



IP Secure Facilities Communication System

Prisons & Correctional Facilities Whitepaper and Project References



THE PROBLEM

Critical to the management of secure facilities is 24 hour, real-time communication and surveillance.

The responsibility of corrective facilities is to maintain appropriate inmate security while focusing on the rehabilitation of offenders as they begin to integrate back into the community. Those detained in cells require communication with security should a need arise.

Similarly prison wardens and security personnel require the communication systems to facilitate clear communication to one or many detainees across an entire secure facility.

Due to the strict legal requirements often surrounding prisoner welfare, it is imperative the intercom and public address systems be able to fully integrate with a number of third party building and security management systems as well as access control and CCTV systems. This will in turn result in a comprehensive, cohesive security management solution.

THE SOLUTION

The Jacques IP intercom and public address system specifically designed for prisons provides correctional facilities management with a highly reliable, integrated communication and monitoring system that offers staff, inmates and visitors security through communication. Importantly, the IP based communication system seamlessly integrates with a wide variety of security, building management and surveillance technologies to ensure a safe, secure and cooperative prison environment.

INMATE MANAGEMENT

Jacques prison intercom terminals are robust, water protected and vandal resistant. They are designed to withstand harsh prison environments and continuous usage. In-cell intercom terminals provide high definition, quality audio calling to and from central control rooms. These terminals are available in a variety of configurations and can include cell entertainment options (multiple channels of in-house audio distribution, channel and volume control of securely isolated televisions and TV connection ports).

Site wide intercom terminals, which can be located in cells, exercise yards, corridors or mess halls provide necessary duplex audio communication, audio monitoring (including covert), public address broadcast capabilities, alarm notification, unit self-testing and reporting functions. Additionally, all intercom terminals perform continuous tamper detection, integrity and diagnostic testing. To further enhance reliability of the call button, prison intercom terminals can be equipped with unit self-test buttons. These mechanical call buttons allow for the testing of the push button mechanism, acoustics and data communications remotely whereby diagnostic tests are logged and recorded. Any tests reporting a test fail shall trigger an alarm within the system ultimately ensuring adequate prisoner duty of care while also alerting staff to any maintenance issues.

Additional security is provided by threshold monitoring whereby a call is automatically connected to a master station or an alarm notification is activated should a

predetermined ambient noise level be exceeded at any configured intercom endpoint. This provides central control with additional security functionality especially for cells identified as housing troublesome prisoners.

Furthermore, acoustic echo cancellation (AEC) functioning when devices are operating in full duplex mode significantly reduces unwanted interference from acoustic reflections and feedback. This ensures security personnel can still hear a prisoner speaking into an intercom terminal even if loud background music is present.

CENTRAL CONTROL MONITORING

Central to communications control is the Jacques master station (PC or audio), both specifically designed for the continued, high volume usage of a corrective services environment, ensuring hassle-free system operation. Calls can be transferred between master stations while auto remote configuration ensures unattended master stations will transfer calls to other master stations – or be directed to a SIP enabled phone system, ensuring real-time user flexibility. With the ability to isolate calls from nuisance callers and enhanced covert monitoring, control room staff can covertly 'listen in' to, monitor and record prisoner cell conversations without prisoners knowledge, ensuring complete control remains with security personnel. The system provides specialised call handling to and from multiple control rooms via hierarchical and/or peer to peer predefined structures. This provides users with the flexibility of priority queuing and selective answer of call waiting and call forwarding capabilities.



Jacques Non-Contact Visits System (NCV) allows prison visitors to clearly communicate with individual inmates while maintaining no physical contact

VISITOR COMMUNICATION

NON-CONTACT VISITS (NCV) SYSTEM

Jacques Non-Contact Visits System (NCV) allows prison visitors to clearly communicate with individual inmates while maintaining no physical contact. Separated by a glass or Perspex barrier, visitors and inmates are able to communicate using a pair of intercom terminals (hands-free or handset options available) on either side, without allowing physical contact.

The system simultaneously records all conversations between visitors, inmates and operators. Communication over intercom booth pairs are supervised using the Non-Contact Visits System graphical user interface (GUI) ensuring ultimate call control. The NCV GUI also facilitates group or single endpoint Public Address (PA) announcements, intrude and instant playback of recorded audio files and call

monitoring from any master station within the network, ensuring a cooperative prisoner visiting environment.

