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	Distribution: A	
	Supersedes: 109.09 (11/1/17)	
Approved by: Tony Parker		
Subject: USE OF VIDEOCONFERENCING EQUIPMENT		

- I. AUTHORITY: TCA 4-3-603, TCA 4-3-606, and TCA 10-7-302.
- II. PURPOSE: To standardize the set up of videoconferencing (VC) equipment and rooms.
- III. APPLICATION: To all Tennessee Department of Correction (TDOC) employees and users of videoconferencing.
- IV. DEFINITIONS:
  - A. Bridge: Electronic equipment maintained by Strategic Technology Services (STS) that allows multiple sites to link up videoconferencing simultaneously.
  - B. Multi-point Meeting: Any conference with more than two rooms involved.
  - C. Outlook: The current messaging software from Microsoft that provides a universal means of calendaring, group scheduling, task management and e-mail.
  - D. Point-to-Point Meeting: A meeting from one institution or TDOC site to another.
  - E. Telecourt: Teleconferencing system utilized to connect offenders to courts and/or attorneys for conferencing without having to transport the offender from secure confinement.
  - F. Videoconferencing Facilitator (VF): A staff person designated by the Warden/Superintendent or site administrator as having the responsibility of coordinating the use of the videoconferencing equipment. The BI-Tech-Central-Office group located within the STS division is responsible for this coordination in Central Office.
- V. POLICY: Videoconferencing equipment and rooms in all TDOC facilities, Central Office, and the Academy shall be scheduled and set up in accordance with procedures established herein.
- VI. PROCEDURES:
  - A. Scheduling of Videoconferences
    1. In order to establish a videoconferencing meeting the user shall schedule both the room and the video equipment through the appropriate department e-mail accounts. All appointments (regardless of purpose and targeted audience) for video conferencing rooms and video equipment must be scheduled on the department e-mail calendar.

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For example, a user at Northwest Correctional Complex would need to set-up an appointment with both “BI-NWCX-M-V-Parole”, for the equipment and “BI-NWCX-M-ParoleRm”, for the room. If videoconferencing equipment is not desired, every anticipated use of the rooms must still be scheduled in this manner.

2. After a meeting has been scheduled, the Video Conference (VC) site facilitator and the appropriate Information Technology Services (ITS) or STS staff shall automatically receive notification of the scheduling. If the user is scheduling a video conference that shall require a bridge, the meeting scheduler is responsible for scheduling the virtual meeting room in Outlook, and emailing participants with the appropriate bridge number to call. The available virtual bridge meeting rooms are: BI-Teleconference-8 with eight participants and number 253-9890; and BI-Teleconference-15 with 15 participants and number 253-9891.
3. If a conflict exists, the Outlook appointment system shall notify the requester. (Conflicts can exist whenever the equipment and/or room have been scheduled for overlapping time periods). If a requestor of an appointment receives notification of a conflict, he/she shall need to select another time or resolve the conflict with the original scheduler.

B. Usage of Videoconferencing Equipment

1. The VC site facilitator shall ensure that equipment operating instructions include current contact information for both the site coordinator and the ITS support staff and that these instructions are prominently posted in the vicinity of the VC equipment.
2. If a multi-point meeting (three or more sites) or a connection with a party outside the TDOC is desired, the VC site facilitator shall perform an equipment check prior to the requested conference time. When scheduling a multi-point meeting, the VC site facilitator shall ensure that the rooms and equipment have been reserved at all included TDOC sites.
3. To initiate a point-to-point videoconferencing connection, one site facilitator shall select the telephone number for the other site from the onscreen address book and dial the number. The VC site facilitator shall conduct equipment and communication checks including calling the involved sites in advance of the scheduled start of the meeting to make sure that the equipment is activated. If special assistance is needed, the requestor shall include this information in the comments sections of the Outlook appointment when scheduling the equipment.
4. Not all recorded video material is compatible with the available VC equipment. The user should test his/her recorded video material on the equipment that shall be used in advance of the intended use. If the video material is found to be incompatible, the STS Unified Communications and Collaboration Group may be able to assist by providing a workable interface. Advance notice is required to provide this assistance.

C. The sites and locations of videoconferencing equipment are as follows and please note the lower and upper cases, punctuation, and abbreviations of each Outlook listing:

