

STATE OF VERMONT AGENCY OF HUMAN SERVICES DEPARTMENT OF CORRECTIONS	Associated Policy #385	Page 1 of 18
Court Processes Standard Operating Procedure		
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VERMONT STATE COURTS

A. Scheduling Vermont State Court Proceedings

1. Vermont Department of Corrections (DOC) facility staff shall collaborate with the Judiciary to schedule remote or hybrid Vermont State court proceedings involving incarcerated individuals named in a lawsuit, including those housed in a supplemental housing correctional facility (SHCF), provided the proceedings do not compromise security or safety or interfere with the DOC's statutory responsibilities, including the efficient, effective, and orderly operation of correctional facilities.
 - a. Facility staff shall only schedule remote or hybrid court proceedings that are requested by the court or forwarded from the DOC Litigation Team within the Office of Vermont Attorney General's Office (AGO) through the appropriate facility email alias (see Attachment A, Facility Aliases).
 - b. The Superintendent of each facility, or designee, shall provide facility staff and space to accommodate no more than one remote Vermont State or Federal court proceeding at a time.
 - c. Facility staff will check the availability of staff, space, and Vermont State court-installed equipment and either:
 - i. Confirm as requested by the court or AGO; or
 - ii. Coordinate an alternative time or method (e.g., confidential attorney line, unit telephone, and incarcerated individual's personal tablet) for the court proceeding.
 - d. In addition to the court-installed equipment, the Judiciary provided each correctional facility with a portable mini-device.
 - i. With regard to these devices or non-staff-issued equipment previously approved by the Facilities Division Director, or designee, facility staff shall:
 - a) Only facilitate remote or hybrid court proceedings on these devices for incarcerated individuals whose status (e.g., quarantine) prevents their access to the location where the court's equipment is installed;
 - b) Only allow these devices to be used for court-ordered evaluations when evaluators schedule in advance using the facility alias; and

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- c) Ensure these devices:
 - 1) Not be used in addition to the Vermont State court-installed equipment for the purpose of accommodating additional court proceedings.
 - 2) Are not stored and used in a location that does interfere with the efficient and secure operation of the facility or staff duties (e.g., staff office).
- ii. To ensure privacy, court proceedings and evaluations would need to take place in person, at the correctional facility or courthouse.
- e. Prior to scheduling Vermont State court hearings for primary Federal incarcerated individuals, facility staff shall ensure an approved State Writ of Habeas Corpus from the United States (US) Marshals Service is uploaded into the Offender Management System (OMS), and confirm the appearance date on the Writ and there is a lawful Federal hold.
- f. Facility staff shall not accommodate any remote or hybrid proceeding that is not scheduled through the appropriate facility email alias.
- g. Due to facility space limitations, the location of the court-installed equipment, population movement schedules, and daily activities, confidential hearings may be held in areas of the facility where the court proceedings may be observed by others, interrupted due to facility events, or overheard by facility staff adhering to DOC policies and practices that require periodic observation of incarcerated individuals to ensure the safety and security of correctional facilities.
- h. Facility staff shall not accommodate any remote or hybrid proceeding using State-issued DOC staff equipment (e.g., computers, laptops, telephones) or facility staff offices for incarcerated individuals to request, schedule, confirm, access or participate in any remote or hybrid court proceeding.
- i. DOC staff shall not accommodate any remote or hybrid court proceeding if the incarcerated individual is incapacitated or temporarily under supervision outside the correctional facility where court equipment is not installed (e.g. hospitals).
- j. In addition to accommodating criminal proceedings, DOC will accommodate the following types of Vermont court proceedings:

