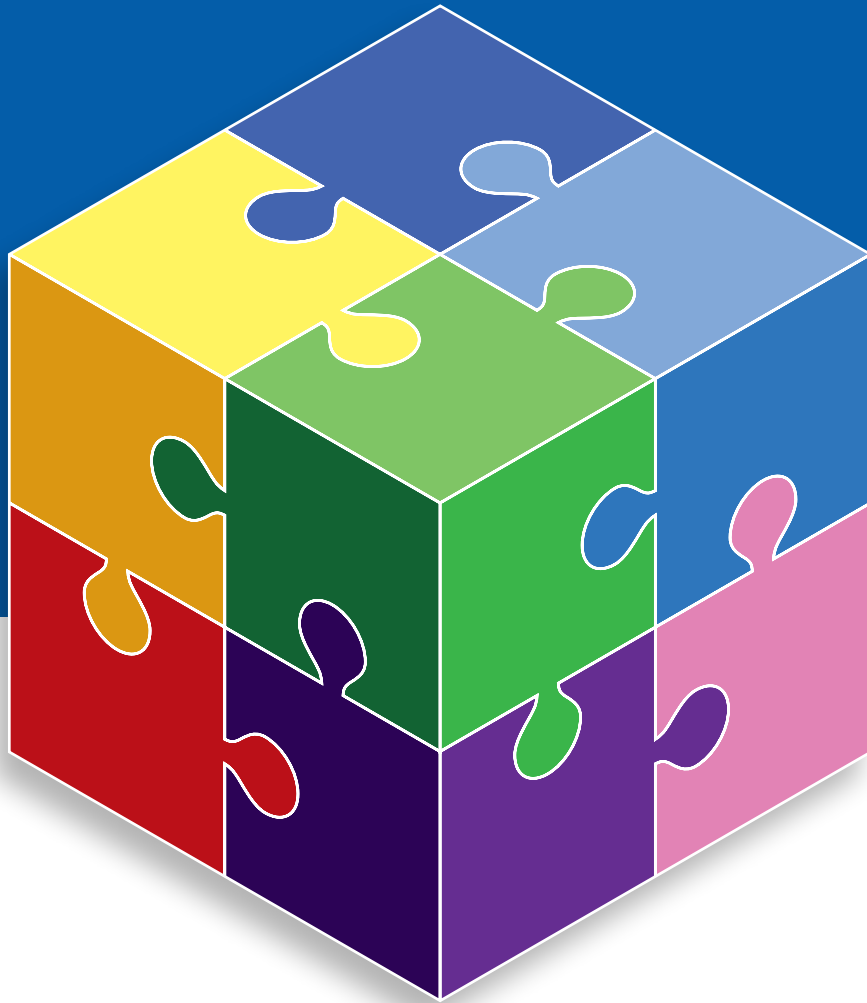




Excellence Through Innovation

AI powered Solutions for Justice



Video Sessions



Video Sessions: Staying Connected Anytime, Anywhere

Visiting loved ones in **custodial institutions** can be **challenging** due to **distance, health issues, or time constraints**. **Video Sessions** provide a **secure and convenient** way for **friends and families** to see and connect with residents when in-person visits are not possible. This helps maintain **strong relationships** and offers reassurance about their well-being.

Video Sessions bridge the gap for those who live far away or face travel difficulties, ensuring they can stay in touch with their loved ones. They also enhance emotional well-being by reducing feelings of isolation and strengthening family bonds. The service has proven to be **reliable and effective**, particularly during the Covid-19 pandemic, when Scottish Prisons implemented it to maintain inmate contact with their families.

By offering a **safe and accessible** way to communicate, Video Sessions play a crucial role in supporting **rehabilitation and maintaining family connections**



Benefits for friends and family:

- **Affordable & Reliable** – Accessible on any browser-enabled device (phone, tablet, laptop, PC).
- **Convenient Access** – Book and join video sessions via your eMates (www.emailprisoner.com) account.
- **Flexible Duration** – Visits last up to 60 minutes, with charges based only on actual connection time.
- **Stay Connected** – Maintain family relationships, especially when in-person visits are challenging due to health or financial reasons.
- **Save on Travel Costs** – No need to commute long distances for a visit.
- **Hassle-Free Experience** – Avoid queues and security checks before visits.
- **Available Worldwide** – Connect with loved ones from anywhere

Benefits for the establishment:

- **Controlled scheduling** – video visits are booked only when appropriate and approved.
- **Enhanced security** – staff can monitor and terminate calls at any time to prevent inappropriate activity.
- **Recording capability** – video and/or audio can be recorded for intelligence and analysis.
- **Simple setup** – requires only a PC with internet access for both staff and prisoners.
- **Cost-free service** – no financial burden on the establishment.
- **Improved security** – minimizes opportunities for contraband smuggling.

Benefits for the prisoner

- **Pre-release support** – connect with organisations offering services and assistance for reintegration.
- **Stronger family bonds** – fosters positive parenting, enhancing interaction with loved ones and supporting mental health.

“Prisoners who are able to maintain family ties are 6 times less likely to re-offend”