

VIDEO CONFERENCING/VISITING

- AUTHORITY:** California Code of Regulations, Title 15, Section 1374
Administrative Directive
- RESCINDS:** Procedure Manual Item 3-1-045 dated, 03/22/12
- FORMS:** Special Visit Authorization (F057-6225.1)
- PURPOSE:** To establish a procedure for holding video conferences and/or video visiting between institutions and local area offices utilizing remote access cameras and videoconferencing equipment.

I. GENERAL INFORMATION

- A. **Youth** shall be allowed to receive in person visits by parents, guardians, persons standing in a loco parentis or other relatives at times designated by each institution's visiting procedures. Video visits are not designed to replace the 2-hour face to face visiting required by Title 15 requirements. There may be times, however, where video visits/conferences are appropriate to foster contact between **youth** and their parents, probation officer or others.
- B. Video visits between a **youth** and their family are to be supervised for general security purposes, but conversations shall not be monitored unless there is a security or safety need. Case conferences are not subject to this rule in that they are open meetings.
- C. Each institution shall establish guidelines for conducting video visits. Video visits with outer institutions shall be limited to prescheduled appointments during regular waking hours and are to be conducted at the Video Visiting Terminal (VVT) at each facility.
- D. In order to schedule a video visit, the **youth's** assigned Deputy Probation Officer, institutional Probation Officer or an institutional Supervising Juvenile Correctional Officer must authorize it and complete a Special Visit Authorization form listing the time, place and participants for such visit.
- E. For certain types of video visits, confidentiality may be an issue (clergy, attorney, CEGU, Social Services, DOE, law enforcement, etc.). In such cases, the video visit may be unmonitored on one or both ends barring any specific security issues. An institutional staff member shall remain in the general area to monitor the **youth's** activity while still affording confidentiality.
- F. Authorized Visitors
1. Parents: This category includes natural parents, stepparents and legal guardians.
 2. Official, legal counsel, or clergy: This includes government officials, attorneys representing the **youth** and clergy of the **youth** or **youth's** parents' church.

3. Persons under the age of 18, friends, or extended family members are permitted to video visit (this includes grandparents, brothers, sisters, aunts, uncles, counselors, teachers, etc.) based on space available and DPO/SJCO, or Case Planning Team/Assistant Director, or Director approval. Authorization for these types of video visits must be obtained in advance and conducted only at specifically scheduled times.
4. Assigned DPO/Supervising Probation Officer (SPO) or any other probation staff with a legitimate case related need.
5. Others as approved by the institutional director or their designee.

G. Visiting Rules:

1. **The youth** are not permitted to visit with families other than their own.
2. No photography, video or audio recording of **youth** in custody may take place at any time during a video visit, unless approved by the participating institutional director.
3. All video visits are subject to monitoring by staff, except as noted in section 1.B and 1.E. above, and are to occur at a place designated by staff at both ends of the video visit. Video visits may be terminated at the discretion of the staff supervising the video visit. Such action will necessitate a Special Incident Report documenting the reasons for terminating the visit, as well as approval from a supervisor.
4. Anyone violating these rules or any laws of the State of California while participating in a video visit will have their visiting privileges suspended. Visitors will have to be cleared by the Director or ADD of the participating institution before further video visits will be allowed.
5. Visitors are not permitted to use cell phones, laptops or other electronic devices while participating in video visits, unless specific permission is granted by the participating director or their designee.
6. Visitors may not display any type of written or printed material via a video visit to any **youth** without specific permission of staff supervising such visits. This includes photographs, drawings, signs, or similar materials.
7. Participants may not eat, drink, smoke or use foul language during a video visit. Participants may not engage in conversations which glorify gangs, drugs or other unlawful activity.
8. Visitors and participating **youth** are to remain seated at all times, and may not display any part of their body in an inappropriate manner, including nudity and the use of hand gestures or sign language. Exceptions may be made for hearing impaired **youth**/visitors.

II. PROCEDURE

- A. Visitors are to report to the area office or facility that is hosting the visitor(s). After signing in and verifying identification, reception staff will notify the assigned DPO or

other staff hosting the video visit. Participating persons will be directed to the VVT of the hosting facility. The participating institution will be contacted and allowed sufficient time to set up their VVT.

- B. Once remote connections are made with the participating institution, the **youth** having the video visit will be escorted by institution staff to the VVT.
- C. Staff on both ends of the video visit shall monitor such visits in accordance with normal visiting procedures that are established by each facility, specifically as outlined in section 1.B and 1.E. above.
- D. Video visits shall be recorded on a written log and documented in the **youth's** institutional file.
- E. Video visits may involve persons other than the **youth's** parents (i.e.: an assigned DPO may video visit with a **youth** housed at an institution for casework purposes). In such cases, a mutually agreeable time shall be set in advance between the field DPO and the involved institution. Care should be taken to limit the amount of time such **youth** are held out of school to conduct such visits.
- F. Case conferences between institutional staff, a **youth**, their assigned DPO and a **youth's** parent may also be held via video visiting. Such conferences shall be set at a mutually agreeable time, and shall limit the time **youth** are held out of school. Participating parents will report to the hosting facility as noted in section II. A. above.
- G. On occasion, other persons with official standing (police, DA's, DOE staff, HCA staff, CEGU staff, etc.) may request a video visit with a **youth**. Such visits will be scheduled and conducted in accordance with guidelines noted above, and will minimize the time **youth** are held out of school.

REFERENCES:

Procedures:	3-1-009	Meeting the Religious and Spiritual Needs of Minors in Probation Institutions
	3-1-022	Minor's Rights
	3-1-025	Attorney Contact with Incarcerated Minors
	3-1-303	Special Incident Reports
	3-2-025	Visiting-Juvenile Hall
	3-3-021	Visiting-Youth Guidance Center
	3-4-016	Visiting Joplin Youth Center
	3-8-021	Visiting Youth leadership Academy
Policy:	F-4	Visits With Minors: Juvenile Institutions, Placements

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APPROVED BY: