

PENDLETON CORRECTIONAL FACILITY
FACILITY DIRECTIVE #226
“GTL OFFENDER KIOSKS/TABLET”

ORIGINAL DATE: 09-27-2018

REVIEWED:

I. PURPOSE:

To establish the procedure and guidelines for the use and operation of the GTL Offender Kiosks and Tablets that is utilized by the offender population.

II. HOUSING UNIT STAFF RESPONSIBILITY:

It is the responsibility of the Unit Range Officers to conduct unscheduled inspections of the areas where the GTL Kiosks are located and operating. Staff is responsible for monitoring offender activity while the kiosks are in use. For the housing units that will have the charging carts in them (OSD and C-Building) staff of these units will be responsible for inspecting these carts to ensure they are not tampered with or dysfunctional. With the exception of specific programming approved by the Deputy Warden of Re-Entry, offenders are not to leave the housing units with their tablets. Should this occur staff are to confiscate the offender's tablet and complete all reports as needed.

Once a week during the standing count, offenders shall present their tablets and chargers for inspection. If either the tablet or charger is altered, broken or nonfunctioning they should be sent to the Shift Supervisor with documentation which will forward them to the Unit Team Manager. The UTM will verify who the tablet belongs to and how it was damaged. Once this is completed the tablets along with an incident report shall be submitted to the GTL Operator on-site to be sent out for repair or replacement.

III. OFFENDER PARTICIPATION AND RESPONSIBILITY FOR KIOSKS AND TABLETS:

All offenders shall be aware that the use and operation of the kiosks and tablets are a privilege that may be suspended for any inappropriate activity or misuse.

- A. Family and friends must establish an account with GTL to be able to send money and communicate with the offender. The offenders will be responsible for advising their family and friends of this.
- B. Intake offenders shall receive information concerning the operation of the GTL kiosks and tablets during orientation. It will be the Unit Team Manager's responsibility to assign and distribute the tablets to the new offenders coming into the facility. The Unit Team Manager will also have the offender sign a user agreement to be filed in the offender's packet.

- C. Offenders will have access to electronic mail (messages) and phone services through the tablets and will have access to video visits through the kiosks once an account has been established.
- D. Offenders or visitors who violate or abuse rules or procedures governing video visitation may have their privileges temporarily or permanently suspended. Temporary suspensions of an offender's video visitation privileges shall be for a determinate length of time.
- E. Offenders who violate or abuse rules or procedures governing the use of electronic mail may have their privileges temporarily or permanently suspended. The suspension will be for a determinate length of time.
- F. Suspensions may result from an administrative or disciplinary action. Suspensions resulting from an administrative or disciplinary action may be initiated by the Warden or either Deputy Wardens. Suspensions resulting from a disciplinary action may be initiated by a Hearing Officer.
- G. Offenders will be allowed two (2) fifteen (15) minute phone calls per day for restricted status housing offenders.
- H. There will be five (5) free games and news feed on the tablets for the first thirty (30) days after the initial roll out. Following that time frame offenders will be responsible for purchasing any further services.
- I. Offenders will be given a tablet that is scanned and bar coded to that specific individual. No other offenders will be able to log on to that tablet.
- J. Games, movies, etc. that is purchased for download onto the tablets will run as follows: example is....Movie is purchased for 24 hours. That movie will be available from midnight to midnight the day of purchase. So if an offender purchases a movie at 9:00 pm. then they can only view that movie till midnight of that same night. But if an offender purchases that movie at 9:00 am then they still have till midnight that same night. Same with games purchased for the month. If an offender purchases a game in the middle of the month, they only have to the end of that same month. But if an offender purchases a game at the 1st of the month they will have till the end of that same month.
- K. Offenders will be charged restitution for replacement costs of lost or damaged tablets through the adult disciplinary process found in Policy and Administrative Procedure 02-04-101. **Restitution must be paid in full prior to the offender being re-issued a tablet.**

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- L. In the event of a non-functioning or broken tablet, the following procedures shall be followed for replacement: The offender shall contact the Unit Team Manager requesting a tablet replacement. The Unit Team Manager shall retrieve the broken/malfunctioning tablet and test/inspect it. If it is determined that the tablet replacement is needed, and not due to misuse or negligence, the tablet shall be replaced free of charge.
- M. All expenditures shall be processed in accordance with Administrative Procedure 02-01-119, "Offender Tablets" and Administrative Procedure 04-01-104, "Inmate Trust Fund".
- N. A fee schedule has been approved by the Department (see Attachment I)
- O. It should be noted that expenditures are made for access to content; not ownership of content. Content/data specific to an individual offender is maintained on the servers under the offender's account.

