

System Specifications

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1 System Overview

Life Check Systems (LCS) is a cloud-and-mobile based technology system utilizing NFC touchpoint technology to ensure compliance with jail safety regulations regarding inmate observations. LCS provides full inmate tracking, rounds management, inmate and officer activity logging, live data display for administrators, automatic reports, and much more as detailed below. LCS provides real-time notifications via text, phone call, and/or email to management anytime a check is missed.

LCS also allows administration to create any number of highly customized policies that require officers to physically check multiple locations and fulfill any special, location-based requirements such as taking photos, videos, making observations, entering notes, or counting inmates or items. In addition to this primary functionality, LCS devices also double as on-demand body cameras for every officer.

2 Hardware

Location Tags

LCS clients install NFC location tags at each physical location officers must visit to conduct observations. LCS tags require no wiring or power; they are simply installed with security screws or rivets.

Inmate NFC Identification

If an LCS client wants to use the inmate tracking, counting, and logging functions, each inmate must be outfitted with either a **wristband** with an embedded NFC chip, or a **plastic ID** card with embedded NFC. This allows officers to scan inmates as well as locations to create their records and counts. However, use of this function is optional and not required. You do not have to give your inmates ID cards or wristbands unless you want to use Inmate Track functionality.

Samsung Galaxy X Cover Pro Ruggedized Smartphone

These devices are dust and waterproof, meet Military Standard 810G protections in regard to drops, shock, vibrations, high altitude, humidity, icing, freezing rain, and temperature.

These devices have a replaceable battery, which helps LCS clients manage ongoing costs by giving them the option to replace batteries for \$50 instead of entire devices for \$737.

Devices are preprogrammed such that once received by a client, they must only be turned on before they are ready to be used.

Devices are controlled, secured, and managed through our device management platform (KNOX) that allows LCS to lock down devices so they cannot perform any functions except for our primary application and body-cam application. Our device management system allows LCS to control and time updates as well as remotely troubleshoot operations to minimize client interference.

LCS provides the following equipment for the mobile devices: rubber protective shells, screen protectors, heavy duty nylon holsters, and multi-port and single-port charging stations.

3 Private Dashboard Access

LCS clients have secure access to their data through their private login at **lifechecksystems.com**.

Admins can view watches and activity in real time as well as access all reports, media, and data via simple search functions. Admins will create custom policies for Special Watches, Standard Rounds, Security Inspections, and Inmate Track, as well as control automatic reporting, alerts, user access and permission

levels, etc. Admins can also easily report problems and track their resolution through their dashboard, as well as have free video meetings or phone calls for live support.

4 Installation and Configuration

LCS is installed and configured in three (3) easy steps:

1. Complete Onboarding

LCS provides a unique link to each site's onboarding page, where the client fills out a form to provide specifications for site creation. After submission, LCS programs and ships all equipment and provides temporary login credentials for all users with instructions for logging into mobile devices and your dashboard.

2. Install Location Tags

Once equipment is received, client installs NFC location tags where officers will physically go for checks (e.g., on cell doorframes, at the back of dormitory cells, on bunks, outdoor gates, etc.). You will label them next, so you can put any tag anywhere during installation. **We provide step-by-step videos.**

Quick Installation Instructions:

- Peel the back off the NFC tag exposing the adhesive and stick it to the surface.
- Drill a pilot hole through the hole in the tag with an 1/8" cobalt drill bit.
- Use a rivet gun to install 1/8" in diameter long steel rivets or medium steel rivets in the hole.

Pro Tip — At first, install the fewest number of tags possible to conduct rounds. After you use the system for a while, you will learn where you want to add them, and you can install more anytime. Do not use screws instead of rivets (the screw head will prevent devices from scanning). A power rivet gun makes it easier. You will need several drill bits.

3. Label Location Tags Using Mobile Device

After installing, label each tag with a unique name like Cell A1 or just A-1. From the mobile device home screen, Tap Location Setup -> Touch a tag -> Assign to New Location -> Name it -> +Create Location.

5 Training Plan

Once the facility has labeled tags, we will schedule and conduct training according to the following plan. Training will consist of two sessions of virtual or on-site training with as many follow-up sessions as required. During this time, administrators and officers will be trained on all primary functions of the system.

Initial Training

Session 1

Logging in, adding and editing users, dashboard and functions overview, creating a Special Watch, and creating a Standard Round. Implementing Special Watches and Standard Rounds. Creating Security Inspections, mobile reports, body camera, and emergency alerts.

Session 2

Deep dive on report functionality and setting up auto reports, user reports, site reports, detail levels, adding notes, requiring sign-off, mobile notes, single incident reports with multiple officer entries with video, how to report a problem, and how to schedule video trainings through the dashboard.

