

## VISITING/VIDEO CONFERENCING

- AUTHORITY:** California Code of Regulations, Title 15, Section 1374  
Section 885 Welfare and Institutions Code  
Administrative Directive
- FORMS:**
- |                                 |                       |
|---------------------------------|-----------------------|
| Special Visit Authorization     | (F057-6225.1)         |
| Request for Contact             | (F057-6231.1)         |
| Attorney Visitation Request     | (F057-6006)           |
| YLA Special Visit Authorization | (F057- <b>10104</b> ) |
| Visit Pass (Green Pass)         | (F057-6209B.5)        |
| Visiting Regulation             | (Attachment A)        |
- PURPOSE:** To establish a procedure for visitors and visits for youth to include holding video conferences and/or video visiting between facilities and local area offices utilizing remote access cameras and video conferencing equipment.

### I. GENERAL INFORMATION

- A. The facility administrator shall develop and implement written policies and procedures for visiting, that include provisions for special visits. Youth shall be allowed to receive visits by parents, guardians or persons standing in loco parentis, and biological children. Other family members, such as grandparents and siblings, and supportive adults, may be allowed to visit with the approval of the facility administrator or designee, and in conjunction with the youth's case plan or in the best interest of the youth.
- B. All visits shall occur at reasonable times, subject only to the limitations necessary to maintain order and security. Visitation shall not be denied solely based on the visitor's criminal history. The staff shall determine in each case whether the visitor's criminal history represents a risk to the safety of youth or staff in the facility. Any denial of visitation or limitation on visitations shall be communicated to the youth, the person being denied, and the facility administrator, and documented in ICMS. Opportunity for visitation shall be a minimum of two hours per week. Visits may be canceled in emergency situations or when a youth's behavior is such that a visit will compromise facility safety, security, and control. Visits may be supervised, but conversations shall not be monitored unless there is a security or safety need.
- C. Provisions for special visits, in addition to the two-hour minimum and/or outside of the regular visiting hours, shall be accommodated as necessary and within the discretion of the facility administrator or designee. Family therapy and professional visits shall be accommodated outside the provisions of this regulation. Facilities may provide visitation opportunities outside of normal visiting hours to accommodate special visits.
- D. The facility may provide access to technology as an alternative, but not as a replacement **for** in-person visiting.

E. Authorized Visitors

1. Parents: This category includes natural parents, stepparents and legal guardians. Picture identification must be shown. Parents are authorized an initial 15-minute visit immediately (or at the earliest possible time) after the youth's admission into Juvenile Hall. Thereafter, visiting is limited to regular visiting days/hours. Regular visiting days/hours will be determined based on the housing unit of the youth. Parents may have separate visits when necessary (parents separated, working parents etc.). The Court may authorize the parents to visit after a Court hearing. This is limited to 10-minutes unless special circumstances are present. Special visits may be approved by Facility Administration or a **Supervising Probation Correctional Officer (SPCO)** in advance, are limited to one hour or less, and should not occur during shift change.
2. Official, legal counsel, or clergy: This includes government officials, attorneys representing the youth, and clergy of the youth or the youth's parent's church may visit at their convenience between the hours of 8:00 am to 8:00 pm (mealtimes excluded). Request forms and or Attorney Visit Authorization form must be submitted.
3. Biological Children: The youth are encouraged to establish and continue a relationship with their child while in custody. Children of youth may visit with pre-approval and clearance. Children must be accompanied by an authorized visitor. Visits with children must be arranged by special visit **and granted by Facility Administration or a SPCO**, as no one under the age of 18 can attend regular visiting.
4. Other Family Members / Supportive Adults: Adults that don't fall under the categories listed above may be added to a youth's visiting list by Facility Administration or an SPCO and must be cleared through all internal Probation Department systems and a criminal record check in ICMS. Additional checks can be performed as needed in external databases such as the Megan's Law database, Visions, or the District Attorney's CMS system. Family members under the age of 18 may be granted special visits by Facility Administration or an SPCO.
5. Assigned DPO/Supervising Probation Officer (SPO) or any other probation staff with a legitimate case-related need.
6. Others as approved by the facility director or their designee. Administration may authorize visits during regular visiting hours or pre-scheduled visiting hours for any person whose visit could be considered beneficial to the youth. Such visits will be limited in order to avoid overcrowding in the visiting area. Such visits will be authorized in advance of the planned visit.

