

Court Services Video Hearings Frequently Asked Questions (FAQ)

- How will the facility receive notification when a hearing is scheduled?
 - The facility designee will check the court calendar in Scribe weekly which will notify the facility of a court hearing. Court Services will also contact the designee before court to ensure the facility will be able to comply with the hearing request.

- Who will schedule the offender for their court hearing?
 - The facility will be responsible for ensuring that security is aware of the court hearing and that the offender is brought to the designated video room on time. The court hearing will not appear on a busing list unless the offender is transported to the facility.

- What happens if the video equipment is not working on the day of a court hearing?
 - Court Services should be contacted immediately.

- What happens if the internet connection is lost during a hearing?
 - Court Services should be contacted immediately. Facility staff should turn the video equipment off and back on to see if an internet connection is re-established.

- If an offender refuses to come to court, what should a facility do?
 - Court Services should be contacted immediately so the Court is notified.

- Should we turn off the video equipment if security needs to use force?
 - No, keep the video feed running. It will be up to the Court to decide if they want to disconnect the call to move on to another hearing.

- What should a facility do in the event an offender has a disability?
 - The facility should make reasonable accommodations in accordance with the Americans with Disabilities Act. If the facility is unable to accommodate the offender, Court Services should be contacted prior to the hearing date so that accommodations can be made, or the offender can be transported to a facility that has the necessary accommodations.

- Will offenders who are in lock down be brought for video hearings?
 - Yes. If there is a security risk, Court Services should be notified. The facility should have a proper plan in place to handle the offender during the hearing.

- If the facility has a lock down going on, what should we do about court?
 - Court Services should be notified of the lock down. It is expected that the hearing continues per normal. In the event of a situation that will jeopardize safety and security, the hearing will be rescheduled by Court Services. This decision will be made between Facility Operations and Court Services.