Follow-Up Training

Following initial training, we will conduct as many follow up trainings as the facility needs. There is no charge for online training and it is very effective. We will have at least two follow up sessions for covering questions, feedback and Inmate Track.

Inmate Track Training

Inmate Track is the only function that requires the integration of a JMS provider. Training on Inmate Track will be conducted as a part of the initial training if ready, or otherwise scheduled as soon as the integration is complete. (See information on integrations below). It can be done on-site or virtually.

6 Solutions & Specifications

Conduct and Log Standard Rounds

Management creates custom Standard Round policies that require specific sets of locations to be continuously checked on individual, specified time frames. **Users must physically touch the mobile device to each location tag to log the checks, eliminating the ability to log a check that did not occur.** Touching a tag during an active Standard Rounds policy will automatically bring up the observation page. Management can require any or all of the following for any location during a check:

- Confirm the location is clear
- Make an observation of the inmates with a free-text entry or by choosing from a preset, customized list (e.g., sleeping, reading, eating, using toilet, etc.)
- Count inmates or items at that location (e.g., handcuffs, tasers, etc.)
- Take a photo or video, which will be embedded in the report for that location

Conduct and Log Special Watches

Management can create an unlimited number of custom Special Watch Policies that require users to log observations of inmates who are suicidal, on medical watch, detox watch, intoxic watch, restraint chair, etc. Many LCS clients require their officers to take short videos of each inmate on suicide watch so that their logs are self-verifying.

Conduct and Log Security Inspections

Management can create any type of security inspection for their facility from their dashboard (e.g., daily count of inmates, perimeter inspection, weekly kitchen inspection, monthly maintenance inspection, or an annual warden's inspection).

Scheduled Instances

Management can pre-schedule any type of inspection to automatically run on a set schedule. For example, the daily perimeter inspection can be set to run each day at midnight; the weekly kitchen inspection can be set to start every Wednesday at 2:00 pm or the monthly maintenance inspection can be set to run every month on the 15th at 8:00 am.

Create Inmate Track Policies

Inmate Track policies can also be created and customized to automatically start on recurring schedules. These policies can be used for a recurring Master Count, surprise count, random cell searches, random PREA interviews, etc.

Create Mobile Reports

Through the dashboard, management can create any number of specific report types that officers can complete on their mobile devices. Each different type of report created can be designated to be automatically emailed to specific people. Reports can include narratives, location scans, as well as photos and videos. Management can create as many different types of reports as desired and have them sent to anyone (i.e., anytime an officer submits a use-of-force report it is immediately emailed to the supervisor in charge of reviewing use of force, a maintenance report goes directly to the maintenance supervisor, etc). Officers can use voice-to-text so these reports are quick and easy to complete.

Collaboration in Reports

Multiple officers can add their perspective into a single report. For example, Officer A uses force on an inmate and creates a use of force report on their mobile device. Officers B, C, and D can pull up that report on their mobile devices and add their own information about the event. Now, all four officers' information is in a single report.

Resolution Tracking

Mobile Reports are classified as "Unacknowledged" until an Administrator acknowledges them through the dashboard. This simple classification method allows clients to track whether reported issues have been resolved.

Track Inmate Movements

Clients who utilize the Inmate Track function and provide wristbands or ID cards to inmates use their mobile devices to track all inmate movement. For example, supervisor goes to A Pod and to get an inmate and escort them to the nurses station for something. When they arrive at the nurses station, the officer will tap Scan In on the device, touch the location tag on the wall, and then touch the inmate's ID card. Similarly, management can create any number of "Scan Out Locations" (i.e., county court, county hospital, doctor's visit, temporary release, etc.) and scan inmates out to any of those locations.

Live Count

When inmates are scanned in or out, the system immediately updates the Live Count on management's dashboard. LCS can also provide a live count of each inmate and their location in or outside of the facility.

Inmate Activity Records

LCS also creates searchable inmate movement logs that can show you how many times an inmate visited the rec yard over a specific period of time, or how many times they were placed in or taken out of isolation, etc.

Log Inmate Activities

Management can create any number of custom simple inmate activities they want officers to track using the mobile device. Standard examples are each meal pass, med pass, lawyer visit, rec time, etc.

Conduct Formal Counts

Clients who utilize the Inmate Track function and provide wristbands or ID cards to inmates use their mobile devices to conduct formal counts. Counts can be pre-scheduled like inspections. For example, management can set a count policy to run every day at 6:00 am and 6:00 pm. It will automatically start each day at those times and require the officers to visit each included location and physically touch their device to each inmate's ID to ensure all are accounted for. If any inmate is missing, the system will identify that inmate immediately and send a photograph to all devices with instructions for all officers to scan them in that instant.