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- i. Civil rights complaints pertaining to treatment or conditions of confinement;
 - ii. Motions for sentence reconsideration;
 - iii. Post-conviction relief petitions;
 - iv. Habeas corpus petitions;
 - v. Reviews of governmental action;
 - vi. Furlough revocation appeals;
 - vii. Small claims against DOC;
 - viii. Vermont Supreme Court appeals of proceeding listed in this [division i. of subsection 1. of Section A., Scheduling Vermont State Court Proceedings](#), if the incarcerated individual is not represented by an attorney; and
 - ix. Children in Need of Care or Supervision disposition hearing pursuant to 33 V.S.A. § 5317(d), Termination of Parental Rights (TPR)¹. In cases when such a hearing is short-noticed and other hearings have been prescheduled, facility staff shall:
 - a) At the request of the Chief Superior Court Judge, prioritize disposition hearings ahead of all other hearings.
 - b) Inform the court if there is a scheduling conflict that the disposition hearing cannot be scheduled unless, and until, the pre-scheduled court(s) agree(s) to a continuance.
 - c) Notify the AGO if a pre-scheduled court does not agree to reschedule, to permit the disposition hearing to go forward and request the AGO file the appropriate motion with the prescheduled court(s).
2. The DOC recognizes that it is in the best interest of the incarcerated individual that the following proceedings be held in-person at the courthouse, and therefore facility staff shall not accommodate Vermont remote or hybrid proceedings:
 - a. That require an interpreter for the incarcerated individual;
 - b. Involving an incarcerated individual who is:
 - i. Visually-impaired, D/deaf, Hard of Hearing, DeafBlind (blind or low vision), DeafPlus, DeafDisabled;

¹ The court often refers to a number of hearings as “Juvenile” or TPR proceedings. Prior to scheduling, facility staff shall require confirmation from the court that the hearing it is scheduling is specifically a disposition hearing pursuant to 33 V.S.A. § 5317(d), Termination of Parental Rights, and that the incarcerated individual is a named party.

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- ii. In a mental state or with a cognitive disability who does not demonstrate sufficient present ability (oriented to time and place) to consult with a lawyer or participate in a court proceeding with a reasonable degree of rational and factual understanding or is unable to conform their behavior to avoid risk of harm to self or others; or
 - iii. Is designated as having a serious functioning impairment (SFI), on mental health unit status, or on suicide precaution status; or
 - c. That are court-identified as confidential, intended to protect vulnerable parties, such as children or victims of certain crimes, or sensitive information to ensure fairness or maintain privacy in legal proceedings.
3. Facility staff shall facilitate hybrid or remote court proceedings in correctional facilities only under the following conditions:
- a. DOC will facilitate hybrid or remote court proceedings through the Vermont State court-installed equipment, Monday through Friday, beginning at 8:30 a.m. until 3:45 p.m., excluding holidays.
 - b. DOC will accommodate hybrid or remote criminal court proceedings until 2:00 p.m.
 - c. Facility staff shall strictly follow the scheduled timeframe for hybrid or remote court proceedings and shall not accommodate proceedings that extend beyond the allocated time, except as outlined in [division e. of this subsection below](#).
 - d. DOC may accommodate a hybrid or remote court proceeding scheduled for up to four hours per day. If four hours is insufficient, the incarcerated individual or their attorney should request the court to:
 - i. Issue an order to transport the incarcerated individual to court; or
 - ii. Schedule a second day and time to continue the proceeding remotely.
 - e. Scheduled court proceedings requiring remote participation of an incarcerated individual should be heard before persons present in the courtroom for cases scheduled for the same timeframe.
 - i. If the hybrid or remote proceeding seems like it will run over the prescheduled time, facility staff shall advise the court, 10

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- minutes before it is scheduled to end that another court's proceeding is scheduled to begin in 10 minutes.
- ii. If the judge refused to adjourn their proceeding to accommodate another court that is waiting to begin its prescheduled proceeding, facility staff shall:
 - a) Advise the waiting court that the judge of the previous proceeding, having been advised that another court is waiting, has chosen to continue past their prescheduled time; and
 - b) At their first opportunity, contact the AGO and Facilities Operations Manager to provide the details of the interaction with the courts so that the issue can be addressed with the judiciary.
 4. Facility staff shall contact the DOC Office of General Counsel (OGC) for guidance before taking any action if they receive a court order to accommodate a remote or hybrid court proceeding using Vermont State court-installed equipment for a proceeding that is not specifically listed in:
 - a. [Section A., Scheduling Vermont State Court Proceedings, subsection 1., division i. under this Vermont State Courts Heading](#); or
 - b. [Section A., Scheduling Vermont Federal Court Proceedings, subsection 1., division g. under the United States District Court, District of Vermont Heading](#).
 5. Facility staff shall reschedule remote or hybrid Vermont State court proceedings using the same process when the court or AGO submits a request through the appropriate facility email alias. These aliases are monitored between the hours of 8 a.m. and 3 p.m., Monday through Friday, excluding holidays.
 6. With the exception of a Violation of Parole (VOP) notice and appearance, staff shall:
 - a. Notify the AGO Director upon receiving an informal request, notice, or order from the court for any staff member to testify in any court matter;
 - b. Ask the court for an opportunity to speak to the OGC or AGO whenever they are already present at a court proceeding and are asked to testify about anything other than the specific topic or