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<u>Site</u>	<u>Outlook</u>	<u>Location</u>
CO	BI-RJB 5th Fl Video	RJB 5th Floor
CO	BI-RJB_Ground_Fl_Video	RJB Ground Floor
CO	BI-RJB-2 <sup>nd</sup> FL Video	RJB 2 <sup>nd</sup> Floor
BCCX S1	BI-BCCX_S1-Video-AdmConfRm	Bld A Conf Room
BCCX S1	BI-BCCX_S1-Video-MusterRm	Bld A Muster Room
BCCX S1	BI-BCCX_S1-Video-Parole	Bld B Parole Room
BCCX S1	BI-BCCX_S1-Video-Telecourt	Bld B Visitation
BCCX S2	BI-BCCX_S2-Video-CommandPost	Bld O Command
BCCX S2	BI-BCCX_S2-Video-Medical	Bld B2 Clinic
BCCX S2	BI-BCCX_S2-Video-Parole_Telecourt	Bld B2 Parole
BCCX S3	BI-BCCX_Womens-Video-ComfRm	Bld P Conference Room
Chattanooga	BD_Video_Chat	Probation /Parole
Cookeville	BD_Video_Cookeville	Probation /Parole
DSNF	BI-DSNF-Video-Medical	Bld 9 Operating suite
DSNF	BI-DSNF-Video-MedicalConfRm	Bld 9 Medical Conference
DSNF	BI-DSNF-Video-Parole	Bld B Parole
DSNF	BI-DSNF-Video-Telecourt	Bld B Parole
DSNF	BI-DSNF-Video-Training	Bld A Muster Room
HCCF	BI-HCCF-Video	Parole Room
HCCF	BI-HCCF-Video-Telecourt	Visitation
Jackson	BD_Video_Jack	Probation /Parole
Johnson City	BD_Video_JohnC	Probation /Parole
Knoxville	BD_Video_Knox	Probation /Parole
MCCC	BI-MCCC-Video-Admin	Bld A Conference Room
MCCC	BI-MCCC-Video-Medical	Bld C Medical
MCCC	BI-MCCC-Video-Muster	Bld A Muster Room
MCCC	BI-MCCC-Video-Parole	Bld B Parole Room
Memphis	BD_Video_Mem	Probation /Parole
MLCC	BI-MLCC-Video-Medical	Medical
MLCC	BI-MLRC-Video-Parole	Parole Room
MLCC	BI-MLCC-Video-Telecourt	Visitation
NECX	BI-NECX-Video-Medical	Bld C Medical
NECX	BI-NECX-Video-ParoleRm	Bld B Parole Room
NECX	BI-NECX-Video-Telecourt	Bld B Visitation
NECX	BI-NECX-Video-Training	Training
NWCX Main	BI-NWCX-M-Video-Medical	Bld C Medical
NWCX Main	BI-NWCX-M-Video-Parole	Bld B Parole
NWCX Main	BI-NWCX-M-Video-Telecourt	Bld B Operations hallway
NWCX Annex	BI-NWCX-A-Training	Training Bld
NWCX Annex	BI-NWCX-A-Video-ParoleRm	B2 Parole
RMSI	BI-RMSI-Video-Admin	A Bld Muster Room
RMSI	BI-RMSI-Video-Medical	C Bld Medical
RMSI	BI-RMSI-Video-ParoleRm	B Bld Visitation
RMSI	BI-RMSI-Video-Telecourt	B Bld Operations hallway
SCCF	BI-SCCF-Video	Visitation
SCCF	BI-SCCF-Video-Telecourt	Visitation

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<u>Site</u>	<u>Outlook</u>	<u>Location</u>
TCA	BI-TCA-Video	Rye Classroom
TCA	BI-TCA-Video-Hampton	Hampton Classroom
TCIX S1	BI-TCIX-Video-Medical	Bld B Medical
TCIX S1	BI-TCIX-Video-ParoleRm	Bld B Parole
TCIX S1	BI-TCIX-Video-Telecourt	Bld B Visitation
TCIX S2	BI-TCIX-A-Video	General Purpose room
DJRC	BI-DJRC-Video-Medical	Medical
DJRC	BI-DJRC-Video-ParoleRm	Parole room
DJRC	BI-DJRC-Video-Telecourt	Visitation
TTCC	BI-TTCC-Video-Parole	Visitation
WCFA	BI-WCFA-Telecourt	Visitation
WCFA	BI-WCFA-Video	Visitation
WTSP S1	BI-WTSP-S1-Video	Training Bld
WTSP S2	BI-WTSP-S2-Video-Medical	Medical Bld
WTSP S2	BI-WTSP-S2-Video-Parole	Visitation
WTSP S2	BI-WTSP-S2-Video-Telecourt	Bld B Operations Hallway
WTSP S3	BI-WTSP-S3-Video-Medical	Medical Bld
WTSP S3	BI-WTSP-S3-Video-Parole	Parole room

- D. Videoconferencing activities conducted within designated Administration rooms that are located outside the secure compound of the facility, shall be used only for staff purposes and in accordance with procedures established within Sections VI.(A and B) of this policy.
- E. Courts request video conferences between the TDOC and the Courts to schedule and conduct video arraignments and/or attorney/client sessions at any TDOC facility. Video conferencing scheduling for these purposes shall be as follows:
1. The Judge or his/her staff shall contact the TDOC Director of Classification/designee regarding the videoconferencing request. Video conferences shall be scheduled between the hours of 8AM-4PM CST and 8AM-4PM EST. The attorney of record requesting video conferencing with their client shall be provided with the facilities VC contact information. The facility VC shall be responsible to schedule/deny such conferences after consultation with the Warden/Superintendent.
  2. After following procedures in Section VI.(A)(1), the Director of Classification/designee shall either confirm the videoconferencing date, time, and location (for court hearings) with the requestor or advise there is no availability. The Warden/Superintendent/designee shall either confirm/deny the request for the attorney/client conference.
  3. Once the videoconference has been scheduled, an automatic e-mail shall be generated via Outlook. This e-mail correspondence shall be sent to the Warden/Superintendent and secretary, Associate Warden and secretary, ITS staff, STS staff, and other facility staff as designated by the Warden/Superintendent. Each Warden/Superintendent shall notify the Director of ITS as to the names and position titles of any additionally designated staff.

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4. Upon receipt of the automatic e-mail, the Warden/Superintendent/designee shall notify all applicable staff and ensure that the inmate shall be made available for the videoconference appointment. When making the inmate available for the appointment, staff shall use the security and custodial procedures as established by departmental policies. Inmates who are in place at the appointed time but fail to connect within 30 minutes are to return to their designated location.
5. The VC site facilitator shall conduct equipment and communication checks in advance of the scheduled start of the meeting to make sure that the equipment is functioning. This check shall consist of dialing another TDOC site to ensure that the connection can be established. If the equipment is not functioning, the facilitator shall notify ITS staff.
6. TDOC equipment designated as TeleCourt shall be utilized for court teleconferences. Medical videoconferencing rooms shall not be utilized for these purposes unless the scheduled appointment has a health/mental health connection.”

VII. ACA STANDARDS: 5-ACI-1D-08 and 2-CO-1E-01.

VIII. EXPIRATION DATE: December 1, 2023