Use Body Camera

LCS mobile devices also double as a body camera. LCS provides heavy duty nylon holsters for devices that allow them to be strapped to a belt or vest. To activate the body cam function, the officer presses a single button on the top of the holstered device, then the officer can record 15-minutes of audio and video from the wide-angle camera. Once finished, the officer pulls the device from the holster, and then he or she must complete a short report to verify who took the video and provide a short narrative before it automatically uploads to the dashboard for admin review.

Alerts on Device

LCS provides officers with two kinds of alerts directly on their devices.

Graduated Alarm

This alarm provides officers with alert tones that change each minute and gradually get more and more intense. Management can choose to have the graduated alarm start at any specific time for each policy. It is optional for all policies except special watch, like a suicide watch, where it cannot be turned off.

Push Notice

Management can also chose to have a push notice pop up on devices at a specific time to remind officers they are running late on a watch.

Emergency Alerts

Management can choose to have LCS send an email, text message, or make a phone call to any number of emergency contacts. Moreover, management can set up to 10 levels of staff that will be contacted in order until the check is made. For example, management can set it so that for a suicide watch, emergency alert level one will execute if the watch is 1 minute over due. At that moment, the system will contact all the level one alert contacts via the designated method. If the check is made within 5 minutes, no more alerts are sent out, but if it is not, then the system will send the level two alerts, wait five minutes, then send level three, etc.

Report Types

All of the above activity and actions that officers perform using LCS mobile devices is collected as digital data packets and assimilated into reports online. All data is sortable, searchable, and organized in such a way that all information is at our clients' fingertips. LCS also has a backend structure that all reports and data are maintained in for as long as a client needs, but typically for 6 years. Reports cannot be edited, altered, or deleted by anyone. However, users can add notations to any reports from the dashboard or the mobile device.

Standard Rounds Reports

From the dashboard, management can pull many different types of reports, including reports that show exactly when each officer checked each location included in one of their standard rounds.

Special Watch Reports

Similarly, all suicide watch logs, medical watch logs, detox logs, etc., are available online and complete with all detail collected during observations, including directly embedded photos and videos.

Security Inspection Reports

Any and all security inspections (perimeter inspections, kitchen inspections, maintenance inspections) are available on your dashboard anytime.

Mobile Reports

All of the mobile reports that officers complete (i.e., use-of force, incident, maintenance, etc.) are also available on your dashboard anytime.

Officer Reports

LCS logs all officer data and assimilates it into reports as well. For example, you can pull up the report for an officer, select a date range and see all of that officers activity over that time period.

Site Reports

An organization can have multiple sites. For example, a county client may have an adult detention facility set as one site and a juvenile facility for another. With LCS, you can run reports for the entire site—as opposed to just pulling a single report for a suicide watch, or a single standard round—the Site Report will show all the data for that entire site over a selected timeframe. For example, a supervisor could go to Site Report, chose a timeframe, and select detail level Late Observations to see everytime any officer was late during any Standard Round, Special Watch, Security Inspection, or Inmate Track policy for the entire site.

Auto Reports

LCS also allows management to set up reports that the system will automatically generate and email to them either once a week or once a day showing them all the late observations. For example, a warden can customize their site so that they will receive a report of all late observations from the previous week every Monday at 7:00 am.

Report Detail Levels

To help users quickly find the information they need, LCS reports can be viewed at different levels of detail. For instance, if a user wants to see the number of late checks performed during a shift, they can choose the 'Late Observations' detail level, which will display only late checks. This sorting feature eliminates the need to scroll through lengthy reports to locate specific details, such as officer notes or embedded videos.

7 Software

LCS is a cloud based original software as a service model that runs on cutting edge AWS serverless platform with multiple redundancies and backups. By being "serverless" LCS provides the same high level of instant processing to clients regardless of the demand on the system. With traditional cloud-based services, there is a finite amount of processing power, so when multiple clients submit multiple requests simultaneously, traditional platforms experience slow processing and failures. With LCS's serverless setup, we have limitless processing ability for a consistently fast user experience. LCS uses both Amazon Web Services and Digital Ocean and maintains server networks in different states from NY, to OH, to WA in order to provide high levels of data security and redundancy. Other specific information regarding our software will be provided on request.

8 Integrations

LCS has a modern API portal and an SFTP server exchange that will allow it to integrate with any JMS platform to use Inmate Track, including Central Square. LCS does not charge for integrations.

9 Customer Support

LCS provides free 24/7 customer support via phone with a dedicated customer support representative with the ability to remotely connect to devices. Clients can also easily report problems through the "Report a Problem Page" on their dashboard and monitor resolutions of the issue. Clients can also schedule unlimited video meeting sessions with LCS trainers through their website to ask questions and learn how to do various functions.