CONTACTS VISITS (CV) SYSTEM

The Jacques Contact Visit Systems allows for the covert monitoring of prisoner communication discretely from within a common environment. In prisoner communal seating areas such as the mess hall or in public and prisoner meeting rooms (allowing contact) monitoring, recording and intruding on conversations between parties may be required to ensure prisoners uphold a level of law-abiding behavior. Often covert monitoring devices are concealed within each table and perform 'listening' functions. Management of the CV system is via a dedicated Contact Visits system Graphical User Interface (CV GUI) and is used by the supervising authority to perform various covert monitoring functions including monitoring/listening.

CORRECTIVE & REHABILITATION FACILITIES

Corrective and rehabilitation facilities often house youth offenders or minimum security persons progressively reintegrating into society. As such their communication requirements, although similar to a prison environment, differ slightly.

Intercom terminals provide reliable communication between cells and communal areas with central control rooms with features such as announcements and entertainment. This enhances cell management to ensure the safety of staff and inmates whilst encouraging further human interaction between inmates - crucial to rehabilitation.

Jacques public address solution is a multi-zone system, suited for corrective facilities as it provides announcement scheduling, alarms, evacuation warnings and music distribution. Safety is further enhanced with system integration to CCTV providing

24 hour visual monitoring. System integration can also facilitate access control to gates, doors and restricted areas, from a central or remote location.

A critical phase of transitioning back into the community is contact between inmates and their friends, family and loved ones. Jacques' Non-Contact Visitor Communication System facilitates this interaction. Inmates and visitors are able to see and talk with one another without any contact and management are able to monitor and record audio. The communications system seamlessly integrates into third party infrastructure and devices resulting in a comprehensive and holistic approach to corrective facility security management. Providing essential rehabilitation services and facilities to low risk offenders does not have to be a security risk with the Jacques Communications System.

RECORDING AND REPORTING

Critical to the management of secure facilities including the statutory duty-of-care requirements is call recording. The Jacques system interfaces call audio to third party recording devices including digital, SIP or analogue and provides output recording for at least 32 simultaneous conversations. Data relating to calls including time, date and duration is defined and made available in call reports for prison management should the need to recall a conversation arise.

Detailed system reporting aids in the successful management of any facility, especially those running multiple, detailed and critical systems. Jacques systems provide complete event logging of all call activity and

fault conditions for incident reporting or maintenance in alignment with prisoner statutory duty-of-care requirements. The results from intercom self-acoustic testing of the speaker and microphone is recorded and alerts maintenance that there is an audio issue impacting on the audio quality of the call to or from the intercom device. The reporting of tamper alarms, activated if an intercom device has been damaged, pulled from the wall or impacted upon allows for a timely response from the maintenance team.



Detailed system reporting aids in the successful management of any facility, especially those running multiple, detailed and critical systems



FEATURES

FULLY SUPPORTED INTEGRATION

Integration of Jacques communication systems with many security, building and surveillance management systems provides prison staff with complete facility control and ultimate security. The system easily integrates via high level interface (HLI) with most commercially available network equipment and infrastructure. It is fully supported by leading CCTV, access control, telephony and building/security management systems ensuring a totally integrated and secure approach to prison management.

Operating via HLI the system passes full intercom master functionality to the client application which includes receiving endpoint status changes, call notifications including basic and advanced call handling functions. It allows the third party system, such as Honeywell's EBI, Gallagher's Command Center, SAAB's OneView Security Management system, Avigilon's Control Center or the Inner Range Integrity platform to control the intercom and/or PA system through their system. Additionally, Jacques system reports and intercom log data is passed onto the HLI partner for review, for monitoring and maintenance purposes.

Audio and video integration allows for prison facilities managers to listen and see, ensuring a 360 degree perspective on a situation. In high level CCTV integration applications a 3rd party camera feed is automatically initiated and video is displayed when a call is triggered at a Jacques intercom terminal.