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- individual under the custody or supervision of DOC included in the original request; and
- c. Forward all court inquiries and orders requesting information or action to the OGC for guidance before taking any action.
7. Facility staff shall not accept lodgings of pre-arraigned, arrested individuals during Vermont State court business hours (see Attachment B, Court Schedule and Contact Information), unless they receive appropriate lodging documents issued by a court.
- a. For immediate events as they occur, when compliance with the SOP cannot be resolved, facility staff shall contact the Facilities Division Director or the OGC to intervene.
 - b. When the court is closed during normal business hours, facility staff may make an exception and accept the lodging of an arrested individual.

B. Release Documentation from Vermont State Courts

1. The DOC requires an official order of release signed by the judge to process the release of an incarcerated individual. Facility staff shall not accept informal communications for the purposes of release (e.g., an informal email notification without the signed order from the court clerk).
2. DOC will accept release-related court documentation through the appropriate facility email alias from 8:00 a.m. to 3:00 p.m., Monday through Friday, excluding holidays. Facility staff will not actively monitor the alias after 3:00 p.m.
3. Facility staff shall process releases as soon as reasonably possible after receiving notification and an official court order signed by the judge.
 - a. Court staff may contact the correctional facility's main telephone number to make facility staff aware of a release after 3:00 p.m.
 - b. If such telephone notification is not made and the official court order signed by the judge is sent after 3:00 p.m., facility staff may process the documentation the following business day, which will result in the delayed release of the incarcerated individual.
4. Facility staff shall collect bail and bonds for incarcerated individuals only outside court business hours (typically 8:00 a.m. to 4:30 p.m., Monday through Friday). In such cases, facility staff shall provide the incarcerated

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individual with a bail receipt form instructing the individual when and where to report to court.

5. Each morning, facility staff shall provide the court with copies of the newly issued bail receipt forms and a report listing the previous day's lodgings.

C. Collaboration with Vermont State Courts

1. DOC Central Office staff shall:
 - a. Attend Vermont State court staff in-service days, upon request from the court, to exchange updates, review changes, and address problems and concerns; and
 - b. Invite Vermont State court staff to participate in court-related DOC staff training to address and facilitate resolution of problems and confusion involving court processes for individuals under the custody and supervision of the DOC.
2. The most effective way for facility staff to facilitate court proceedings is to have direct contact with court clerks. Facility staff shall contact the court through:
 - a. The court's main telephone number or the court unit email address (see Attachment B, Court Schedule and Contact Information) during business hours;
 - b. A court clerk's contact telephone number, when the court is closed; and
 - c. A court clerk's email, if necessary for emergency or after-hours work.
3. DOC correctional facilities, including a SHCF, shall only accept court communications through the appropriate facility email alias. If a facility staff member receives a direct email or telephone call from the court, they shall reply with the appropriate facility email alias and direct the court to resubmit the communication through that alias.
4. Facility staff shall not provide incarcerated individuals with court, attorney, or third-party telephoned, faxed, or emailed messages or documents.
 - a. Communication and documents to and from incarcerated individuals shall be transmitted through the US Postal Service, the confidential attorney line, unit telephone, or incarcerated individual's tablet, or by meeting with the incarcerated individual in person.

