



**COVID-19
Feedback Collection
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Which system have you implemented for inmates to make video calls with their relatives and friends during the Covid-19 situation (Skype, Skype business, jitsi, whatsapp, other)?

Austria	Beside the telephone solution for inmates we use mobile phones and started to implement Zoom on premise VC solution.
Ireland	IPS leveraged existing investment in unified communication infrastructure to provide the video conferencing facilities. It was necessary to deploy approx. 200 additional Cisco Video phones and introduced scheduling software (VQ Conference Manager) to enable staff create bookings. Family members can take the video call on most smart devices, once current version of Google Chrome is installed.
Finland	Finland is using Skype, no other systems are in use.
Slovakia	The video-visits are performed in the Skype communication program.
Sweden	Sweden is using Skype.
Moldova	Skype
Lithuania	The services of video calls were provided by the external provider CSC using special app.
Latvia	In Latvian prisons the Skype system is used to provide prisoners with video calls with their family or relatives not only during the COVID-19, but also on a daily basis
Netherlands	We use the Skype for Business platform as a basis.

Which kind of device and/or setting has been made available for their use (smartphones, tablets, computers, computer room, cabin)?

Austria	Smartphones, AiO Computers with Zoom on premise and "Zoom Rooms".
Ireland	Cisco CP-8945
Finland	Finland is using laptop-computers as chosen devices. Computers are staff-regulated and they are specific spaces in prisons where the use of these devices is only allowed. Computers have usb-blockage, closed keyboards (locked cover on top) and no mouse ability.
Slovakia	For video-visits, there are used tablets with mobile internet (i.e. tablets are not connected to the internet network of the prison service).
Sweden	Only IOS devices.
Moldova	Computer room/laptops
Lithuania	Computers. There are one or two specific rooms in every prison designated for video calls.
Estonia	In Estonia no systems were implemented for inmates to make video calls with their relatives and friends during the Covid-19 situation. All prison visits were resumed from 1.6.2020.
Latvia	Tablets are used in Latvian prisons for making video calls.
Netherlands	The device DJI uses for the Skype contacts is an iPad. The image on the iPad has completely changed so Skype is the only app that can be used by the inmates. The connection is with 3/4G. Inmates can provide a list of contacts that will be added by an employee to his account. The iPad is generic; can be used by any inmate. The inmate logs in with his account and finds his contacts in his account to make the connection with (the relative has to accept the request to become a contact). The location where the iPad can be used differs by prison: some chose to put them on a desk in the visitors lounge, in others the inmates can walk freely with the iPad.

Before the actual video call takes place, are you doing any verification about the line or account in which the inmate's relative receives the video call?

Austria	The relatives have to apply via e-mail and after approval they get a link for the VC session.
Ireland	Family members must be on the allowed visitors list. Family member receives a web link to join the conference. Each conference is limited to two participants. In some cases there is only one person allowed on the visit. Staff do monitor area that the calls are been made from and there is CCTV in certain locations but not all. If a caller becomes irate or aggressive the officer supervising may intervene.
Finland	Some verification is done, but the possibility of misuse is always present. Connections are controlled by the staff and staff opens the line everytime, not the prisoner.
Slovakia	We do not verify the owner of the Skype account/ contact.
Sweden	The relative have to send the actual Skype-address.
Moldova	No verification is done
Lithuania	A day before a video call a prison staff member contacted an inmate's relative or family member on the line he/she'll be receiving a video call, informed about the app to be downloaded and agreed upon a call time. The video call was possible only to the number indicated in an inmate's request for video call.
Latvia	LPA has not introduced in practice a verification of the line or account in which the prisoner's relative receives a video call, prior to making the specific video call in prison.
Netherlands	Due to the rush of the implementation we have not checked whether the person on the other side is the person that he/she is supposed to be (or is sitting next to the person without being visible). During this corona crisis

when the service was implemented in a great rush, no checks have been made. Now that things are settling down we find the time to run queries on the database to see if inmates share contacts.

For instance, in case of using whatsapp, are you verifying that the family member receiving the call is actually the holder of that telephone line? How do you check this?

