

POLICY

It is the policy of the Michigan Department of Human Services Bureau of Juvenile Justice (BJJ) that the use of state telecommunications equipment must not conflict with the safety and security responsibilities of the facility.

PURPOSE

This policy ensures that staff are not distracted from their primary responsibility of care and custody of youth.

DEFINITIONS

See JRG, JJ Residential Glossary.

**RESPONSIBLE
STAFF**

Designated in the facility standard operating procedure.

PROCEDURE

Each facility is required to develop and implement standard operating procedures (SOPs) relative to staff usage of telephones. At a minimum, these SOPs must contain the following requirements:

**Personal Local
Calls**

The use of state telephones for personal local calls are:

- Kept to a minimum.
- Monitored for abuse.

**Personal Long
Distance Calls**

Staff may make personal long distance telephone calls at state expense to communicate:

- A delay in scheduled work departure times.
- Unavoidable changes in travel plans while in travel status.
- As authorized by their supervisor prior to the phone call.

Telephone Logs

Facilities that have Centrex, or PBX telephone systems with Station Message Detail Recorder (SMDR) equipment or service, are provided with detailed information of all outgoing calls by extension,

including the date, time, number dialed and duration of call. In facilities not provided this information through the telephone system or service, a telephone log is required.

Incoming and outgoing cellular calls and outgoing facsimile (FAX) messages must be recorded on a log.

Information required on a log includes all of the following:

- Name of party called.
- Telephone number called (include area codes).
- Date and time of the call.
- Name of person making the call.
- Purpose of the call.

Records produced from Centrex and the SMDR equipment or service, as well as the telephone logs, are to be maintained at the facility for a period of three (3) years or until audited, whichever comes first.

AUTHORITY

DHS Administrative Handbook Manual, Telecommunications (AHT), item 200-3.

Department of Management and Budget (DMB) Procedure 1410.14.