

 <p style="text-align: center;"> ADMINISTRATIVE POLICIES AND PROCEDURES State of Tennessee Department of Correction </p>	Index #: 507.03	Page 1 of 8
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	Distribution: B	
	Supersedes: N/A	
Approved by: Tony Parker		
Subject: INMATE KIOSK SERVICES		

- I. AUTHORITY: TCA 4-3-603; TCA 4-3-606.
- II. PURPOSE: To establish the policy and procedures for the operation and use of a Kiosk system and services.
- III. APPLICATION: All Tennessee Department of Correction (TDOC) staff (excluding Community Supervision staff), contract staff, volunteers, and inmates.
- IV. DEFINITIONS:
 - A. Approved Kiosk List (AKL): A list of persons with whom the inmate may have contact via the kiosk system through email and video visitation. Persons accessing video visitation must be on the inmate's approved visitation list as per Policy #507.01.
 - B. E-Mail: An electronic transfer of messages from a sending party to a receiving party via an intermediate telecommunication system on a device approved by TDOC.
 - C. Inmate E-mail Stamp: The amount of money required to send an inmate e-mail.
 - D. Inmate Kiosk Liaison: Designated staff at each facility who are authorized to perform inmate kiosk privilege suspensions after suspension notification by the Warden.
 - E. Kiosk: A security-grade unit with a computer and other components that operates on an independent network to provide inmate e-mail, approved services, programs, and content.
 - F. Kiosk Account: An account established by the inmate and AKL users in order to access kiosk services.
 - G. Kiosk Account Passwords: All passwords and Personal Identification Numbers (PIN) that are associated with inmate kiosk accounts or media players.
 - H. Kiosk Services: Services available through the kiosk provider to include email, video visitation, and downloadable tablet content (i.e. program/educational materials, music and books).
 - I. Kiosk Service Provider: The company with whom the Department has contracted to provide kiosk services.
 - J. Kiosk User Account Liaison: A facility staff member designated to maintain the inmate's user account access to his/her kiosk services.
 - K. Tablet: An approved electronic device with a variety of applications that can be used in conjunction with kiosks.

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- L. Restrictive Housing: The purposeful separation of inmates from the general inmate population in confinement or housing where measures are taken to provide maximum security and/or to control their circumstances or circumscribe their freedom. This general status is for either punitive or administrative reasons.

- V. POLICY: Where kiosks are utilized, TDOC staff, offenders, and all users on AKL shall follow the procedures specified in this policy regarding the operation and use of Kiosk services.

- VI. PROCEDURES:
 - A. Uses: Kiosk services are designed to provide inmates with visitation access through video visitation, enhanced communication with family and friends through email, recreational activities through downloadable content to include books and music, and program/educational activities. Purchasable kiosk services are paid for by inmates or family and friends registered as customers of the kiosk service provider.

 - B. Inmate Kiosk Access
 - 1. Kiosk units shall be located in areas accessible to authorized inmates at times designated by the facility.
 - 2. The frequency and duration of kiosk use is limited to two 15-minute kiosk sessions per day, not including video visitation sessions. Scheduling for each unit shall be determined by the Warden.
 - 3. All parties involved must have an email account established through the kiosk service provider system. The email list may be restricted for the security of the institution.
 - 4. Kiosk services are a privilege that may be suspended by the Warden for violation of TDOC policy(ies). Disciplinary action will be issued in accordance with Policy #502.01.

 - C. Inmate Kiosk Accounts
 - 1. Inmates may use kiosk services once they have agreed to the program conditions by activating their user accounts. Inmates who do not wish to participate in kiosk services cannot create a kiosk account or have any contact with any kiosk unit.
 - 2. Neither the kiosk service provider nor TDOC is responsible for theft, loss, nor cost related to an inmate lending his/her kiosk accounts password or failing to provide for its safekeeping. Inmates shall establish personal kiosk account passwords and are encouraged to change them frequently to guard against theft.
 - 3. Inmates shall only use their own personal kiosk accounts. Inmates shall not loan, borrow, barter, or steal another inmate's kiosk account password. Violators will be subject to disciplinary action as per Policy #502.01.

 - D. Inmate Kiosk Use

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1. There is no expectation of privacy with any type of communication when utilizing kiosk services pertaining to video visitation, email, etc. All use of kiosk services is subject to recording, monitoring, and retention.
2. Inmate shall not use kiosk services to facilitate or conduct activities in violation of federal and state law, or TDOC policy.
3. All inmate questions or concerns regarding kiosk services shall be directed to the kiosk service provider accessible through the kiosk system.