Austria	The relatives have to apply via e-mail and after approval they get a link for the VC session.
Ireland	Family members must be on the allowed visitors list. Family member receives a web link to join the conference. Each conference is limited to two participants. In some cases there is only one person allowed on the visit. Staff do monitor area that the calls are been made from and there is CCTV in certain locations but not all. If a caller becomes irate or aggressive the officer supervising may intervene.
Finland	WhatsApp is not in use.
Slovakia	We do not verify the owner of the Skype account/ contact.
Sweden	The relative have to send the actual Skype-address.
Latvia	Whatsapp is not in use. Using the Skype system in prisons, it is not verified whether the prisoner's family member receiving the call is the actual holder of the telephone line. The administration representative makes sure that the video call system is working and the video call is connected between the applicant and the family member.
Netherlands	Due to the rush of the implementation we have not checked whether the person on the other side is the person that he/she is supposed to be (or is sitting next to the person without being visible). During this corona crisis when the service was implemented in a great rush, no checks have been made. Now that things are settling down we find the time to run queries on the database to see if inmates share contacts.

When using other platforms and sending the meeting link to the relative to their email, do you verify that the relative is the actual holder of that email account? How do you check this?

Austria	No, this is not possible.
Ireland	No, we would have no way of knowing this. It may be obvious that the person on the prisoners existing phone panel is the person whose name will also be in the email account in a lot of the cases.
Finland	Platforms that need a meeting link are not in use.
Slovakia	We do not verify the owner of the Skype account/ contact.
Sweden	Not in use.
Latvia	In Latvian prisons other platforms are not used, which would require that the relatives would be sent a link to a video call to their e-mails. Prisoners themselves inform their relatives about the upcoming video call in a timely manner by calling or sending a letter.
Netherlands	Due to the rush of the implementation we have not checked whether the person on the other side is the person that he/she is supposed to be (or is sitting next to the person without being visible). During this corona crisis when the service was implemented in a great rush, no checks have been made. Now that things are settling down we find the time to run queries on the database to see if inmates share contacts.

When using platforms such as Skype and making the call from user to user, how do you verify that the relative is the actual owner of that Skype account? How do you check this?

Austria	We are not allowing user to user video calls.
Ireland	As per above, the persons who is being called has to be already on the prisoners phone panel which is checked when the prisoner submits his phone panel.
Finland	Prisoner has to request the Skype-meeting with a formal written application, in which he/she gives the same information as within the normal visiting regulations. Such as name, address and also the purpose and grounds for the need of a Skype-meeting. Skype-meetings are optional, not a right of every prisoner. Prison staff opens the call with the information given by the prisoner in the application and confirms that the person on the other side is the correct one. This is done simply by asking, which is not the best option.
Slovakia	We do not verify the owner of the Skype account/ contact.
Sweden	The relative have to send the actual Skype-address. And the staff participate in the conference
Moldova	The relative have to send the actual Skype-address. And the staff is monitoring the conference
Latvia	When using the Skype system in prisons, it is not verified whether the prisoner's relative receiving the call is the actual owner of the telephone line. The administration representative makes sure that the video call system is working and the video call is connected between the applicant and the relative or family member.
Netherlands	Due to the rush of the implementation we have not checked whether the person on the other side is the person that he/she is supposed to be (or is sitting next to the person without being visible). During this corona crisis when the service was implemented in a great rush, no checks have been made. Now that things are settling down we find the time to run queries on the database to see if inmates share contacts.

Once the video call is already taking place, do you verify the identity of the relative who is on the receiver end? How?

Austria	The officer starts the video call and connects the relatives to the inmates. He can also interrupt the session and normally knows the persons involved.
Ireland	No unless a situation develops.
Finland	The video calls are always monitored by the staff. This monitoring can be done by visual means, physical presence with sound or without, dual-monitoring, videomonitoring and even recording the meeting. If the person changes in the screen or there is someone else in the background talking or anything similar happens, the calls is immediately ended by the staff.
Slovakia	An authorised prison officer determines on prescribed form (invitation to video-visit), to an inmate who requested for a video-visit with a civilian (relative, close persons), an exact date and time of the video-visit and identification of the specific Skype account of the prison, that can be contacted by the civilian in the determined time. The inmate sends the invitation to the video-visit with the marked data to this civilian by postal service. The

invitation to the video-visit is also marked with the prison stamp and signature of the authorised person. The video-visit itself is initiated by a civilian (he/she contacts the Skype account of the prison) in determined time. Immediately after accepting the video-visit by the prison officer (the inmate is not touching the device), he asks the civilian to submit the invitation to the video-visit and reminds him/her or any other participating persons of the video-visit that the video-visit will be ended prematurely in case of breaking the rules. When controlling the invitation to the video-visit, the prison officer can ask civilians for their identification by showing their IDs.