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- b. Electronic discovery materials may be made available to incarcerated individuals whose custody level or status permits, by contacting the Legal Education Director.
- 5. Vermont-charged, pre-sentenced incarcerated individuals and their attorneys are responsible for coordinating arrangements to comply with their conditions for release, including transportation, assessments, and programming applications. Facility staff:
 - a. May assist individuals who are detained and their attorney with release to a treatment program, providing time and resources permit. This assistance shall not include:
 - i. Finding a responsible adult or organization to supervise the release; or
 - ii. Providing transportation to or from courts or treatment facilities.
 - b. Shall continue to aid and assist sentenced incarcerated individuals with release planning, in accordance with DOC policies.
- 6. Vermont treatment court coordinators may conduct a program eligibility screening interview with an incarcerated individual by calling the facility in which they are housed and scheduling an appointment to meet with them at the correctional facility. If the incarcerated individual is not local and they are unable to conduct the screening in person, they may request assistance from the CSS in obtaining the individual's signature on a release of information (ROI).

D. Vermont State Court-Installed Equipment for Vermont State Remote and Hybrid Proceedings

- 1. Incarcerated individuals shall not use State-issued DOC staff equipment (e.g., computers, laptops, telephones) or facility staff offices to request, schedule, confirm, access, or participate in remote or hybrid Vermont State court proceedings.
- 2. Facility staff shall obtain authorization from the Facilities Division Director prior to requesting, accepting deliveries of, or allowing the installation of court equipment in any correctional facility.
- 3. Vermont State court-installed equipment shall be used for only court proceedings listed in:
 - a. [Section A., Scheduling Vermont State Court Proceedings, subsection 1., division i. under this Vermont State Courts Heading](#); or

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- b. [Section A., Scheduling Vermont Federal Court Proceedings, subsection 1., division g. under the United States District Court, District of Vermont Heading.](#)
- 4. Due to limitations of facility staff, space, and the Vermont State court equipment, facility staff shall not allow visiting, depositions, interviews, meetings with attorneys or investigators, appearances as witnesses, treatment or program assessments, or residential applications to occur using court equipment or staff-assigned State equipment. These activities can occur by calling the confidential attorney line, the incarcerated individual's tablet, a unit telephone, or meeting with the incarcerated individual in person at the correctional facility.
 - a. To use the confidential attorney line a personal identification number (PIN) must be authorized and assigned by a DOC Facilities Operation Manager.
 - b. To use the incarcerated individual's tablet and unit telephone the caller must arrange with the incarcerated individual in advance to have the call-in telephone number approved by facility staff and added to the incarcerated individual's telephone list.
- 5. DOC shall not lease, purchase, install, upgrade, troubleshoot, repair, or maintain the technology necessary to enable incarcerated individuals to participate in remote or hybrid Vermont State court proceedings from a correctional facility. This includes ensuring the Vermont State court-installed equipment and portable mini devices function properly to allow incarcerated individuals to fully participate in remote or hybrid proceedings and consult with their attorney privately during the proceeding.
- 6. Facility staff shall contact the Vermont Court Administrator's Office, Research and Information Services Division, at itsupport@vtcourts.gov, for all maintenance, operational, space, location, and storage issues that arise with any Vermont State court-installed equipment or portable mini device. Beyond this initial contact to report an operational issue or request for replacement or removal, facility staff:
 - a. Shall not participate in any aspect of troubleshooting or repairing operational issues; and
 - b. Shall notify the courts affected by the equipment malfunction that their pre-scheduled proceedings will need to be rescheduled.

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7. Courts, attorneys, and eligible third-parties may use the confidential attorney telephone line, unit telephone, or the incarcerated individual's tablet to facilitate remote or hybrid court proceedings if:
 - a. The Vermont State court-installed equipment is not available; or
 - b. The proceeding is not included in the list of accommodated proceedings listed in [Section A., Scheduling of Vermont State Court Proceedings, subsection 1., division i. under this heading](#).

E. Transportation

1. The DOC shall not arrange for or provide transportation to or from any Vermont State court for incarcerated individuals. If facility staff receive a court order to transport an incarcerated individual to a Vermont State court, they shall notify the Facilities Division Director or the OGC for guidance prior to taking action.
2. It is not within the scope of the DOC's responsibilities to transport individuals upon their release from a correctional facility or courthouse.

