

Video Visitation:

Lake County Department of Justice Expansion



Project Location Crown Point, IN

Project Size 140 visitation stations in a \$4.0 million renovation

Building Type County Justice Center and Correctional Facility

Project Team Norix Group, Inc.

RQAW Consulting Engineers and Architects

Telmate

Stanley Security Solutions – Integrator.com

RealTime Detention

Pauly Jail Building Company

Lake County Sheriff's Department, Sheriff JoÓ Buncich



Product List Intelestation® Series for Video Visitation

Gibraltar™ Series Seating

Ironman® ADA Shower Seats

Ironman® Bath Accessories

Integra Seating

Max Master® Tables

CASE STUDY

WWW.NORIX.COM

THE CLIENT:

The Lake County Jail, Crown Point, Indiana. Current jail opened in 1975 with a major addition and renovation in 2000. Total capacity is 1,100 general population and an additional 200 work release.

THEIR CHALLENGE

The County previously offered traditional contact and non-contact visitation:

- Visitors were required to pass thru extensive security screening to gain access to the Visitation area within the jail.
- Correctional officers were required to escort the inmate from the secure housing units to the Visitation area.

Contact Visitation is very costly to administer:

- Many man-hours were devoted to secure transportation of inmates. Over 25% of correctional officer man hours could be associated with transporting inmates.
- The operation of a secure Visitor area within the jail requires staff to conduct time-consuming screening procedures, to ensure no contraband enters the secure facility.

OUR SOLUTION:

Lake County made the decision to install a Video Visitation system to:

- Reduce cost to provide visitation services.
- Increase levels of security by eliminating non-contact visitation in the jail (secure areas)
- Offer families a better Visitation experience

RQAW Consulting Engineers and Architects designed a visitor center in the main lobby with 30 visitation stations, and 110 inmate stations in the secure dayrooms. RQAW and The Lake County Sheriff's Department worked with a team of solution providers, which included companies providing electronic hardware, telecommunications network, and detention equipment installation services. RealTime Detention LLC - consultative sales specialists – coordinated the project realization.



"I designed around Norix because I know and trust their quality," said Joseph M. Mrak, AIA, Senior Vice President of RQAW. "For the Lake County project I needed their unique designs in furnishings for Public and Inmate Video Visitation, Lobby Seating and ADA Shower seats. Their willingness and ability to customize the Intelevation product in the public lobby was exactly what I needed to provide the client the best design for the usage in that space."

Working with these other specialists, Norix provided custom-designed steel cabinetry to contain the Telmate Video Visitation / Inmate Communication system, protect the County's investment the electronics, and provide a comfortable environment for Visitors.

Pauly Jail Building Company provided professional installation services for the custom-designed units – to the specifications of the County and Telmate.

Security and durability were primary consideration – to provide long-term protection of the county's significant investment. Stainless steel construction was selected, providing the best combination of appealing look, security and long-term durability.

Cubicles in the Visitor center needed to be large enough to accommodate multiple family members and offer necessary privacy – yet facilitate effective monitoring of conversations by Correctional officers for security purposes.

THEIR SUCCESS:

Video Visitation streamlined the visitation process:

- Visitors are able to schedule their visits on-line, allowing greater flexibility for days and hours of visitation.
- The Visitor experience is improved, with a faster screening process.
- Large visitation stations, providing ability for multiple family members to visit inmate simultaneously
- Greatly reduced traffic in the public lobby area.

By implementing a Video Visitation system, Lake County expects to reduce man-hours associated with visitation by 25%. This allows Correctional Officers to be re-deployed to other critical operations, and control labor costs going forward.

Norix Intelevation® - custom-designed to meet and exceed specifications of the electronic providers AND the requirements of the County – offered the ideal solution for the safe, secure protection of the equipment, which will perform in this high-traffic environment for years to come.



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Norix Blog

ABOUT NORIX GROUP:

For more than 30 years Norix has served the corrections market, providing secure furnishings and fixtures for every application. The product line has expanded to include other industries and environments such as behavioral healthcare, transportation, educational institutions, fire/police stations, commercial facilities and military installations. All furniture is designed for safety, security and extreme durability. Norix intensive-use furniture is extraordinary by design, surpassing industry standards for strength, safety and long-term performance. The privately held company is headquartered in West Chicago, IL with sales representatives and dealers throughout the U.S. In 2012, Norix launched Safe Environments a news and information blog serving architects, designers, administrators, and facility managers involved in the design, construction, and operation of challenging environments. For more information, call 800-234-4900 or visit: www.norix.com.

ADDITIONAL INFORMATION:

RQAW - <http://www.rqaw.com/>

Telmate - <http://www.telmate.com/>

Stanley Secure Solutions - <http://www.stanleysecuritysolutions.com/products-services/convergent-security-solutions-css>

Pauly Jail - <http://www.paulyjail.com/>

Real Time Detention - <http://www.realtimedetention.com/>

Lake County Sheriff - <http://www.lakecountysheriff.com/>