IV. RESTRICTIONS:

Policy 02-01-102, "Offender Visitation" must be adhered to along with this policy when accessing the kiosks for a video visit. Policy 02-01-103, "Offender Correspondence" must be adhered to along with this policy when accessing the kiosks or tablets for emails/video grams.

Email/video grams will be restricted together. Video visitation will be a separate restriction. Violations may include but not be limited to:

- Any discussions on trafficking of any nature;
- Making any sexual gestures of any kind;
- Any threatening of any nature toward anyone;
- Any improperly dressed (whether it is the visitor or the offender);
- Any discussions concerning unauthorized financial transactions;
- Any discussions or displays involving STG;
- Gambling of any kind; and
- Operating a business or any business transactions of any kind.

Conduct reports will be written with the code based on the violation. If there is not a specific code for a certain violation (Code 361 Abuse of Mail/Telephones/Visits) may be used.

Pendleton Correctional Facility will restrict whoever violates the above mentioned policies or any other policies that may be incorporated whether it is just the visitor, just the offender, or both parties.

Suspensions may be for just email/video grams, just video visitation, just entertainment module, just telephone privileges, each individual application or suspensions from all operations.

Suspensions shall be as follows:

| | |
|--------------------------------|--|
| First Offense: | Up to thirty (30) day restriction |
| Second Offense: | Up to sixty (60) day restriction |
| Third and subsequent offenses: | Permanent tablet/kiosk restriction at the Warden's discretion. |

Offenders receiving suspension from the kiosk and/or tablet will receive documentation noting the suspension, the length of the suspension, and the reason(s) for the suspension.

Access to Health Services and the Grievance process through the tablets shall remain for offenders that have received restrictions.

Offenders will also be able to utilize the hard paper copies for Health Care Services, Grievance Forms, Request for Interviews, etc. and may request these forms from the Officers on the unit or their Unit Team Staff.

Following the imposition of the restrictions and the exhaustion of appeals through the Grievance Process or DHB, an offender/visitor whom has been placed on permanent restrictions may request that the restrictions be reviewed two (2) years from the date of the decision to impose the suspension. The offender/visitor shall submit a written request to the Warden asking that the suspension be reconsidered. The Warden or designee shall review the request and the offender's record during the two (2) year period and render a decision. If the Warden or designee denies the request, the offender/visitor may appeal the decision to the Executive Director of Adult Operations. The Executive Director shall review the request and the Warden's comments and render a decision. The decision of the Executive Director shall be final. If the request is denied, the offender/visitor may submit another request to the Warden or designee one (1) year from the date of the final denial.

V. **RULES AND REGULATIONS GOVERNING ELECTRONIC MAIL:**

- A. Offenders using kiosks/tablets for emails are subject to the same rules and procedures as regular correspondence as outlined in Policy 02-01-103, "Offender Correspondence". Offenders that violate or abuse the rules governing kiosk/tablet email may have their kiosk/tablet privileges temporarily or permanently suspended. Suspensions resulting from an administrative action shall be initiated by the Warden or designee based upon a staff member's recommendation and justification indicating reasonable knowledge, or information that kiosk/tablet email suspension is appropriate. Suspension resulting from a disciplinary action may be initiated by a Hearing Officer or designated staff. Temporary suspensions shall be for a determinate length of time.

Offenders receiving suspension from kiosk/tablet email will receive documentation noting the suspension, the length of the suspension, and the reason(s) for the suspension.

