Sierra Leone

DOCUMENT TYPE PD ATTACHMENT	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130A	PAGE 4 OF 4
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Singapore, Republic of  
Slovakia  
Slovenia, Republic of  
Solomon Islands  
Somali Republic  
South Africa, Republic of  
Spain (Including Balearic Islands, Canary Islands, Ceuta and Melilla)  
Sri Lanka, Democratic Socialist  
St. Helena, Republic of  
St. Kitts  
St. Lucia  
St. Pierre & Miquelon  
St. Vincent and The Grenadines  
Sudan  
Suriname, Republic of  
Swaziland  
Sweden  
Switzerland  
Syrian Arab Republic  
Taiwan  
Tajikistan  
Tanzania  
Thailand  
Togo, Republic of  
Tonga Islands  
Trinidad & Tobago  
Tunisia, Democratic Republic of  
Turkey  
Turkmenistan  
Turks & Caicos Islands  
Tuvalu  
Uganda  
Ukraine  
United Arab Emirates (Abu Dhabi, Ajman, Dubai, Fujairah, Ras al Khaimah, Sharjah and Umm al Qaiwain)  
United Kingdom (Including the Channel Islands, England, Isle of Man, Northern Ireland, Scotland and Wales)  
Uruguay  
Uzbekistan  
Vanuatu, Republic of  
Vatican City  
Venezuela  
Vietnam, Socialist Republic of  
Wallis & Fortuna Islands  
Western Samoa  
Yemen, Republic of (Including Aden & Almahrah)  
Yugoslavia, Federal Republic of  
Zaire, Republic of  
Zambia  
Zimbabwe

DOCUMENT TYPE PD ATTACHMENT	EFFECTIVE DATE 12/20/2021	NUMBER 05.03.130B	PAGE 1 OF 1
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## ATTACHMENT B

### UNIVERSAL LIST

The following have been placed on the universal list which allows all prisoners to have access to the specified telephone numbers:

1. State Appellate Defender Office - Detroit (313-256-9822)
2. State Appellate Defender Office - Lansing (517-334-6069)
3. State Appellate Defender Office - General (313-256-9833)
4. Michigan Appellate Assigned Counsel System (517-334-1200)
5. American Friends Service Committee (734-761-9796)
6. Crime Stopper Tip Line (\*767)
7. Sexual Abuse Hotline (\*00553557732)
8. Embassy and/or Consulate of a foreign national prisoner (Facility staff must confirm the number with the Office of Legal Affairs).
9. Michigan Veteran Resource Center (800-642-4838)
10. Sexual Abuse Support Line - An Inside Line (\*12348861492)
11. McBride Settlement Monitor (888-447-2268)
12. IRS (Economic Impact Payments) (800-830-5084)
13. IRS (Economic Impact Payments – Help Line) (800-919-9835)
14. Federal Student Aid Information Center (800-433-3243)
15. Federal Student Aid – Defaulted Loans (800-621-3115)

NOTE: Except for the Michigan Veteran Resource Center, American Friends Service Committee, Michigan Appellate Assigned Counsel System, Federal Student Aid Information Center, and Federal Student Aid – Defaulted Loans prisoner telephone calls to the above numbers shall not be monitored.