UNITED STATES DISTRICT COURT, DISTRICT OF VERMONT

A. Scheduling of Vermont Federal Court Proceedings

1. Facility staff shall collaborate to schedule US District Court, District of Vermont (Vermont Federal) remote or hybrid court proceedings involving incarcerated individuals, including those housed in a SHCF), provided the proceedings do not compromise security or safety or interfere with the DOC's statutory responsibilities, including the efficient, effective, and orderly operation of correctional facilities.
 - a. Facility staff shall only schedule Vermont Federal remote or hybrid court proceedings that are requested by the court or forwarded from the AGO, Assistant US Attorney, or US Marshals Service through the appropriate facility email alias (see Attachment A, Facility Aliases).
 - b. The Superintendent of each facility, or designee, shall provide facility staff and space to accommodate no more than one remote Vermont State or Federal court proceeding at a time.
 - c. Facility staff will check the availability of staff, space, and Vermont State court-installed equipment and either:

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- i. Confirm as requested by the court; or
 - ii. Coordinate an alternative time or method (e.g., confidential attorney line, unit telephone, and incarcerated individual's personal tablet) for the court proceeding.
- d. In addition to the court-installed equipment, the Judiciary provided each correctional facility with a portable mini-device. Facility staff shall only facilitate remote or hybrid court proceedings on these devices for incarcerated individuals whose status (e.g., quarantine) prevents their access to the location where the court's equipment is installed. Facility staff shall ensure these portable mini-devices:
 - i. Not be used in addition to the Vermont State court-installed equipment for the purpose of accommodating additional court proceedings.
 - ii. Are stored and used in a location that does not interfere with facility staff performing their duties.
- e. Prior to scheduling Vermont Federal remote or hybrid hearings for primary State incarcerated individuals, facility staff shall ensure an approved Vermont Federal Writ of Habeas Corpus from the US Marshals Service is uploaded into OMS and confirm the appearance date on the Writ and that there is a lawful federal hold.
- f. Facility staff shall not accommodate any Vermont Federal remote or hybrid court proceeding not scheduled through the appropriate facility email alias.
- g. Due to facility space limitations, the location of the court's equipment, population movement schedules, and daily activities, confidential hearings may be held in areas of the facility where the proceedings may be observed by others, interrupted due to facility events, or overheard by facility staff adhering to DOC policies and practices that require periodic observation of incarcerated individuals to ensure the safety and security of correctional facilities.
- h. Facility staff shall not accommodate any remote or hybrid proceeding using State-issued DOC staff equipment (e.g., computers, laptops, telephones) or facility staff offices for incarcerated individuals to access, request, schedule, confirm, or participate in any remote or hybrid court proceeding.

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- i. In addition to accommodating criminal proceedings, DOC will accommodate the following types of remote or hybrid Vermont Federal court proceedings:
 - i. Civil rights complaints pertaining to treatment or conditions of confinement;
 - ii. Habeas corpus petitions; and
 - iii. Appeals of proceedings listed in this [division g. of subsection 1. of Section A., Scheduling Vermont Federal Court Proceedings](#), if the incarcerated individual is not represented by an attorney.
2. The DOC recognizes that it is in the best interest of incarcerated individuals that the following proceedings be held in-person at the courthouse, and therefore the DOC will not accommodate remote or hybrid:
 - a. Arraignments;
 - b. Proceedings that require an interpreter for the incarcerated individual;
 - c. Proceedings involving an incarcerated individual who is:
 - i. Visually-impaired, D/deaf, Hard of Hearing, DeafBlind (blind or low vision), DeafPlus, DeafDisabled; or
 - ii. In a mental state or with a cognitive disability who does not demonstrate sufficient present ability (oriented to time and place) to consult with a lawyer or participate in a court proceeding with a reasonable degree of rational and factual understanding or is unable to conform their behavior to avoid risk of harm to self or others; or
 - iii. Is designated as having a serious functioning impairment (SFI), on mental health unit status, or on suicide precaution status; or
 - d. Proceedings that are court-identified as confidential, intended to protect vulnerable parties, such as children or victims of certain crimes, or sensitive information to ensure fairness or maintain privacy in legal proceedings.
3. Facility staff shall facilitate remote or hybrid court proceedings in correctional facilities under the following conditions:
 - a. DOC will facilitate court proceedings through the Vermont State court-installed equipment, Monday through Friday, beginning at 8:30 a.m. until 3:45 p.m., excluding holidays.