Offenders sending and receiving video grams shall be informed that the video gram's content is subject to the same rules and procedures as listed in Policy 02-01-102, "Offender Visitation" and Policy 02-01-103, "Offender Correspondence". **Individuals appearing in video grams shall comply with dress and behavior standards as outlined in Policy 02-01-102, "Offender Visitation".**

Kiosks/tablets email and video grams shall be monitored by staff in a manner consistent with the above mentioned policies. A poster near the kiosk shall serve as notification to the offender population that kiosks/tablet emails and video grams will be monitored.

- B. Offenders shall not share their passwords with other offenders.
- C. Offenders shall not attempt to make contact via the Electronic Mail System Kiosk/tablets with any other offender or staff. A staff person must obtain prior written approval from the staff person's facility appointing authority or designee and the facility appointing authority or designee of the facility where the offender is housed or supervised before visiting, corresponding with, or in any way communicating with a friend or relative committed to the Department.
- D. All Electronic Mail System accounts incoming and outgoing mail shall be reviewed by staff prior to the e-mail being released to the appropriate party. Inappropriate e-mails will be discarded by staff and no refund will be issued.
- E. Any abuse of the electronic mail system may lead to disciplinary action.

- F. All rules in the Adult Disciplinary Policy, "02-04-101" shall apply. Electronic mail suspension shall not be imposed as a disciplinary sanction unless the basis for the imposition of electronic mail suspensions is an action that took place during an electronic mail session and the sanction is listed on the Report of Disciplinary Hearing. Electronic mail suspension may be imposed as an administrative action by the Warden, Deputy Wardens or designee based upon a staff member's recommendation and justification indicating reasonable knowledge or information and belief that electronic mail suspension is appropriate. If the Warden, Deputy Wardens, or designee determines that the evidence supports the imposition of suspension of electronic mail, the offender shall be suspended from electronic mail based on the guidelines as listed above.

VI. GUIDELINES GOVERNING VIDEO VISITATION:

The following guidelines shall apply to all offenders participating in Video Visitation:

- A. The visitor is responsible for scheduling and paying for the Video Visitation session. The offender is responsible for notifying his visitor when he is allowed access to the kiosk machine in his housing unit so that his visitor can know when to schedule the video visitation. This can be scheduled through GTL. Offenders cannot initiate the visits. **Note: If a visitor schedules a visit and it is during a time the offender is not authorized access to the kiosk, the visit will be cancelled and the visitor will have to reschedule the visit during the offenders' authorized access time.**
- B. Only friends and family members that are on the offender's approved visitation list can schedule a video visit. **Only friends and family members that are on the offender's approved visitation list may participate in the video visit.**
- C. Offenders will not be released from work to attend a video visitation. The offender must let their visitor know when they are at work so that there will be no visits scheduled during the offenders work schedule.
- D. Visitors that are on visitation restrictions will not be allowed to use this service until the restriction has ended.
- E. Visitors that are restricted on video visitation may be subject to a gate closure depending on the severity of the violation that suspended the video visitation. This will be a decision that will be based and reviewed on by a case by case basis and approved by the Warden or designee.
- F. The visitor must schedule their visitation at least 4 days in advance.
- G. Video visitation sessions will last for twenty-five (25) minutes.

