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Use of Securus Wireless Devices	ACA Standards: 2-CO-5D-01, 5-ACI-3D-02, 5-ACI-4A-25, 5-ACI-4A-26, 5-ACI-7D-11,5-ACI-7D-13, 4-ACRS-5A-18, 4-ACRS-5A-19, 4-ACRS-6A-01		
Scott Crow, Director Oklahoma Department of Corrections		Signature on File	

Use of Securus Wireless Devices

The Oklahoma Department of Corrections (ODOC) has established procedures to provide inmates with a reasonable opportunity to utilize wireless devices provided by the inmate telephone service (ITS) provider, Securus Technologies, Inc. (Securus). To promote successful reintegration into the community and facilitate services within the corrections facility, the ODOC and Securus will provide approved inmates with the opportunity to utilize automated wireless devices to access secure content approved by the agency and Securus. Use of the wireless device by inmates is a privilege, not a right. The wireless device will include content therein provided by a third party vendor, contracted and selected by Securus, and funded by the inmate account when ordered by the inmate or inmate’s family/friends. All fees associated with the tablets are set by the vendor.

I. Definitions

A. Community Device

An inmate wireless device (tablet) assigned to a location that affords

inmates access to library services, rehabilitative and communication opportunities that is identifiable by the green background on the screen. All tablets will start as community devices when issued to an authorized inmate.

B. Facility

Includes institutions and community corrections centers.

C. Facility Head

Refers to wardens or administrators of community corrections centers responsible for the housing and supervision of inmates/offenders.

D. Headphones

Listening devices, or ear buds, provided for each user at the time of wireless device issuance, that are placed in the ears to allow a user to listen to the desired sound that the user wants to hear such as music, phone calls, or other services. In addition, the headphone will include speaker and volume control. (5-ACI-7D-13, 4-ACRS-5A-19)

E. Inmate Wireless Device

A configurable mobile operating system and touchscreen display processing circuitry, and a rechargeable battery in a single, thin and flat package utilized for education, rehabilitative, entertainment and communication that connects to an internal wireless secure network.

F. Kiosk

An electronic and stationary device installed at an agency owned/operated facility. This device is located in a common area accessible by inmates for making telephone calls, sending messages (electronic mail (e-mail) and direct messages (DM)) to and receiving messages from employees and other approved persons as well as accessing grievance material, inmate requests, legal references, video visitation, and educational material through a secure internal server. (5-ACI-3D-02, 5-ACI-7D-11, 4-ACRS-5A-18, 4-ACRS-6A-01)

G. Personal Wireless Device ("Make Mine")

A community wireless device subscribed to by an inmate, on a monthly basis, that allows access to premium content and is identifiable by a blue background on the screen. The current contract states this subscription is at no cost to the inmate. Additional charges may be incurred through services and applications selected by the inmate during use.

H. Personal Identification Number (PIN)

A personal security code issued to all inmates during reception to the ODOC for verifying identity for access to telephone services, commissary, and wireless device content. The confidentiality of assigned PIN's will be the responsibility of the affected inmate.

I. Premium Content

Inmate purchased or rented media content that includes music, games, news, books, television programs and movies.

J. Command and Control Device

A wireless device issued by Securus to appropriate facility staff to allow for direct oversight of the inmate wireless devices. The command and control device provides staff real-time control of inmate wireless devices for behavior modification including application control to full wireless device access and control.

II. Procedures

A. General Guidelines

1. Wireless devices will be available for use by inmates housed in general population. Inmates housed in a special management unit may have limited applications available as identified in affected policies. Inmates housed in a special management unit for disciplinary housing, suicide watch, mental health observation, violent behavior or other aggravating factors will not be authorized use of a wireless device. Inmates in specialized mental health housing may be authorized use if approved by the facility head and the mental health authority. (5-ACI-3D-02, 5-ACI-4A-25, 5-ACI-4A-26, 4-ACRS-6A-01)
2. Inmates will be informed regarding the authorized use of an inmate wireless device at the time of their admission to general population housing or special management/restrictive housing. Information regarding the use of tablets will be included in the inmate handbook and will be communicated to inmates during orientation. (5-ACI-3D-02, 5-ACI-4A-25, 5-ACI-4A-26, 4-ACRS-6A-01)
3. During reception (LARC/MBARC), inmates will be required to sign a "Statement of Understanding – Inmate Tablet Agreement" ([Attachment A](#), attached) to acknowledge their understanding of the general rules governing the use of inmate tablets. Signed statements will be filed in the inmate's field file and documented as a case note

in OMS for record-keeping purposes.

Upon completion of the agreement, the inmate will be issued one set of headphones, which are specific to the available tablets. In the event of loss/damage, wireless device headphones will be available for purchase through the accessory store on the tablet and will be issued by Securus personnel.

