



**Department of Justice and Public Safety**  
**Adult Custody Services**

Policy: **Telephone Communications E-20**  
Effective: March 2001  
Revised: December 2022

---

**MISSION STATEMENT**

---

Adult Custody Services is committed to providing professional practices that respect human rights and ensure safety for all. To be successful we will deliver fair practices; incorporate transparent policies and procedures; ensure independent quality assurance processes; provide program access that allows for educational, cultural, traditional, and faith-based services as well as mental wellness and community re-entry assistance.

---

**PURPOSE**

---

To establish procedural standards for the administration of telephone access for clients that do not:

- jeopardize security.
- cause distress to recipient; and
- breach a court order.

---

**LEGISLATIVE AUTHORITY**

---

[Corrections Act - Regulation 84-257](#)

---

**SCOPE**

---

This policy applies to all employees of the Adult Custody Services division of the Department of Justice and Public Safety including clients in all provincial Adult Custody centers.

---

**POLICY GUIDELINES**

---

Clients will have access to the Synergy Inmate Calling System.

**Admissions Call**

Clients will receive a free call to a member of their immediate family upon admission.

**Production Orders**

Law enforcement agencies, producing an appropriate warrant, may receive telephone records specific to the terms of the warrant.

**Transfers**

Clients transferred to another institution will receive a no-cost call on the institutional phone to their immediate family upon arrival at the new institution.



## Department of Justice and Public Safety *Adult Custody Services*

### **Client Use**

Clients using the Synergy Inmate Calling System may contact any person, with the exception that communication will not:

- violate a court order.
- constitute an offence under a federal or provincial statute.
- prejudice the safety of any person; or
- jeopardize the security of the institution.

"Please be advised that all telephone calls including secure visitation are subject to recording and monitoring unless your communication is considered privileged. The electronic records of your telephone communications are stored in a database and could be listened to if / when there are reasonable grounds to do so."

"Please be aware that telephone calls that are threatening or harassing in nature could result in new criminal charges as all telephone communication is recorded."

### **No-Contact**

The Superintendent or designate will ensure there is no communication between a client and an identified victim unless it is part of an approved treatment plan.

### **Suspension**

Clients may have telephone privileges revoked or suspended for any reported abuse.

### **SIU / Segregation**

The Superintendent or designate will determine on a case-by-case basis if a client in SIU/ Segregation will be permitted telephone privileges.

Clients, upon authority of a Sergeant or Correctional Case Manager, may have no-cost calls to:

- a legal representative.
- a probation officers.
- a social worker/clinical support; or
- in an emergency circumstance, to any person.

### **Operational Hours**

Hours of operation for phone use will be from 10:00 – 22:30. However, the Superintendent or designate maintains the authority to suspend telephone access.

### **Staff Assisted Calls**

For authorized calls requiring staff assistance, staff will:

- call the individual identified.
- ensure the individual wishes to speak with the client
- upon receiving affirmative support, allow the client to speak to the individual.

Calls placed on behalf of a client shall be collect, unless approved by the Superintendent or a person designated to authorize no-cost calls.



**Department of Justice and Public Safety**  
***Adult Custody Services***

**Outside Calls**

Clients shall not be permitted to receive incoming calls to the institution, except in emergency situations, at which time staff will:

- document the message on the appropriate form.
- forward the message as soon as operationally possible.
- ensure the client signs the form before placing it in their file.

---

**RELATED POLICY**

---

E10 Client Guide  
E12 Correspondence  
Adult Institutional Policy Manual N.B