- H. The offender will be notified of the scheduled visit through an e-mail sent to him on his GTL account. If an offender changes housing units prior to the visitation, the visitation will be cancelled and fully refunded.
- I. The offender shall arrive at the kiosk approximately five (5) minutes prior to the start time of the video visitation session. The visitor/offender can only join a session at the scheduled start time with a five minute grace period.
- J. All visitors must be fully clothed and adhere to the dress code that is implemented in Policy 02-01-102, "Offender Visitation" throughout the entire video visit session. Visitors shall not expose themselves or make any sexual or derogatory gestures during the video visitation.
- K. Offenders are required to be properly dressed as if going for a regular visit in the visitation room.
- L. Offenders shall not expose themselves or make any sexual or derogatory gestures during the video visitation.
- M. Only the offender scheduled for the video visitation may participate in the scheduled video visit.
- N. The visit must be contained to only the visitors scheduling the video visit. **Any exceptions due to special circumstances can only be approved by the Warden or designee.**
- O. Offenders with VMR flags will not be allowed video visitation with minors. All violations will be reviewed with possible discipline on a case by case basis.
- P. Video visitation will be recorded, monitored and viewed by designated facility staff.
- Q. Designated staff will have access to cancel any call at any time if a violation is observed or due to administrative action.
- R. All rules in the Adult Disciplinary Policy, 02-04-101 shall apply. Video visitation suspension shall not be imposed as a disciplinary sanction unless the basis for the imposition of video visitation suspension is an action that took place during a video visitation session and the sanction is listed on the Report of Disciplinary Hearing. Video visitation suspension may be imposed as an administrative action by the Warden, Deputy Wardens, or designee based upon a staff member's recommendation and justification indicating reasonable knowledge or information and belief that video visitation suspension is appropriate. If the Warden, Deputy Wardens, or designee determines that the evidence supports the suspension of video visits, the offender shall be suspended from video visitation based on the guidelines as mentioned above.

VII. AVAILABILITY AND OPERATIONAL HOURS OF KIOSK MACHINES:

Access and availability will vary based on the location of the kiosks. Due to time constraints and locations of the kiosks, availability and times are subject to change depending on the offenders housing location, etc.

A visitor is allowed one (1) video visit every three (3) days and must have signed up for the visit four (4) days in advance.

HOURS OF OPERATION:

8:00a.m. to 11:00a.m.

12:30p.m. to 4:00p.m.

6:30p.m. to 8:00p.m.

VIII. AVAILABILITY AND OPERATION OF THE TABLETS:

The tablets will be arriving and distributed to the facility offenders the first week of October 2018. Every offender will be issued a tablet. These tablets are considered state property and shall be maintained as such. Following the initial distribution of the tablets, Unit Team Managers will be responsible for the collection and redistribution of the tablets to new offenders. Unit Team Managers will be tasked with retrieving the tablets from offenders that are transferring to another facility or being released (up to 72 hours prior).

Unit Team Managers will inspect the tablets for function and damage. Shall a tablet be damaged, Unit Team Managers will be responsible for documenting the damage that was done and submitting the tablet to the GTL on-site operator. The GTL on-site operator will then be responsible for returning the tablet to GTL for a replacement.

Unit Team Managers will be responsible for the excess tablets. These tablets will be on hand to ensure a one to one (1:1) ratio of offenders to tablets. The excess tablets will be placed in a secure area of the facility.

Offenders will be authorized to keep the tablets in their housing/bed/dayroom locations only. All offenders will be issued a tablet and headset. A receipt form, which includes the last four (4) digits of the tablet's serial number, shall be signed by the offender and a copy given to the packet room with the original scanned into IRIS. Unit Team Managers shall be responsible for entering the information into a data base

Chargers will be issued as follows:

Barrel chargers will be issued to each offender housed in the following housing units:

- J-Cell House
- H-Cell House
- A-Building
- B-Building
- D-Building
- E-Building
- L-Dorm
- K-Dorm
- G-Cell House
- R-Cell House
- Infirmary
- O-Dorm

Charging Carts (movable) that charges up to forty-eight tablets at a time will be stationed in the following housing units:

- OSD
- C-Building

Charging Banks (immovable) that will charge 24 tablets at a time will be stationed in the following housing units:

- Education

IX. MONITORING:

Selected facility staff will be chosen to review and monitor all forms of communications that is released through the kiosk/tablets. This is to include reviewing emails coming to the offenders and the emails that are sent from the offenders along with any and all video grams and video visitations that take place.

Any inappropriate behavior or correspondence will be addressed through the proper channels as stated in this policy and the other policies that are mentioned above.

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X. **APPLICABILITY:**

Facility Directive 226 is applicable to all offenders housed at Pendleton Correctional Facility and staff. This Facility Directive is effective immediately and shall remain in effect until further notice from the Warden or designee.

Dushan Zatecky, Warden
Pendleton Correctional Facility

Date

Original Date: 09-27-2018

Next Review: 09-2019