

Guidance for unit staff on managing additional communication methods being introduced

Key messages

1. A number of measures are being taken to limit the spread of COVID-19 in our prisons. These include stopping private visits, temporary release, and non-essential temporary removal (as well as other things).
2. Stopping private visits, temporary release and non-essential temporary removal will significantly impact prisoners. There is likely to be additional tension amongst prisoners and concern on how they will continue to communicate with their family, friends and whanau.
3. Given this, there are a number of additional/enhanced communication methods we are providing to prisoners. These include:
 - a. Free phone cards (one free card per week for every prisoner with the value of \$5)
 - b. Additional CISCO phones being installed in units
 - c. Increased access to incoming prisoner emails

(1) Free phone cards

What?

1. Each prisoner will be given one free \$5 phone card per week

When?

2. This will come into practice from Tuesday 24 March 2020 onwards.
3. This will be reviewed every two weeks.

How?

4. The free phone cards will be sent to Prison Directors and are to be distributed once a week to prisoners by unit staff.

Actions for custodial staff

5. The free phone cards will be sent to Prison Directors and are to be distributed once a week to prisoners by unit staff.
6. It is important that the phone cards are distributed on the same day each week.

7. Each unit is required to keep a record of which prisoners are given a free phone card (this is to avoid giving out multiple free cards to one prisoner within one week). 6(c)

Things to consider

- Prisoners' use of telephones will likely increase.
- The number of prisoner telephones **that require a phone card** will NOT be increased.
- 6(c)
- 6(c)
- Custodial staff may experience an increase in workload due to more *C.01.Form.01 Prison telephone number request* forms being processed, and therefore more telephone numbers being vetted.
- Administration staff may experience an increase in workload due more telephone numbers being vetted by Custodial staff. This may mean more telephone numbers need to be loaded in the PTCCS systems.

(2) Additional CISCO phones in units

What?

8. CISCO desk phones are being distributed across the prison network for prisoner use.

When?

9. This will come into practice from Tuesday 24 March 2020 onwards.
10. This will be reviewed every two weeks.

How?

11. CISCO phones will be provided to each site for Prison Directors to distribute across units.
12. When selecting a room/office for the phone to be used, you must ensure there is nothing else in the room that the prisoner must not have access to. E.g. Prisoner files, operational documents, staff information, emails/unlocked network computers, or items they could take from the office.

Actions for custodial staff

13. The following instructions must be followed for all prisoner use of the CISCO phones:
- a. Only approved numbers from the prisoners' phone list can be dialled, at the prisoners' request, and for friends/whanau calls.
 - b. Other calls, such as to support agencies, case managers, probation officers, the NZPB and lawyers must also be managed similarly.
 - c. Staff must dial the phone number for the prisoner.
 - d. Staff must supervise prisoners using the phones and ensure;
 - I. the call isn't ended, and another call started
 - II. the prisoner is afforded privacy (including from staff)

14. When the call is finished, the phone number must be cleared from the phone *(instructions for clearing the details are available in the user guides for the particular phone model/series. The model number is located on the back of the phone).*



7912

or 7800



15. Ensure the handset is wiped clean after each use with a disinfectant wipe or spray and paper towels.

16. These phones will not require the use of a phone card. Therefore, unit staff will be required to closely monitor the length of phone calls and prisoners' use of the additional phone.

Things to consider

- [REDACTED] 6(c)
 - [REDACTED] 6(c)
- [REDACTED] unit staff will be required to use their discretion to prioritise the use of the additional phone. It is recommended that:
- Legal calls and calls for family emergencies are given first priority.
 - The additional phones are used, when necessary, to facilitate pre-sentencing interviews and conduct other pre-release activities with Probation Officers, Case Managers and other support agencies.
 - Use of the additional phone for general prisoner calls is on a case-by-case basis and closely monitored by unit staff.
 - The standard unit phones are to be fully utilised and prisoners will be able to use their free \$5 phone card per week to stay connected with their family, friends and whanau during this time.

Instructions/guides for the phones can also be found by searching “Cisco Desk Phone”, in Tatou.

(3) Increased access to incoming prisoner emails

What?

17. Emails will be promoted as an avenue for family, friends and whanau to keep in contact with prisoners.

How to use the phones - prisons

1. Due to the restrictions relating to the COVID-19 pandemic, cisco desk phones have been installed in your prisons for prisoners to use. Units have been given additional phones to ensure that prisoners can keep in contact with their whanau during these unprecedented times.
2. [REDACTED] 6(c)
3. It is **vital** that prison staff vet the numbers before calling as the operator is only there to connect **approved** calls.
4. [REDACTED] 6(c)
5. If a prisoner wants to make a phone call, ask the prisoner for the phone number.
6. [REDACTED] 6(c)
7. [REDACTED] 6(c)
8. [REDACTED] 6(c)
9. [REDACTED] 6(c)

How to use the phones – operator

Due to the restrictions in prisons relating to the COVID-19 pandemic, cisco desk phones are installed in prisons for prisoners to use. Units have been given additional phones to ensure that prisoners can keep contact with their whanau during these unprecedented times.

You will connect calls from prisoners to **approved** recipients, ^{6(c)} [redacted]

[redacted] ^{6(c)} [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Contact details to book phone calls with prisoners

1. Due to the restrictions in prisons relating to the COVID-19 pandemic, CISCO desk phones have been installed in prisons for prisoners to use.
2. Units have been given additional phones to ensure that professional who are assisting prisoners e.g. Lawyers, Psychologists, Case Managers & Programme Facilitators can keep in contact with their clients. A booking system has been introduced as the prisoner may not always be available due to the COVID-19 restrictions.
3. Below are the contact details for the different Sites.
4. Some are using group emails, in these cases leave your contact details and someone will respond with a suitable time for you to call your client.
5. When booking a call with a prisoner please remember that prison operations may change and your call may be unable to proceed as scheduled. Where this is the case, the prison will make all efforts to contact you to reschedule the call.
6. Please also consider that in some areas the ability to move prisoners to the phones is limited. This can be due to security classifications, staff availability and physical characteristics of each site or unit.

NORTHERN REGION			
Prison	Unit	Phone number	Comment
NRCF	General	Out of Scope	
	General		
	Weka Unit		
	Kahu Unit		
AP	Units 1-5		

		Out of Scope
	Units 6&8	
	AP Units 10	
	AP Unit 11	
	AP Unit 12	
	AP Unit 13	
MECF	Site Contact	
	Site Contact	
	Site Contact	
	Site Contact	
	Site Contact	
ARWCF	Site Contact	
ASCF		