E. Video Visitation

1. Inmate eligibility: All eligible inmates may use video visitation as per the guidelines established in Policies #507.01 and #503.08.
2. Visitors
 - a. Video visitation shall follow the same guidelines as stated within Policy #507.01.
 - b. Only persons on an inmate's approved visitor list can participate in video visits. Visitors on restricted or suspended status shall not be able to participate in video visits.
 - c. Minors shall be accompanied by a parent, guardian, or other designated authorized person.
 - d. For new visitors, the Visitor Application, CR-2152, shall be used for applying for video visiting privileges. See Policy #507.01.
 - e. Visitors are responsible for their own equipment and technology to access the video visitation system. Visitors should contact the kiosk service provider regarding refunds and kiosk issues.
3. Scheduling
 - a. The assigned visitation staff shall be responsible for monitoring inmate participation in video visitation, scheduling, retrieval of scheduled visits, inmate notification of visit and inmate access in the visitation area. Each facility shall determine the facility's video visitation schedule based on operational and security considerations such as inmate activity schedules, staffing levels for inmate supervision, and video visitation monitoring.
 - b. Each inmate in general population can receive no more than two video visits per week.
 - c. Video visitation is scheduled for 30 minutes during regularly scheduled visitation hours.

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- d. The inmate is responsible for notifying AKL users of the days and times they are scheduled for use of video visitation.

4. Video Visitation Attire and Conduct

- a. Inmates and visitors shall dress according to Policy #507.01.
- b. Visitors and the inmate shall be visually identifiable and the faces cannot be covered or obscured. Religious headgear shall not interfere with the verification of a person's identity.
- c. Any removal of clothing shall result in immediate termination of the visit and the inmate may be subject to disciplinary action. The Warden shall be notified by the visitation supervisor.

5. Video visitation violations and suspensions

- a. Violation of visitation policy and rules may result in immediate termination of the video visit. Visitation suspension duration shall be per Policies #502.02 and #507.01. The terminating staff shall issue an incident report detailing the violation and the action taken. Any violation of video visitations shall also apply to contact and non-contact visitation.
- b. If the inmate is suspended from video visitation privileges, the Warden/designee shall notify the kiosk service provider within one business day.

6. Video Visitation Monitoring

- a. Video visitation shall be live-monitored and randomly reviewed from recorded files by visitation staff and other staff members as designated by the Warden.
- b. Video visits shall not be audio or video recorded or archived in any form by anyone except for the vendor's recording and archiving system.
- c. Visitation officers shall monitor in-progress video visits to ensure all video visitations are in compliance with TDOC policies and procedures as outlined within this policy.
- d. Every effort shall be made by the visitation supervisor to notify visitors utilizing video visitation in a timely fashion if visitation is cancelled, but there may be instances where the notification could be delayed.

F. Downloadable content

1. A contract between the department and the kiosk service provider establishes what types of downloadable content are available to inmates. Content is subject to TDOC approval. Content that negatively impact the safe, secure, and orderly operation of the facility or compromises public safety shall be disapproved.

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2. Inmates in maximum security restrictive housing shall only have access to approved program and educational materials.

G. Tablets

1. Tablets shall be purchased from the kiosk provider by the inmate or those authorized to place money in an inmate media account. Upon purchase, the tablet is shipped to the inmate's facility and delivered in accordance with facility property procedures.
2. Tablets and chargers are considered electronic items governed by Policy #504.01.
3. The tablet and related content are subject to the same regulations affecting all inmate belongings, including search, confiscation and disposition. Inmates shall provide their current tablet password when directed by staff for purposes of an investigation or authorized search. Tablets will not be allowed in prisons that do not provide kiosk services.
4. Tablets shall be used in the housing unit and program areas only.