F. Video (Virtual) Visiting

1. Each facility shall establish guidelines for conducting video visits. Video visits can be scheduled through a SPCO. Video visits are not designed to replace in-person visiting.
2. Video visits between a youth and their family are to be supervised for general security purposes; however, conversations shall not be monitored unless there is a security or safety need.
3. Youth shall not be allowed to operate the cell phone, iPad (or tablet) device for any reason.
4. Unauthorized people shall not be allowed to join or appear in the background during the call.
5. Unauthorized communication will result in immediate termination of the virtual visit.

6. Before the virtual visit, the visitor and youth shall be reminded that no photos or audiovisual recordings of the youth may be taken. Non-compliance with this rule shall result in the immediate termination of the visit.
7. Inappropriate behavior by the youth or the visitor will result in the immediate termination of the visit. Such behavior includes but is not limited to gang talk or gestures, profanity, inappropriate movement, or gestures.
8. Virtual visitors must be appropriately dressed. (as referenced in Section I. P. 12)
9. 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. A facility staff member shall remain in the general area to monitor the youth's activity while still affording confidentiality. Case conferences are not subject to this rule in that they are open meetings.
10. In the event the staff supervising the visit determines the youth or visitor has violated the above policy, the staff shall terminate the visit and notify the DO or supervisor. The staff shall document the reasons for terminating the visit and actions taken in a Special Incident Report (SIR) and ICMS entry.

G. Monitored **And** No Contact Visits

1. Monitored visits are those requiring a staff member to be present in close proximity, **allowing for supervision to ensure no unauthorized contact is made or unauthorized items exchanged.**
2. No Contact visits take place in the MRC. The youth and visitor are separated within their own space and are allowed to visit through a glass window. A staff member will remain in the MRC area while the youth is **having the No-Contact** visit.  
Both types of visits are intended to be temporary measures enacted for exigent circumstances to ensure safety and security and may only be approved by Facility Administration or court order.

H. Visitors must comply with all instructions of staff and abide by the following rules:

1. The youth are not permitted to visit with families other than their own.
2. Visitors are not allowed to use or carry any tobacco products, vaping products, illegal substances, or alcohol on grounds.
3. Visitors must obtain prior permission from the unit SPCO **in order** to give or accept anything from a youth in custody. No photography, video, or audio recording of youth in custody may take place at any time during an in-person or video visit unless approved by the participating facility director.
4. Visitors are not permitted to use cell phones, laptops, or other electronic devices while participating in visits, unless specific permission is granted by the facility director or their designee.
5. With approval from the Duty Officer (**DO**) or designee, collaboratives may be authorized to use electronic devices to conduct business with their client during a visit. A youth shall never have direct access/control to any electronic device brought in by an outside agency. Inappropriate use includes allowing the youth to use the device to communicate with others, check their social media accounts, or take pictures of the youth, staff, or the facility without the DO's approval. If inappropriate use occurs, the staff supervising shall terminate the interview, notify the Duty Officer or supervisor, document incidents of inappropriate use and actions taken in

an incident report, and notify the administration as soon as possible. Inappropriate use of electronic devices shall prohibit the individual from future use of electronic devices in any of the department's juvenile facilities. Approval may be granted again after review by facility administration.

6. Visitors may not display any type of written or printed material via a video visit to any youth without specific permission of the staff supervising such visits. This includes photographs, drawings, signs, or similar materials.
7. Participants may not use foul language during a visit. Participants may not engage in conversations which glorify gangs, drugs, or other unlawful activity.
8. **Visitors may engage in a hug with the youth they are visiting at the beginning and end of their visit. Staff will notify the visitor when appropriate and will visually observe the physical contact (hug).**
9. 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.
10. Visitors are to leave their purses, backpacks, briefcases, and other personal items in their vehicles or lock them in the lockers that are provided at Reception.
11. Visitors shall be fully clothed in appropriate attire. Visitors inappropriately dressed, wearing attire displaying obscene or offensive language, offensive drawings, gang or drug-related, or attire that is too revealing shall be brought to the attention of the Duty Officer or designee and will be asked to change into something more appropriate before being allowed entry into the facility.
12. Anyone violating these rules or any laws of the State of California while participating in an in-person or video visit will have their visiting privileges suspended. Visitors will have to be cleared by facility administration before further visits will be allowed.

