
 <p>State of Connecticut Department of Correction</p> <p>ADMINISTRATIVE DIRECTIVE</p>	Directive Number 4.8	Effective Date 2/2/2013	Page 1 of 4
	Supersedes Audio/Video-Conferencing, dated 1/31/2009		
Approved By  Commissioner Leo C. Arnone	Title Audio/Video-Conferencing		

1. Policy. The Department of Correction shall use audio/video-conferencing technology consistent with state and federal law and any specific written agreements entered into between the Department, courts, and administrative agencies. Audio/Video-conferencing shall be used in order to enhance public, staff, and inmate safety and to minimize financial costs. The Department shall control the usage, participation, and equipment for audio/video-conferencing technology within Department facilities.
2. Authority and Reference.
 - A. United States Code, 42 USC 1997e(f).
 - B. Connecticut General Statutes, Chapter 61 and Section 18-81.
 - C. Administrative Directive 9.3, Inmate Admissions, Transfers and Discharges.
3. Definitions. For the purposes stated herein, the following definitions apply:
 - A. Administrative Agency. An organization that the Department has requested or agreed to conduct an audio/video-conference, regarding Department or inmate related issues.
 - B. Audio/Video-Conference. The holding of a conference between or among people at remote locations by means of transmitted audio and/or video signals.
 - C. Audio/Video-Conference Coordinator. An employee designated by the Director Management of Information Services (MIS), who shall coordinate the scheduling and operation of the audio/video-conferencing equipment.
 - D. Audio/Video-Conference Liaison. A trained facility-based employee designated by the Unit Administrator, who shall facilitate audio/video-conferencing activities at the facility.
 - E. CSSD. Court Support Services Division.
 - F. CSSD Bail Interview Staff. A representative from Court Support Services Division or Judicial Branch, State of Connecticut.
 - G. Designated Facility. A facility that possesses the necessary equipment and capabilities to conduct audio/video-conferencing activities.
 - H. Supervising Employee. A trained facility-based employee designated by the Unit Administrator, who shall supervise the inmates and activities during an audio/video-conferencing session.
4. Benefits of Audio/Video-Conferencing. The Department shall work cooperatively with each agency seeking to use audio/video-conferencing technology in order to:
 - A. enhance communication capabilities among the courts, administrative agencies, inmates, and the Department officials; and,
 - B. reduce costs and security risks associated with transporting an inmate to court or administrative agencies.

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5. Uses of Audio/Video-Conferencing. Use of audio/video-conferencing technology shall include, but not limited to, the following functions:
 - A. State habeas hearings;
 - B. Parole hearings;
 - C. Civil cases;
 - D. Family court matters;
 - E. Immigration and Customs Enforcement (ICE) hearings/interviews;
 - F. Freedom of Information (FOI) hearings;
 - G. Health services case conferences;
 - H. Temporary Surrender hearing for bail review.
 - I. Administrative hearings; and/or,
 - J. Other meetings, hearings, cases, conferences or matters, as needed.

6. Audio/Video-Conferencing Manual. MIS Unit shall develop and maintain an audio/video-conferencing manual detailing the procedures associated with audio/video-conferencing. The manual shall be submitted to Director of MIS for annual review and approval.

7. Equipment. Audio/Video-conferencing equipment shall be set-up and maintained at designated facilities throughout the Department in accordance with Attachment A, Audio/Video-Conferencing Operational Guidelines.

8. Audio/Video-Conference Liaison Selection and Training. Each Unit Administrator of a facility with an audio/video-conferencing program shall designate a primary and secondary Audio/Video-Conference Liaison who shall be at or above, the level of Captain or Counselor Supervisor. Each liaison shall be trained by a representative of the Management of Information Services (MIS) Unit.

9. Supervising Employee Selection and Training. Each Unit Administrator of a facility with an audio/video-conferencing program shall designate a sufficient number of employees who shall be trained to supervise the audio/video-conferencing process on both first and second shift.

10. Scheduling of Audio/Video-Conferences. The Audio/Video-Conference Coordinator shall coordinate all audio/video-conferencing activities and shall schedule all audio/video-conferencing sessions, without exception. The Audio/Video-Conference Coordinator shall approve requests for audio/video-conferencing on a first come, first served basis. All requests for audio/video-conferencing services must be in writing (i.e., letter, memorandum, fax or e-mail). All scheduling conflicts shall be forwarded to the Director of MIS for resolution.

Once an audio/video-conferencing session has been scheduled, the requesting agency shall be responsible for placing, and thus payment of, the audio/video-conferencing call.

