**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](http://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

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