

# POLICY AND PROCEDURES

NUMBER: 809

SUBJECT: Use of Mobile Phone

ACA STANDARDS: 4-ALDF-1C-12

ACTING DIRECTOR: *Julia Childrey*

EFFECTIVE DATE: 9/97 REVISION DATE: 8/99, 5/05, 1/08, 3/10,  
1/15, 12/18



## I. POLICY

The St. Louis County Department of Justice Services shall establish communication procedures regarding mobile phone usage, in order to ensure the safety of its staff, inmates, members of the community and to ensure the protection of public and/or private property.

## II. RESPONSIBILITIES

All St. Louis County Department of Justice Services ' staff are responsible for the following procedures.

## III. PROCEDURES

### A. General Information

1. Do not make or answer calls while driving alone. Stop the vehicle in a safe location and use the mobile phone. If another staff member is a passenger in the vehicle, that staff member may use the mobile phone, while the vehicle is in motion.
2. The radio frequency of the mobile phone may interfere with other nearby electronic devices, in hospitals or other buildings. This should be taken into consideration when the mobile phone is switched on.
3. Do not operate the mobile phone in areas where explosives are being used. Observe and take notice of warnings prohibiting radio transmission.

4. When using the mobile phone for emergency calls in an uneven terrain or close to large buildings, the operating range of the base station can be affected and that may impair radio communication quality. Radio communication quality can be improved by moving to another location where the obstacles no longer come between the mobile phone and the base station.
5. When making an emergency call, remember to give your name and mobile phone number, as well as the location of the accident or incident as accurately as possible. The mobile phone may be the only means of communication at the scene of the accident or incident. Do not end the call until given permission to do so, by proper authority.

**NOTE:** \*55 directly dials the Missouri Highway Patrol.

6. There are additional St. Louis County guidelines for the proper use of mobile communications. (See the Information Technology (IT) Policies – Subject: Mobile Communications and Computing, Policy 06.00)

#### **B. Instructions Pertaining to Staff**

1. All staff are prohibited from making personal phone calls on the mobile phones. Only calls pertaining to work related issues or emergencies are to be made.
2. Staff may use the mobile phones to communicate with his/her family for family emergencies or to inform the staff member's family that he/she will be working later than expected.
3. All calls made on the mobile phones are recorded in terms of the telephone number and the length of the call. Staff will be responsible for the cost of all personal calls.
4. The Transportation staff will keep the phones safely secured on them when on duty. Transportation Officers are to have the phone turned on and on their person at all times while on duty.

#### **C. Placing a Call**

1. Key in the correct phone number, include the area code when making a long distance call. The number will appear on the display. If a mistake is made, press the 'Delete' key to delete the last key stroke, or to clear the whole display, press the 'end call' button, (red button).

**NOTE:** Mobile to mobile is a free call. All other calls made are charged to the caller.

2. Press the 'SEND' key and the 'IN USE' indicator will appear and the phone number will disappear from the display.
3. Lift the phone to your ear and wait until the call is answered.
4. Press the 'END' key when the call has been completed.

Note: If the message 'NO SERVICE' appears on the display, the mobile phone is outside of the service area.

5. If a Transportation staff member is out of area, he/she may have to use the (314) area code when calling the St. Louis County Jail.

#### D. Receiving a Call

- [1. When there is an incoming call, the ringing tone sounds and the *phone number is displayed on the screen*. If the ringing tone has been set to “silent”, the *phone will vibrate and the phone number will be displayed on the screen.*]
2. *To answer the call when the phone is locked, swipe the “swipe to answer” bar at the bottom of the screen. To answer the call when the phone is unlocked, touch the green “accept” button,*
3. When the call has been completed, *touch the “end call” button.*
4. If you do not answer the call, *a notification will remain on the screen with the name and/or phone number of the incoming call. Notifications are cleared when the phone is unlocked but can be accessed by swiping the top of the screen to the bottom of the screen.*]

#### E. Signal Strength

1. The quality of your call depends on the strength of the cellular signal in your area.
2. The mobile phone displays current signal strength as a series of bars on the left side of the display screen. The more bars, the better the signal.
3. If the signal is poor, try moving the mobile phone slightly to improve reception. If you are using the mobile phone in a building,

it may be necessary to move near a window or outdoors for better reception.

F. Volume Keys

1. The volume of the phone may be altered by pressing the 'VOLUME' key on the left side of the phone.
2. The phone is to be placed on 'vibrate' in order to not disturb the court proceedings.
3. The volume level is shown on this display. Volume '0' indicates the lowest, and Volume '7' indicates the highest volume level.

G. Last Number Redial

- [1. *To call a recently called number or to return a missed call, touch the green phone icon and select "recent calls". Touch the number to dial the call.]*