11. Temporary Surrender Audio/Video Hearings. Inmates received and booked into facilities on Temporary Surrender status shall be provided access to CSSD staff for bail interview either in person or by audio/video conferencing with the exception of those Federal inmates received from the Federal Bureau of Investigation (FBI) or from Homeland Security as referenced in Section 6 of A.D. 9.3.

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12. Resolution of Scheduling Conflicts. In the event a scheduling conflict arises, the Audio/Video-Conference Coordinator shall prioritize the use of the audio/video-conferencing system. The Audio/Video-Conference Coordinator shall coordinate the rescheduling with the appropriate requestor.
13. Inmate Transportation. Each facility with an audio/video-conferencing program shall normally provide such services to its inmate population, as needed. When circumstances arise that prevent an inmate's participation in the audio/video-conferencing program at the inmate's assigned facility, the Unit Administrator or designee shall contact the Offender Classification and Population Management (OCPM) Unit to arrange transportation to another facility in order to allow the inmate's participation in the audio/video-conferencing program. In addition, the Unit Administrator or designee shall notify the Director of MIS of the inmate transport and the reason for such transportation. The OCPM Unit shall forward the name of the inmate as well as the inmate's destination to the Correctional Transportation Unit, who shall coordinate the transportation of the inmate.
14. Inmate Participation. Inmate participation in audio/video-conferencing may be mandatory in some cases as determined by the Audio/Video-Conference Liaison. If an inmate chooses not to participate in an audio/video-conferencing session, the inmate shall sign CN 4801, Inmate Refusal to Participate in Audio/Video-Conferencing indicating such refusal. If the inmate refuses to sign CN 4801, Inmate Refusal to Participate in Audio/Video-Conferencing, the supervising employee shall check the appropriate box on the form indicating such refusal. The supervising employee shall sign the form and present a copy to the inmate and forward the original to the facility records specialist for placement in Section 6 of the inmate's master file.

The inmate shall be notified that failure on the inmate's part to comply with the court's order requiring the inmate to participate in an audio/video conference may constitute a violation of a court order and may result in sanctions, including but not limited to the entry of a judgement against the inmate of a civil case or any other appropriate orders which may be issued by the court.

15. Inmate Preparation and Supervision.
 - A. Inmate Preparation.
 1. The Audio/Video-Conference Liaison shall ensure that the inmate is given an opportunity to review the audio/video-conference information prior to the audio/video-conference.
 2. The Audio/Video-Conference Liaison shall familiarize the inmate with the use of instructional materials prepared by the court or administrative agency.
 3. The Audio/Video-Conference Liaison, or an appropriate staff member, may read, explain or translate the instructional materials to the inmate, if necessary.

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B. Inmate Supervision.

1. The supervising employee shall identify himself/herself on camera to the court or administrative agency. Unless there is a specific security concern or an extenuating circumstance, the supervising employee shall then exit the audio/video-conference room. The supervising employee shall observe the inmate from outside the audio/video-conference room. The Unit Administrator or designee shall determine the supervision required based on the specifics of each case.
 2. If the supervising employee believes that the audio/video-conference cannot be conducted safely with a particular inmate, the supervising employee may cancel, suspend, or terminate the audio/video-conference. The supervising employee shall immediately notify the Audio/Video-Conference Liaison of the reasons for the cancellation, suspension, or termination. The Audio/Video-Conference Liaison shall notify the court or administrative agency of the cancellation, suspension, or termination and the reasons why.
 3. A facsimile machine shall be located in close proximity to the audio/video-conference equipment for easy retrieval of documents that may be needed during the audio/video-conference. It may be located in the room with the audio/video-conference equipment or within a reasonable walking distance from the audio/video-conference equipment.
 4. A non-recorded telephone line and telephone shall be available for the inmate to dialogue with court officials and to communicate confidentially with counsel.
16. Technical Support. Any equipment malfunctions or connection issues shall be promptly reported to the MIS Unit for action.
17. Suspension of Audio/Video-Conferencing Activities during an Emergency. During an emergency or extended disruption of normal facility operations, the Unit Administrator or designee may suspend any audio/video-conferencing activities until such time that the emergency has been resolved. The Audio/Video-Conference Liaison shall notify the court or administrative agency of the suspension of audio/video-conferencing activities due to the emergency.
18. Forms and Attachments. The following forms and attachments are applicable to this administrative directive and shall be utilized for the intended function:
- A. CN 4801, Inmate Refusal to Participate in Audio/Video-Conferencing;
 - B. Attachment A, Audio/Video-Conferencing Operational Guidelines; and,
 - C. Attachment B, Audio/Video-Conferencing Process.
19. Exceptions. Any exceptions to the procedures in this Administrative Directive shall require the prior written approval of the Commissioner.