

HELPFUL TIPS AND TRICKS

NEVER cut the strap, pull the bracelet off your ankle, 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 maintain proper hygiene. Showering is encouraged and required. Washing on, under and around the bracelet is recommended.

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.

ALWAYS be aware of the current time and ensure you are home during the times of your curfew. Missing, being late, or leaving early from your curfew will be reported as a violation.

ALWAYS communicate changes to your schedule to your reporting authority. We cannot make determinations as to permitted alterations to your schedule or curfew.

All data of the bracelet and base station 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 HOUSE ARREST

CLIENT INFORMATION



EVERYTHING YOU NEED TO KNOW ABOUT YOUR SCRAM HOUSE ARREST



1-888-889-6989

I'VE BEEN ORDERED TO WEAR A SCRAM HOUSE ARREST 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 House Arrest monitoring bracelet is a device that is worn on the ankle 24 hours of a day, seven days a week and monitors curfew 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 House Arrest monitoring bracelet.

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 House Arrest Program.

FREQUENTLY ASKED QUESTIONS

How much does it cost to wear a SCRAM House Arrest monitoring bracelet?

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.

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.

The clocks I use are off by a few minutes than the time displayed on the base station, which is right?

The time displayed on the SCRAM Base Station is the time that your curfew and all system settings use. The time displayed is the only time that you should use to determine if you are on time for curfew.

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.

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 House Arrest 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 House Arrest

Is it safe to wear SCRAM House Arrest 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 go swimming or take a bath?

Showers are permitted and encouraged as the device is water resistant, however, you are not permitted to submerge the bracelet in any way. Swimming or bathing will submerge the bracelet and any damages to your equipment will be your responsibility.

What if my work or school schedule changes?

Contact your reporting authority right away and provide them with any changes to your schedule that may affect your curfew. They will make a determination of your schedule can be changed and will notify us to make the appropriate modifications to your schedule or curfew.