Sweden	See above answer
Moldova	See above answer
Lithuania	There is no practice of verifying the identity of the relative who are on the receiver end.
Latvia	In Latvian prisons, once the video call is already taking place, there is no practice of verifying the identity of relatives who are on the receiving end. The prison administration verifies the video call connection between the relative and the prisoner.
Netherlands	Verification of the relative on the other end is only done visually. The protocol is that only one person can be visible in a calm setting: no groups and no outside filming.

Do you keep a record of the date, time and receiver of every video call?

Austria	Yes we do.
Ireland	Logs are kept of every video call
Finland	Every Skype-meeting application is archived after decision. Every use of Skype-meeting is registered in the central Prisoner Information system with name, date, time and was it actualized or not.
Slovakia	In the information system, we keep similar data as during a standard (physical) visit – the date and time of the video-visit and the name of the civilian who was identified by the inmate as a “user” of the Skype account.
Sweden	Yes
Moldova	yes
Lithuania	The date, time and receiver of every video call are recorded and stored in the app.
Latvia	All video calls in each prison are recorded in the "Call List Register", which indicates a recipient (subscriber) of the video call, the date, time and information on whether the video call took place.
Netherlands	In the present service that is not yet possible; the rush to implement the service due to the corona crisis forced us to bring it live like this. The upgrade will store this information.

Is there the possibility of recording the video calls of an inmate in compliance with a court order?

Austria	Yes it is possible
Ireland	Technically yes, but not currently. Video visits treated as an in person visit supervised by staff. Business have not yet requested such a feature.
Finland	Yes there is and it does not require a separate court order. Skype-meetings are under the same principles as normal visits to prison and in Finland they are defined and controlled by the Prison Law which gives authority and legal options.
Slovakia	In case of certain inmates (e.g. accused who are placed in pre-trial detention in order to prevent from influencing the witnesses of criminal proceedings), a police officer, prosecutor or court can condition the execution of the video-visit by their presence (i.e. they can personally monitor the course of the video-visit). Recording of the video-visits is not directly possible in the Skype program.
Sweden	Not applicable
Moldova	Not applicable
Lithuania	Not applicable
Latvia	Currently, no information is available on the recording of video calls in prisons in compliance with a court order.
Netherlands	No, not on the present device/service.

Any other relevant aspect you wish to share with regard to the introduction of video calls as a means for the communication among inmates and their families?

Austria	The system has proved very successful in the Austrian PS.
Ireland	Current system allows for calls to take place without staff or prisoners touching equipment and calls automatically terminate. Staff also have the ability to monitor the quality of the calls in real time and end the call remotely if required reducing the risk of confrontation or assaults
Finland	It is important to notice that we can as authorities only control that side of the call which is in the prison, but not the one in the civil world. This year Finland has noticed a couple of attempts to record the Skype call after the meeting is over. The present version of Skype gives the recording possibility to both sides of the call and if the call is not immediately ended after the meeting, there might be a possibility to photograph, video and record sound of staff members.
Latvia	At present, the LPA does not have any other important information to share regarding the introduction of video calls as a means of communication between prisoners and their families.
Netherlands	The service was designed for very specific cases of video contact with relatives: for instance reading bedtime stories to children and relatives living abroad. Due to the corona crisis the service was broadly implemented.

Have physical visits resumed, and if so, are prisoners' entitlements back to where they were pre-COVID

Spain Yes. The idea is to recover the same situation as previously but progressively and depending on the situation of each region, which still changes day by day.

If not at pre-COVID levels (ie, frequency of visits, duration of visits etc) what arrangements are in place?

Spain As stated before, the aim is to achieve the same level of activity as before. Regarding sanitary measures and the infrastructure of each prison, this can be more difficult. That is why the number of communications could be sometimes a bit lower.

If physical visits have not resumed, have alternatives (extra phone calls, video-visits etc) been put in place

Spain Though physical visits have been resumed, alternative means of communication are maintained.

Are visit entitlements set out in law, and if so, did the law need to be changed to give effect to COVID-related restrictions?

Spain We did not change the law, we only apply temporary regulations according to the general indications of the Government.

Are prison systems conducting visits in accordance with the European Prison Rules, or are they 'fitting their own circumstances'?

Spain The European Prison Rules are considered as before. The changes can affect the frequency, number of people and general conditions of the communication, according to sanitary indications.