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- b. Facility staff shall strictly follow the scheduled timeframe for hybrid or remote court proceedings and shall not accommodate proceedings that extend beyond the allocated time, except as outlined in [division d. of this subsection below](#).
- c. DOC may accommodate remote or hybrid court proceedings scheduled for up to four hours per day. If four hours is insufficient, the incarcerated individual or their attorney should request the court to:
 - i. Issue an order to transport the incarcerated individual to court; or
 - ii. Schedule a second day and time to continue the proceeding remotely.
- d. Scheduled court proceedings requiring remote participation of an incarcerated individual should be heard before persons present in the courtroom for cases scheduled for the same timeframe.
 - i. If the hybrid or remote proceeding seems like it will run over the prescheduled time, facility staff shall advise the court, 10 minutes before it is scheduled to end that another court's proceeding is scheduled to begin in 10 minutes.
 - ii. If the judge refused to adjourn their proceeding to accommodate another court that is waiting to begin its prescheduled proceeding, facility staff shall:
 - a) Advise the waiting court that the judge of the previous proceeding, having been advised that another court is waiting, has chosen to continue past their prescheduled time; and
 - b) At their first opportunity, contact the AGO and Facilities Operations Manager to provide the details of the interaction with the courts so that the issue can be addressed with the judiciary.
- 4. Facility staff shall contact the OGC for guidance before taking any action if they receive a court order to accommodate a remote or hybrid court proceeding using Vermont State court-installed equipment for a proceeding that is not specifically listed in:
 - a. [Section A., Scheduling Vermont State Court Proceedings, subsection 1., division i. under the Vermont State Courts Heading](#); or

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- b. [Section A., Scheduling Vermont Federal Court Proceedings, subsection 1., division g. under this United States District Court, District of Vermont Heading.](#)
- 5. Facility staff shall reschedule remote or hybrid Vermont Federal court proceedings using the same process when the court or AGO, Assistant US Attorney, or US Marshals Service submits a request through the appropriate facility email alias. These aliases are monitored between the hours of 8 a.m. and 3 p.m., Monday through Friday, excluding holidays.
- 6. DOC staff shall:
 - a. Notify the AGO Director upon receiving a request, notice, or order from the court for any staff member to participate in any court matter;
 - b. Ask the court for an opportunity to speak to the OGC or AGO whenever they are already present at a court proceeding and are asked to testify about anything other than the specific topic or individual under the custody or supervision of DOC included in the original request; and
 - c. Forward all court inquiries or orders requesting information or action to the OGC for guidance before taking any action.

B. Collaboration with Vermont Federal Courts

- 1. The most effective way for facility staff to facilitate court proceedings is to have direct contact with court clerks. Facility staff shall confidentially maintain a direct contact telephone number and email address for court clerks, for use during and after business hours.
- 2. DOC correctional facilities, including a SHCF, shall only accept court communications through the appropriate facility email alias. If a facility staff member receives a direct email or telephone call from the court, they shall reply with the appropriate facility email alias and direct the court to resubmit the communication through that alias.
- 3. Facility staff shall not provide incarcerated with court, attorney, or third-party telephoned, faxed, or emailed messages or documents.
 - a. Communication and documents to and from incarcerated individuals shall be transmitted through the US Postal Service, the confidential attorney line, unit telephone, or incarcerated individual's tablet, or by meeting with the incarcerated individual in person.

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- b. Electronic discovery materials may be made available to incarcerated individuals whose custody level or status permits, by contacting the Legal Education Director.