## II. PROCEDURE

- A. A sign or notice in English, Spanish, and Vietnamese shall be posted at the entry point informing visitors they may be searched for contraband as a condition of entrance or for visitation to the facility; moreover, their right to refuse the search and leave if they do not wish to be searched.
- B. Visitors are required to:
  1. Present photo identification.
  2. Empty their pockets.
  3. Secure all personal items, except identification, debit/credit card (for purchasing items from the vending machines), and locker key.
  4. Pass through a metal detector and/or be scanned with a handheld metal detector.
  5. Under the authority of Title 15, Section 1360, and for the protection of persons within the facilities, all visitors entering a juvenile detention facility are subject to a search of their person, personal belongings, and other items brought into the facility. Pat-down searches are permissible if there is "probable cause" to suspect a visitor is in possession of contraband, drugs, and/or weapons. Pat-down searches of a visitor may only be conducted in the presence of the DO or administrator, and by officers of

the same gender. DO or administrator approval and visitor consent must be obtained prior to the pat down. Visitors who decline to be searched shall be denied access to the visit for that occasion.

6. If a search is based on consent, the search must be stopped once the consent is withdrawn. For additional information, see PMI 2-1-009 (Search and Seizure – Field Services)
  7. Section 871.5 of the Welfare and Institution Code prohibits any person from bringing or sending contraband into or possession within a juvenile detention facility. Any person who violates this statute is subject to punishment as prescribed by law.
    - (a) Any visitor, who is suspected of being in possession of a weapon, shall be denied access to the facility.
    - (b) If any visitor is found to be in possession of an item or items that constitute a law violation (e.g. controlled substance, concealed weapons, etc.) the DO or **Administrator in Charge (AIC)** shall be notified immediately and shall report the incident to the appropriate Law Enforcement Agency and follow the agencies instructions on how to proceed.
    - (c) If contraband is found, the facility DO or AIC is responsible for determining if the visit will be allowed, denied, and or modified.
    - (d) The DO or AIC is responsible for the collection of the contraband, storage of the contraband, and notifying law enforcement.
- C. For Probation K-9 searches during visiting, see PMI 2-1-013 (*Canine Use*)
- D. Staff members must directly supervise visiting from a standing position. Standing signifies active engagement, provides better visibility, enhances command presence, and allows staff to quickly respond to any situations that may arise.
- E. Staff members supervising visiting shall be positioned and spread out around the room for optimal supervision.
- F. **When the youth arrives for visiting, staff members will allow the visitor(s) and the youth to hug at the beginning of the visit. Staff will visually observe the physical contact to ensure there is no inappropriate action or contraband passed. At the end of the visit, staff members will allow the visitor(s) and the youth to hug when the visitor(s) is leaving. Staff will visually observe the physical contact to ensure there is no inappropriate action or contraband passed. If the visit needs to be terminated due to unduly upsetting to the youth, visitors, or the rest of the visiting area or when a visitor's violation of the rules makes termination necessary, staff are not required to allow the visitor(s) to hug the youth if it creates a safety or security issue for the youth or others in the immediate area.**
- G. The PowerPoint video sharing visiting rules and programs offered in the facilities shall be continuously playing during visiting. DirecTV should not be on any of the screens during visiting.
- H. Juvenile Hall Check-in
  1. Visitors will clear the Cell Sense at the front of the MRC and proceed to the reception window to be checked in.

