

HELPFUL TIPS AND TRICKS

NEVER consume or put in your mouth anything that may contain alcohol, including but not limited to mouthwash, food made with alcohol, or any beverage that you yourself did not prepare.

NEVER cut the strap, pull the bracelet off your ankle, slide anything between the bracelet and your skin, or otherwise tamper with the bracelet. Doing so, even unintentionally is considered a violation and will be reported.

NEVER unplug the power or disconnect any cables used in your base station unless told to do so by our staff. Disconnecting the cables can be a violation and will be reported.

NEVER submerge the bracelet in any water. Do not attempt to securely wrap and submerge it. This is considered a violation and will be reported.

ALWAYS be aware of your environment. It is your responsibility to not be exposed to alcohol.

ALWAYS maintain proper hygiene. Showering is encouraged and required. Washing on, under and around the bracelet is recommended. Washing under the bracelet briefly is not considered a violation.

ALWAYS dry your skin under the bracelet thoroughly after showering or even after exerting yourself to the point of sweating. Keeping the skin dry under the bracelet will prevent irritation and discomfort.

All data of the bracelet is recorded. Deviation from any of the above MUST be reported. We do not and cannot make determinations on what is reported or are we responsible for decisions regarding your program participation.

All questions regarding your account must be directed to us **ONLY**. Individual locations cannot make, cancel or change appointments, give legal advice, answer questions about policy and procedures, or discuss fees or payments.

It is unlikely that the bracelet will cause you any health issues, however, if you experience a medical emergency related to the bracelet or not, consult a doctor or hospital and report that to us immediately.

WE ARE HERE TO MAKE YOUR PARTICIPATION SUCCESSFUL

If you have any questions or concerns about your program you should feel free to contact us right away. Our dedicated Client Services Department will assist you with any situations that may arise.

You can pay your bill with a credit or debit card over the phone, on our website, or with automatic payments, or by check or money order mailed to us at our corporate offices.



Total Court Services
600 E. Eleven Mile Rd.
Second Floor
Royal Oak, MI 48067
888-889-6989

www.totalcourtservices.com

SCRAM CAM CLIENT INFORMATION



**EVERYTHING YOU
NEED TO KNOW
ABOUT YOUR
SCRAM
CONTINUOUS
ALCOHOL MONITOR**



1-888-889-6989

I'VE BEEN ORDERED TO WEAR A SRCAM CONTINUOUS ALCOHOL MONITORING BRACELET, WHAT DO I NEED TO KNOW?

Your first step is to contact our office right away. Most court orders require that you be installed within 24-48 hours. We will get an appointment set for you right away and answer any questions you might have.

When you call, our Client Services can let you know all the options and costs associated with the program. You will need to have all your paperwork you received from the court, probation department, or jail in front of you when calling our Client Services.

The SCRAM Continuous Alcohol Monitor or CAM is a device that is worn on the ankle 24 hours of a day, seven days a week and tests for alcohol as well as detecting any abnormality while wearing it.

Our staff can meet you at the court, jail, probation department, home, school, work, or any other location that is safe and accessible in order to install your new SCRAM CAM.

Our staff will have you read through and sign a contract, billing arrangement, and a participant agreement. These documents will have all the information you need to know about your participation in the program and you will be provided copies either during installation, or they can be e-mailed or sent via postal service to you.

You will need to have a phone line installed in order for the device to properly transmit information. If you do not have a phone line we can equip the unit to communicate via your home internet, or by cellular modem for a small additional daily cost.

We will work with you as much as possible to make your time on the program successful and affordable, however, compliance with payments and guidelines is your responsibility.

On the next pages, we will try to answer some of the most frequently asked questions we get from participants in the SCRAM CAM Program.

FREQUENTLY ASKED QUESTIONS

How much does it cost to wear SCRAM CAM?

There is a one-time installation cost then a daily cost which we breakdown for you by week. Typically we expect payment of the installation cost as well as four weeks of monitoring. We can work with you on reasonable payment plans.

Does the bracelet make noise?

When the SCRAM CAM Bracelet takes a reading every 30 minutes, a light buzzing sound can be heard, but is generally reported to be "discreet."

I have a digital phone line. Will that work with the SCRAM Base Station?

The SCRAM Base Station can work with an analog or digital phone line. If you do not have a phone line of any kind, we have options to use your home-based Internet or a cellular device. Both have additional costs. Make sure you ask about your options when you call.

What products should I refrain from using while wearing SCRAM CAM?

We recommend you avoid using any products on or near the bracelet that contain alcohol. This includes lotions, body sprays, perfumes, or colognes. The application of small quantities of these products in areas far from the bracelet should not be problematic. However, it is your responsibility to know what you are putting on, in, or near your body at all times. If you have any concerns, please contact us right away.

Can I travel and go through TSA screening?

Please be sure to check first with the court or agency. We also recommend that you carry your paperwork that addresses your participation in a SCRAM CAM monitoring program. When passing through security, inform the TSA agent that you are wearing an electronic monitoring device that you cannot remove. The TSA agent may "swab" the bracelet and test it. However, you should be permitted to pass through security while wearing the SCRAM CAM Bracelet.

Can I wear boots or leggings?

You can't wear anything that would go between the skin and the bracelet. You can wear boots or leggings over the top, but be cautious that boots could cause the bracelet to rub and even create a blister.

Can I use hair coloring/hair dye?

We recommend that SCRAM CAM clients refrain from using any alcohol-containing products on or around the bracelet. Many clients are exposed to hair color and other similar products without any noticeable transdermal alcohol concentration (TAC) detections. When in doubt, we recommend reporting the questionable activity to your supervising agency so that notes may be placed in your client record to take the activity into consideration while analyzing the data.

What if I kiss someone who has been drinking?

Kissing someone who has been drinking has no impact on SCRAM CAM testing or results.

What happens if I have a violation?

We are obligated to report any noncompliance to your court or agency. We prepare the necessary reports and deliver them as soon as the data is available. It is up to the court or agency if you will face any repercussions from any noncompliance.

Is it safe to wear SCRAM CAM during an MRI, X-Ray, or CT scan?

You cannot wear a monitoring bracelet if you need an MRI. You will need to contact your supervising agency prior to a scheduled appointment to make arrangements to have the bracelet removed prior to the procedure. Your supervising agency may have additional requirements.

Can I exercise with the bracelet on? Will it flop around and will that register as tampering?

Exercise will have no impact to the functions of the bracelet. For comfort, you might want to wear a sweat band or a sock rolled down to prevent the bracelet from "bouncing" on the ankle bone.

Will I set off alarms when I go through security checkpoints, like leaving a department or convenience store?

No. It's no different than your cell phone or any other jewelry you might wear.

Can I spray tan or go into a tanning bed?

You CANNOT spray tan at all. Tanning beds should be limited and no application of lotions should be made near the bracelet. It is your responsibility to ensure that nothing with alcohol is used on or near the bracelet.