4. Inmates will be provided a general overview of the wireless device and use of their assigned PIN. Inmates will be responsible for maintaining the confidentiality of their PIN. The ODOC is not responsible for any cost deductions made from any inmate account. In the event a PIN needs to be changed, the inmate shall submit a request to their case manager to have the PIN changed through OMS.
5. Inmates may have their wireless device privileges suspended due to disciplinary action and/or misuse of the wireless device. Inmates may also have their wireless device privileges suspended or revoked for violations resulting in the intentional damage or destruction of any wireless device. In the event of intentional damage of a device, the inmate will be subject to restitution of the replacement cost of the tablet, which is \$200.
6. An inmate may pay a fee through deduction from their trust fund account, as outlined in [OP-120230](#) entitled "Offender Banking System," to access premium music, movies, games, etc. on the wireless device. All costs, rates and fees for the privilege of using the educational tablets and their services are solely determined and decided upon by the wireless device provider and are subject to change in accordance to Federal Communications Commission (FCC) rules and regulations.
7. The wireless device remains the property of Securus and will be surrendered by the inmate upon discharge from an ODOC facility.

B. Wireless Device Issuance and Usage

1. Wireless devices will be distributed through the property issuance process and shall only be used by inmates in areas permitted by the facility head.
2. Wireless devices shall be subject to the approved phone schedule at each facility.

Wireless devices will only operate in areas that have the Securus secure wireless network installed. The designated areas for use are in common areas, or "day rooms" of each housing unit. In medium

security and below facilities, the day room is the targeted area for the network.

3. Assigned tablets will be documented in a designated logbook or spreadsheet by the facility designee. The logbook/spreadsheet will include the following information:
 - a. Date and time wireless device is issued and returned;
 - b. Wireless device number (identifier);
 - c. Inmate name and ODOC number;
 - d. Housing unit assignment;
 - e. Inmate signature when wireless device issued and returned;
and
 - f. Staff signature when wireless device issued and returned.
4. The facility head or designee reserves the right to deactivate wireless devices through the command and control tablet during emergencies, periods of inclement weather, and as dictated by the safety and security needs of the facility.
5. Wireless devices are prohibited for use outside the inmate's assigned housing unit unless there is a need in the designated areas. For example, inmates in the education building will only be able to use their tablet for educational purposes.
6. Wireless devices may be used by inmates in the dayroom areas, housing unit and in cells or bunk areas. Wireless devices shall not be taken out of the housing unit or onto any recreation area/yard unless for approved activities.
7. Inmates are prohibited from sharing, lending, or borrowing wireless devices or ear buds.
8. Inmates will be instructed to log off the assigned wireless device whenever it is not in use to prevent any unauthorized use of the wireless device. To log off, the inmate will simply need to lock the screen. Any charges made to an inmate account for wireless device services shall be the responsibility of the inmate to whom the wireless device is assigned and is not the responsibility of ODOC.
9. Inmates who are found to have intentionally damaged or destroyed any wireless device may be subject to restitution for the repair and/or replacement of the wireless device and subject to disciplinary action

including revocation of wireless device privileges as outlined in [OP-060125](#) entitled "Inmate/Offender Disciplinary Procedures."

C. Monitoring

1. Wireless device use is subject to monitoring and recording.
2. Wireless device services, providing communication between family members and friends, is subject to content review and will be monitored to promote compliance with ODOC policies, rules and regulations, and for investigative purposes.
3. Family members and friends must agree to receive communication from an inmate. The ODOC is not responsible for any party's refusal of provided wireless device communication.
4. Inmates found using provided services to harass or threaten others or who are found sending content via wireless device provided services that is in violation of rules shall be subject to disciplinary action pursuant to the procedures outlined in [OP-060125](#) entitled "Inmate/Offender Disciplinary Procedures," and possible criminal prosecution.
5. At any time, any outside party may request that provided wireless device communication services be blocked from receipt from any inmate. All external requests to block provided wireless device communication services originating from ODOC will be forwarded to the Facility Securus Point of Contact (POC). The ODOC is not liable for the termination of provided wireless device communication services requested by outside parties.
6. Securus provides a Command and Control wireless device to allow agency staff complete control over inmate wireless device at their facility. Authorized staff can post notices, policies, and procedures for inmates to view. Communications can be sent to an individual, group of, or all tablets. Availability of applications on the tablet can be scheduled or restricted based on facility needs.

D. Concerns/Issues with the Tablet

1. Tablets are provided by Securus;
2. Any concerns/issues regarding the malfunction or inoperability of any device will be forwarded to the wireless device provider for corrective action. The ODOC is not responsible for the operation of any wireless device;
3. Inmate concerns regarding the operation of any wireless device shall

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be submitted in the form of a request on the housing unit kiosk system or through paper based request, if kiosk is unavailable; and

4. Securus is responsible for rectifying any valid problems or for replacing any malfunctioning wireless devices per their agreement with ODOC.

III. References

OP-030117 entitled "Correspondence, Publications, and Audio/Video Media Guidelines"

OP-060125 entitled "Inmate/Offender Disciplinary Procedures"

OP-120230 entitled "Offender Banking System"

IV. Action

The facility head and affected administrators of Institutions/Community Corrections are responsible for compliance with this procedure.

The chief of Technical Services is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the agency director.

This procedure is effective as indicated.

Replaced: OP-030114 entitled "Use of Securus Wireless Devices" dated April 15, 2021

Distribution: Policy and Operations Manual
Agency Website

Attachments

Title

Location

[Attachment A](#)

“Statement of Understanding – Inmate Tablet Agreement”

Attached