2. Visitors will present proof of identity to reception. The following forms of identification will be accepted: A Government Issued Identification Card, employment identification card with photo, or a previous photo of the visitor which has been uploaded to **the Integrated Case Management System (ICMS)**. Staff will find the youth's name in ICMS and ensure the visitor is cleared for visiting. If a photo is needed for the visitor, **Institutional Security Unit (ISU) staff** will take a photo for the ICMS profile. Final decisions regarding identification rest with the Facility Division Director or designee.
  3. Visitors will be asked to find an empty seat at a table. Once the youth is seated with their visitor, they are to remain seated and may not wander around.
  4. Toilet facilities are not accessible to visitors during visiting time. Facilities in the lobby area of the visiting center will be made available prior to and after visiting.
- I. YLA Check-in
1. Regular visiting hours are on **Monday** from **6:30pm** to **8:30pm**.
  2. **Visitors will clear the Cell Sense at the front of the MRC and proceed to the reception window to be checked in.**
  3. **Visitors will present proof of identity to reception. The following forms of identification will be accepted: A Government Issued Identification Card, employment identification card with photo, or a previous photo of the visitor which has been uploaded to ICMS. Staff will find the youth's name in ICMS and ensure the visitor is cleared for visiting. If a photo is needed for the visitor, ISU will take a photo for the ICMS profile. Final decisions regarding identification rest with the Facility Division Director or designee.**
  4. **Visitors will be asked to find an empty seat at a table. Once the youth is seated with their visitor, they are to remain seated and may not wander around.**
  5. Toilet facilities are not accessible to visitors during visiting time. Facilities in the administration offices will be made available prior to and after visiting.
- J. YGC Check-in
1. Regular visiting hours are on Saturday from **2:30pm** to **4:30pm**.
  2. Prior to visiting, Center One will set up the visiting area and the staff assigned to Reception Coverage will set up outside the annex parking area (front gate). The visitor reception equipment is located in the storage shed near the annex parking area. The visiting passes and Confidential Visiting List are located in the main office.
  3. The staff assigned Front Gate Coverage will clear potential visitors for access to the facility. Staff shall ensure visitors are screened (via metal detector) for weapons prior to entering the facility. All visitors must present valid picture identification. At 3:30 pm, the main gate will be closed, and late arriving visitors will be admitted and advised that visiting concludes at exactly **4:30pm**.
  4. The front gate staff will issue a Visiting Authorization Form to each set of visitors. Visitors are then directed to the visiting area. The unit is informed and the youth is escorted to the visiting area by the assigned staff. Staff will collect visitation passes and direct parents to the visiting area.
- K. Termination of in-person visits

1. Staff supervising visiting shall terminate a visit when the visit proves unduly upsetting to the youth, visitors, or the rest of the visiting area, or when a visitor's violation of the rules makes termination necessary.
2. Staff terminating the visit shall do so in the least disruptive way possible and then inform the DO or AIC of the termination and document the events in a Special Incident Report and entry note in ICMS, **including whether or not the youth and the visitor(s) were allowed to hug and if not, the circumstances as to why it was denied.**

**REFERENCES:**

Procedures:	1-4-123	Prevention, Detection, Reporting and Response to Incidents of Sexual Abuse, Harassment and Misconduct in Juvenile Facilities (PREA)
	3-5-004	Youth's Rights/Orientation
	3-7-002	Personal Searches and Control of Contraband
	3-8-011	Meeting the Religious and Spiritual Needs of Youth in Probation Facilities
	3-9-005	Attorney Contact With Incarcerated Youth
	3-13-007	Commissary Guidelines
	3-15-001	Special Incident Reports/Routing SIR and DHO Paperwork
Policy:	F-4	Visits With Minors: Juvenile Institutions, Placements

**J.Johnson**

**APPROVED BY:**

## VISITING REGULATIONS

1. Visiting is limited to parents, stepparents, legal guardians, and supportive adults. No one under the age of 18 may visit, without the preapproval of a supervisor. Any exception must be pre-authorized by a supervisor, administrator or court order. Only two (2) visitors per youth are allowed at one time.
2. Photo ID must be presented to gain entry. It is unlawful for persons to falsely identify themselves, verbally or in writing, for the purpose of gaining access to any youth detained in a juvenile facility.
3. Cell phones, smart watches, electronic devices, backpacks, purses, and oversized jackets and coats are prohibited. Lockers are available on a first come, first served basis. If unavailable, prohibited items must remain in your vehicle.
4. It is unlawful to send or bring any controlled substance (drugs and paraphernalia, etc.), firearm, weapon, explosive, tear gas, pepper spray, taser or alcoholic beverage into a juvenile facility per 871.5 WIC.
5. All visitors must be dressed appropriately. Clothing that is derogatory, offensive, revealing, or deemed inappropriate by staff will not be allowed.
6. Smoking, tobacco products, lighters, and alcohol are prohibited on grounds. Visitors under the influence of drugs or alcohol will not be allowed in and are subject to arrest.
7. During visiting, youth may purchase commissary (one drink and two snack items per visitor) from the vending machines. Commissary may be purchased using a debit or credit card and must be consumed during the visit. No outside food or drinks **are** allowed.
8. Any exchange of items, during visiting, must be authorized by unit staff or supervisor.
9. Contact with other detained youth is prohibited. Visitors are not allowed to relay information or messages from other detained youth to persons outside the facility. Any involvement in a youth's criminal activity or interference in other youth's legal matters may result in prosecution.
10. All visits are subject to monitoring by staff and may be terminated at any time.
11. Any person violating these rules or any laws of the State of California, will have visiting privileges suspended immediately. Violators must receive approval by the director or his/her designee before visiting privileges are reinstated.

(Revised 07/24)