



**City and County of San Francisco  
Juvenile Probation Department**

**Katherine Weinstein Miller**  
Chief Probation Officer

375 Woodside Avenue  
San Francisco, CA 94127  
(415) 753-7800

**Video Visitation Protocol – modified 3/18/20**

**Phase 1: Videoconferencing within the JJC. This phase will become operational on 3/18/20 and remain operational until face-to-face visitation is restored.**

- *Parent/guardian notification:* JJC staff will contact all parents/guardians on 3/17/20 to notify them that videoconferencing will replace face-to-face visits beginning 3/18/20 and to orient them to the video visitation procedure.
- *Equipment setup:*
  - Youths will have access to 4 computers: 1 in each occupied unit, and 1 in vacant unit.
  - Parents/guardians will have access to 4 computers in JJC's first floor/admin area.
  - Visitation computers are on a separate line with no connection to JPD network.
- *Visitor passes:*
  - In first 24 hours, parent/guardian does not need a pass to schedule a visit.
  - After 24 hours, parent/guardian must contact OD/any PO to secure a pass.
- *Process:*
  - Parent/guardian may call 753-7500 to schedule a visit (call will go to Admission, which will maintain the schedule for all videoconferencing appointments). Appointments may be scheduled up to a week in advance. **Staff will also proactively call parents/guardians and offer to schedule appointments.**
    - Appointments will be in 45-minute blocks.
    - Appointments will be between the hours of 1pm and 7pm, 7 days a week.
      - Visits outside of posted times may be approved on a case by case basis.
  - Parent/guardian will arrive at release hallway.
  - Assigned visiting staff will verify identification and visitor pass **and be escorted to hand sanitizing dispenser on the way to computer terminal.**
  - Assigned visiting staff will escort parent/guardian to computer terminal and notify unit that parent/guardian is ready for visit.
  - Unit staff will escort youth to computer terminal and initiate the videoconference by sending a videoconference invitation to the terminal where the parent is seated.
  - Unit staff will supervise throughout the videoconference.
  - JJC will provide parent/guardian and youth with a 5-minute notice prior to the end of their visiting time.
  - Staff will inform both parent/guardian and youth when the visit is completed and escort parent/guardian out of the secure area.
  - **Staff will use disinfectant wipes to clean down computer terminal and surrounding desktop between each use.**

**Phase 2: Videoconferencing between the JJC and parents/guardians' personal phones. This option is not yet available; JPD will share protocol prior to implementation.**

**EXPANDED PHONE CONTACT HOURS:** Effective 3/17/20, youths will be able to contact parent/guardian by phone daily between the hours of 10:00am and 8:00pm. This schedule will remain operational until regular programming and face-to-face visits are restored.