H. Inmate E-mail

1. Inmates may only send and receive electronic messages to and from their AKLs and shall adhere to Policy #507.02. All users of inmate e-mail shall adhere to all departmental policies regarding mail, contraband, and inmate communication.
2. Inmate e-mail shall not be used for any purpose that would jeopardize the safe, secure and orderly operation of the facility, nor compromise public safety. Violations may result in formal disciplinary proceedings, up to and including criminal charges, as well as suspension of kiosk services.
3. Each inmate e-mail costs one inmate e-mail stamp. Inmates may purchase e-mail stamps at the kiosk using funds in their media account. AKL users purchase inmate e-mail stamps through the kiosk service provider. AKL users can purchase e-mail stamps for inmates.
4. Inmate e-mail screening and monitoring shall be governed by Policy #507.02
 - a. All inmate e-mail is subject to screening for contraband content by the Warden's designee. Inmate e-mail can also be monitored by the Office of Investigation and Compliance (OIC).
 - b. Inmate e-mail that violates departmental policy shall be rejected by the authorized staff and shall not be delivered. The sender (either the inmate or an AKL user) shall be electronically notified of an inmate e-mail's rejection and the reason.
5. Inmates can block inmate e-mail senders from the kiosk. Neither facility staff nor the vendor shall block senders at the inmate's request.

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I. Funding the Kiosk Media Account

1. Inmates may add money to their kiosk media accounts directly from their trust fund. Media account balances and purchase records are maintained by the kiosk service provider.
2. Any money deposited in the kiosk media account can only be spent on kiosk services and cannot be transferred to another account. Inmates shall contact kiosk service provider for a refund.
3. AKL users may add money to an inmate's media account through the kiosk service provider's website. AKL users shall address any media account concerns directly to kiosk service provider including any refunds.
4. Inmates shall use the kiosk to check media account balances and receive notice of media account deposits. Any questions concerning media account balances and transactions shall be directed to the kiosk service provider.

J. Communication of Kiosk-related Information

1. Inmates shall be provided information about kiosk services during facility orientation and inmate handbooks where applicable.
2. Authorized times and rules for kiosk use shall be posted in each unit where kiosks are located. The facility visitation lobbies shall contain information regarding kiosk services.

K. Staff Use of the Inmate Kiosk Service Web-hosted Application

1. Only authorized staff may access the kiosk service provider's web-hosted applications. Staff who has been approved to use the kiosk service applications shall be given access necessary for them to perform their job responsibilities.
2. To be assigned a kiosk application user ID, a staff or the staff's supervisor shall complete a Kiosk Web User Access Request, CR-4051. The request shall be reviewed and approved by the staff's supervisor and Warden. The completed form is then sent to the facility kiosk user account liaison.
3. Supervisors are responsible for ensuring that user rights for the kiosk service provider's web-hosted applications are updated appropriately depending on changes in a staff member's duties or employment status.
4. The Warden shall designate a staff member to function as the kiosk user account liaison for the facility.

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5. Designated staff shall perform the following duties:

- a. Communicates with the kiosk service provider regarding staff user account activations/deactivations and application user privileges.
- b. Ensures user access request have the appropriate approvals before forwarding to the kiosk service provider.

L. Kiosk System Maintenance: The kiosk service provider is solely responsible for maintaining and repairing the kiosks and any associated infrastructure.

M. Internal controls

1. All records concerning inmate kiosk service purchases are retained by the kiosk service provider for a minimum of three years.
2. Rejected inmate e-mail is retained by the kiosk service provider indefinitely.
3. Documentation of an inmate's kiosk suspension(s) that arise out of the formal sanctions process are retained in the inmate's unit file or software application for a minimum of three years or until the inmate is released, whichever is shorter.
4. Documentation relating to an inmate's appeal of kiosk suspensions is maintained in written or electronic form by the kiosk suspension appeal authority for a minimum of three years.
5. Documentation relating to staff user rights for the kiosk service provider's web-hosted applications is maintained by the kiosk user account liaison for the duration of the staff's employment.

VII. ACA STANDARDS: 4-4487, 4-4490, 4-4491, 4-4494, 4-4498, 4-4499, 2-CO-5D-01.

VIII. EXPIRATION DATE: August 15, 2019.



TENNESSEE DEPARTMENT OF CORRECTION
KIOSK WEB USER ACCESS REQUEST FORM

PART I. REQUESTING OFFICIAL

DATE:

REQUESTED BY:

AGENCY:

WORK SITE:

TELEPHONE #:

TITLE:

PART II. USER / EMPLOYEE INFORMATION

Last Name:

First Name:

Work Phone:

Fax:

DOB:

SSN:

Last 4 digits only:

Title:

Email:

Work Site:

DO NOT WRITE BELOW THIS LINE / FOR OFFICIAL USE ONLY

STAFF SUPERVISOR: _____

WARDEN: _____