

	<p align="center">ALLEGHENY COUNTY BUREAU OF CORRECTIONS</p>	<p align="center">Procedures Manual</p>
<p>Policy Subject: Criteria/Procedures for non-collect telephone calls for incarcerated individuals at the Allegheny County Jail.</p>		<p>Policy Number: Policy #432</p>
<p>Performance Standard: NA</p>		<p>Date of Issue: June 23, 2015 Revised: September 29, 2025</p>
<p>Authorized by: Warden Trevor A. Wingard</p>		<p>Signature: <i>Trevor A. Wingard</i></p>

PURPOSE: To provide use of telephones to the incarcerated population for calls of a non-collect nature.

POLICY: It is the policy of the Allegheny County Bureau of Corrections to permit the use of a phone for a non-collect call in emergent or other approved situations by the incarcerated individuals.

PROCEDURES:

Evaluating the Need/Justification for a Call:

- Requests for non-collect telephone calls should be made by the incarcerated individual to the Caseworker Department, Unit Manager, sergeant, or captain.
- The Caseworker, Unit Manager, sergeant, or captain will evaluate and review each incarcerated individual's request.

- Once reviewed and found to be a valid request, the caseworker, unit manager, sergeant, or captain can submit a request to the Level 5 Video Department for scheduling and facilitation of the phone call.
- The Chaplain's Office will be responsible for making notifications to incarcerated individuals when a member of their immediate family (mother, father, brother, sister, wife, husband, or child) is in the hospital or if a death occurs in the incarcerated individual's immediate family.

Process for Facilitating a Call:

- The incarcerated individual will be escorted to the Level 5 Video Complex for facilitation of the scheduled telephone call. At no time will the incarcerated individual be left unattended during this process.
- The individual submitting the request will be present for facilitation of the phone call.
- A record of the submitted request will be kept by the video department.

Examples of non-collect telephone calls (including, but not limited to) – Real Estate Needs; Banking Issues; Calls to Medical Teams; Settlement Needs

Process for Facilitating a Call by the Chaplain's Office:

- The Chaplain's Office will verify the hospitalization or death of an incarcerated individual's immediate family member.
- Phone calls are granted at the discretion of the Chaplain's Officer after a review of each situation.
- When approved, the incarcerated individual will be escorted to the Chaplain's Office to make the phone call. At no time is the incarcerated individual to be left unattended during this process.
- If the incarcerated individual is housed on 8E, a representative of the Chaplain's Office will facilitate the call on 8E. A captain, sergeant, or correctional officer will be present.