C. Vermont State Court-Installed Equipment for Vermont Federal Court Remote and Hybrid Proceedings

1. Incarcerated individuals shall not use State-issued DOC staff equipment (e.g., computers, laptops, telephones) or facility staff offices to request, schedule, confirm, access, or participate in remote or hybrid Vermont State court proceedings .
2. The DOC is aware of an agreement between Vermont Federal and State courts but does not know the specific provisions of the agreement, except that Vermont Federal court may use Vermont State court-installed equipment for Vermont Federal court proceedings.
3. Facility staff shall obtain authorization from the Facilities Division Director prior to requesting, accepting deliveries of, or allowing the installation of court equipment in any correctional facility.
4. Vermont State court-installed equipment shall be used for only court proceedings listed in:
 - a. [Section A., Scheduling Vermont State Court Proceedings, subsection 1., division i. under the Vermont State Courts Heading](#); or
 - b. [Section A., Scheduling Vermont Federal Court Proceedings, subsection 1., division g. under this United States District Court, District of Vermont Heading](#).
5. Due to the availability of facility staff and space, and the court's pre-scheduled use of limited Vermont State court-installed equipment, Vermont State court-installed equipment and portable mini devices shall not be used for visiting, interviews, appearances as witnesses, assessments, treatment, program, or residential applications. These activities can occur calling the confidential attorney line, the incarcerated individual's tablet, a unit telephone, or meeting with the incarcerated individual in person at the correctional facility.
 - a. To use the confidential attorney line a personal identification number (PIN) must be authorized and assigned by a DOC Facilities Operation Manager.
 - b. To use the tablet and unit telephone the caller must arrange with the incarcerated individual to have the call-in telephone number

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approved by facility staff added to the incarcerated individual's telephone list.

6. DOC shall not lease, purchase, install, upgrade, troubleshoot, repair, or maintain the technology necessary to enable incarcerated individuals to participate in remote or hybrid Federal court proceedings from a correctional facility. This includes ensuring the Vermont State court-installed equipment functions properly to allow incarcerated individuals to fully participate in remote or hybrid proceedings and consult with their attorney privately during the proceeding.
7. Facility staff shall contact the Vermont Court Administrator's Office, Research and Information Services Division, at itsupport@vtcourts.gov, for all maintenance, operational, space, location, and storage issues that arise with any Vermont State court-installed equipment or portable mini device. Beyond this initial contact to report an operational issue or request for replacement or removal, facility staff:
 - a. Shall not participate in any aspect of troubleshooting or repairing operational issues; and
 - b. Shall notify the courts affected by the equipment malfunction that their pre-scheduled proceedings will need to be rescheduled.

D. Transportation

DOC shall comply with any effective intergovernmental agreement with the US Government regarding the transportation of incarcerated individuals.

OTHER COURTS

A. Bankruptcy, Civil, Environmental, Family, or Probate Courts and Judicial Bureau

1. Facility staff shall not facilitate bankruptcy, civil, environmental, family, or probate court proceedings involving named or unnamed incarcerated individuals other than those matters specifically listed in:
 - a. [Section A., Scheduling Vermont State Court Proceedings, subsection 1., division i. under the Vermont State Courts Heading](#); or
 - b. [Section A., Scheduling Vermont Federal Court Proceedings, subsection 1., division g. under the United States District Court, District of Vermont Heading](#).

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2. Courts may conduct these proceedings by calling the confidential attorney line, incarcerated individual's tablet, and unit telephone.
 - a. To use the confidential attorney line a personal identification number (PIN) must be authorized and assigned by a DOC Facilities Operation Manager.
 - b. To use the tablet and unit telephone the caller must arrange with the incarcerated individual to have the call-in telephone number approved by facility staff added to the incarcerated individual's telephone list.

B. Court Proceedings from Other Jurisdictions

DOC staff shall not facilitate remote out-of-state criminal hearings using Vermont State court-installed equipment or State-issued DOC staff equipment (e.g., computers, laptops, telephones) or facility staff offices.

STAFF INQUIRIES

DOC staff shall contact the Facility Operations Manager or the Director of Legal Education with related questions not covered in this document. For immediate events, as they are occurring with courts, state's attorneys, sheriffs, police, Vermont State agencies, third-parties, and others when application of this SOP cannot be settled, staff shall contact the Facilities Division Director or the OGC to intervene.