RELIABILITY

System reliability is vitally important in secure facilities. As such Jacques offers ultimate system reliability via

our high availability packages. Prisons can operate a redundant controller set up with automatic controller switch-over or they can operate our distributed server framework whereby a secondary controller may take control of their sub networks should connectivity to the primary controller be lost. High availability configuration eliminates single points of system failure ensuring system robustness and the continued reliability demanded in corrective facilities environments.

LONGEVITY & SCALABILITY

The expandability and flexibility of the Jacques Prison Communication System ensures exceptional longevity. Using standard Ethernet networks for operation ensures seamless integration with structured cabling systems or existing data networks, ultimately reducing cabling and installation costs. Given this, expandability of the system to accommodate virtually an unlimited number of intercom or public address endpoints is effortless. This provides total confidence in knowing the system can expand and adapt to any operational and environmental changes into the future. Additionally, a number of network configurability options to suit specific corrective facilities requirements can be achieved with the Jacques Prison Communication System.

Prison intercom terminals are constructed from stainless steel and are often surface mounted with security screws, ensuring robustness and device longevity while having the ability to withstand high volume usage. Given the robustness of Jacques IP communication system devices, their life cycle far extends the standard, ensuring guaranteed system endurance.

PROJECT REFERENCES

AUSTRALIA

- Acmena Juvenile Justice Correctional Centre
- ACT Youth Detention Centre
- Adelaide Remand Centre
- AMC - Canberra Prison
- Arthur Gorrie Correctional Centre
- Bandyup Women's Prison
- Barwon Prison
- Baxter Detention Centre
- Bidura Juvenile Justice Correctional Centre
- Borallon Correctional Centre
- Brisbane City Watchhouse
- Brisbane Law Courts
- Brisbane Magistrates Courthouse
- Brisbane Police Headquarters and Watchhouse
- Brisbane Reception Centre
- Brisbane Youth Detention Centre
- Bunbury Prison
- Capricornia Correctional Centre Queensland
- Casuarina Prison
- Cavan Youth Correction Centre
- Cessnock Juvenile Justice Correctional Centre
- Christmas Island IRPC
- Cobbham Juvenile Justice Correctional Centre
- Dillwynia Correctional Centre
- DIMIA Detention Centre Darwin
- EGFR Prison
- Immigration Detention Centre on Christmas Island
- James Nash House
- Kalgoorlie Courthouse
- Lidcombe Juvenile Justice Centre
- Long Bay Correctional Centre
- Lotus Glen Correctional Centre

- Maryborough Correctional Centre
- Mary Hutchinson Womens Prison
- Melbourne Juvenile Justice Centre
- Mildura Courts
- Mobilong Prison
- Northern Territory Prison
- Numinbah Correctional Centre
- Orana Juvenile Justice Correctional Centre
- Parklea Correctional Centre
- Perth CBD Courthouse
- Pontville Immigration Detention Centre
- Reiby Juvenile Justice Centre
- Ravenhall Prison
- Risdon Prison Tasmania
- Riverina Juvenile Justice Correctional Centre
- Sir David Longland (SDL) Correctional Centre
- South East Queensland Correctional Precinct
- South Cost Correctional Centre
- Southport Watchhouse
- Townsville/Cleveland Youth Detention Centre
- Wacol Youth Detention Centre
- Warrnambool Courts
- Wolston Men's Prison
- Wolston Woman's (SEQW) Correctional Centre
- Woodford Correctional Centre
- Woomera Reception and Immigration Centre
- Yongah Hill Immigration Detention Centre

NEW ZEALAND

- Auckland Region Women's Corrections Facility
- Christchurch Men's Correctional Centre
- Paparua Remand Centre

- Paparua Youth Unit Remand
- Northlands Correction Centre
- Rimutaka Correction Centre
- Wiri Prison
- Youth Justice Facility Auckland

UNITED ARAB EMIRATES

- Dubai Central Prison

MALAYSIA

- Bentong Prison
- Ijok Prison
- Jasin Prison
- Johor Bahru Prison
- Melaka Prison
- Penang Prison
- Perlis Prison
- Sungai Buloh Prison
- Trengganu Prison

OTHER INTERNATIONAL PROJECTS

- Afghanistan Prison
- Maldives Prison
- South Africa Prison
- Cyprus Prison



p | +61 7 3846 8400
e | sales@jacques.com.au
www | jacques.com.au

