



City and County of San Francisco Juvenile Probation Department

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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.