

Scheduling a Videoconference

1. All requests for videoconferencing shall be made via FAX to the appropriate Correctional Facility's videoconferencing coordinator or designee **at least 48 hours in advance (at least 2 or more business days)** of the requested conference.
2. Each Correctional Facility shall provide the NJDOC HQ with the most updated names, telephone, and FAX numbers of their videoconferencing coordinator(s).
3. The NJDOC agrees to provide all available videoconferencing telephone numbers of each participating Videoconferencing site to each of the participating videoconferencing sites.
4. Each Correctional Facility will maintain a master schedule of the dates and times of all upcoming scheduled videoconferences for their facilities, which shall be consulted by the videoconferencing liaison prior to scheduling any new videoconferences.
5. Upon receipt of a request by a participating agency, the Correctional Facility liaison shall verify a videoconferencing availability date and time and shall enter the request into the schedule if the requested date and time is available. **If the requested date and time is not available**, the coordinator shall advise the requesting agency as soon as possible and alternate dates and times shall be made available to the requesting agency.
6. To the extent possible, videoconferences for state-sentenced inmates at County Jails will be scheduled as a priority over non-state sentenced inmates, with every effort to coordinate all videoconferences in a mutually agreeable schedule.
7. A monthly report summarizing the number and type of videoconferences for state-sentenced inmates will be submitted to the NJDOC Videoconferencing Coordinator by the 5th business day of the following month. Only NJDOC VTC coordinators need to submit monthly reports.
8. Requesting agencies shall provide the inmate/client name and institutional identification number or SBI number. (The NJDOC Inmate Locator Service can be contacted at (609) 292-0328 for information regarding inmates' numbers and institutional location.)
9. All requesting agencies shall provide a minimum of **at least 48 hours notice (2 or more business days)** for videoconferencing interviews.
10. Due to high volume of use, **no agency or Department** will receive priority in scheduling videoconference appointments. NJDOC will do everything possible to facilitate videoconferencing requests in a timely manner, but a **hard-copy** request must be sent to the institutional coordinator in advance of scheduled videoconference.
11. The participating agencies agree to provide NJDOC via the program request form, all pertinent information (name, phone(s), e-mails, etc.) of an appropriate agency representative to contact in the event of videoconferencing terminations, cancellations or other problems.

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FOR AN OUT OF STATE CONFERENCE FOR NEW JERSEY INMATES:

- 1) State inmate for out-of-state conference.
 - a) If an out-of-state agency requests a videoconference with a New Jersey state inmate, the requesting agency will need to contact Donna Sweeney-Elrose at 609-984-9598 to confirm possible conflicts with New Jersey's Inter-State Compact Agreement.
 - b) Once confirmation to proceed has been given through NJDOC's Inter-State Compact Agreement, the out-of-state agency can request a videoconference with a New Jersey state inmate. This request can be made through the institution's videoconference coordinator.
 - c) If an out-of-state agency requests a videoconference with a state inmate, the requesting agency will initiate the conference call and will assume expenses.
 - d) If a New Jersey agency requests a videoconference with an out-of-state agency, the NJDOC sponsored agency will initiate the conference call.
- 2) Non-state inmate for out-of-state conference.
 - a) If an out-of-state agency requests a videoconference with a non-state inmate, the requesting agency will initiate the conference call and will assume expenses.
 - b) If a New Jersey agency requests a videoconference with a non-state inmate, such agency will contact NJDOC's Video Teleconferencing Program Manager (Frank Gonzalez) on a case by case basis for approval.

Procedures for a Videoconference

1. The Correctional Facility videoconferencing coordinator or designee will advise the post officer of all scheduled videoconferences.
2. The videoconferencing post officer will ensure that the proper inmate is present in the videoconferencing waiting area at least ten (10) minutes prior to his/her scheduled conference and shall ensure that the videoconferencing system and the facsimile machine are on and ready to receive incoming calls.
3. The appropriate representative of the participating agency shall initiate all videoconferences.
4. The NJDOC agrees to provide videoconferencing telephone number(s) to all participating agencies.
5. Videoconferencing shall be available at all NJDOC institutions listed on a daily basis from 8:00 AM to 4:00 PM, excluding weekends and holidays.
6. All parties agree that no videoconference with a NJDOC institution will be scheduled to terminate later than 4:00 PM.
7. Additional videoconferences beyond normal hours may be held if mutually agreed upon by both participating agencies. Prior arrangements will need to be made by the NJDOC VTC Coordinator, so you will need to justify your reasons to the institution's administration.
8. Correctional Facilities reserve the right to terminate any video conference in progress at the discretion of the post officer whenever an inmate's behavior is deemed inappropriate, or for other just cause.
9. Correctional Facilities reserve the right to terminate or cancel all videoconferencing at the discretion of the institutional administrator or his/her designee whenever security, staffing or other situations require such action.
10. In the event of the termination of a videoconference in progress or the cancellation of a scheduled videoconference(s), the Correctional Institution's videoconferencing coordinator shall inform the affected agencies by telephone as soon as is practicable.

Preparation for a Videoconference

1. The Correctional Facility agrees to familiarize all inmates with the general operation of a videoconference prior to their scheduled videoconference. Such preparation may be accomplished through in-person counseling by a social worker or other appropriate NJDOC representative and/or through the use of a videotaped presentation.
2. The post officer or designee will ensure that the state-sentenced inmate has been advised of the confidential nature of the videoconference and that the inmate has signed the Inmate Consent Form.
3. During the conduct of all videoconferences, inmates shall be alone in the specially constructed videoconferencing booth/room.
4. The videoconferencing booth/room shall be sound dampened sufficiently to prevent normal conversation from being heard outside of the booth/room and prevent ambient noise from entering from without.
5. A facsimile machine at each Correctional Facility will be included as part of the videoconferencing system and will provide for direct receipt by the inmate of incoming document transmittals.
6. A visual view panel or monitor that permits the videoconferencing post officer to visually supervise the inmate shall be present in all booths/rooms.
7. Facsimile transmissions **from inmates** to other agency representative(s) **will not be permitted**.
8. Control of inmate's camera angle by other agency representative(s) will be permitted. This camera control could be curtailed at certain institutions due to room size or misuse by agencies.
9. Volume control at inmate booth has been pre-adjusted by NJDOC personnel for privacy and will not be re-adjusted.
10. Any breaches of confidentiality regarding state-sentenced inmates must be reported to the NJDOC Videoconferencing Coordinator within 48 hours for investigation and be addressed by appropriate correctional action.