



City and County of San Francisco Juvenile Probation Department

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Attorney Video Visitation Protocol – Issued 3/27/20

Note: access to videoconferencing equipment will be prioritized for parents/guardian visits.

Videoconferencing between the JJC and attorneys' personal smartphone/computer. This option will become operational on 3/27/20.

- ***Equipment Setup:***
 - Youths will have access to 4 computers: 1 in each occupied unit, and 1 in vacant unit. Unit computers are located in closed rooms with windows that enable youth to have private conversations with parents/guardians while supervised visually by JJC staff.
 - Attorneys will require the following:
 - Either a smart phone (iPhone or Android) or a computer with Wi-Fi connection.
 - An email address.
 - Visitation technology has been configured so that videoconferencing is not recorded.
- ***Process for Attorneys:***
 - Attorney may call **753-7500** to schedule a visit. The call will be forwarded to the youths assigned unit to schedule an appointment. Admissions will maintain the master schedule. Appointments may be scheduled up to a week in advance.
 - Upon scheduling, JJC staff will confirm attorney email address and offer to send written instructions for using Microsoft Teams.
 - If an interpreter is required, attorney will notify JJC staff, who will confirm interpreter email address and offer to send written instructions for using Microsoft Teams.
 - Appointments will be 45-minute blocks.
 - Appointments will be between the hours of 8:30am and 7pm, 7 days a week.
 - Attorney/interpreter will follow step-by-step instructions to "Join Microsoft Teams Meeting" on their device.
 - Visits outside of posted times may be approved on a case by case basis by the Director or designee.
- ***Process for Youth on Unit:***
 - Immediately prior to scheduled appointment, unit staff will escort youth to computer terminal and initiate the videoconference by sending a videoconference invitation to the attorney's email address.
 - Unit staff shall verify the email address prior to connecting youth to their attorney through the Microsoft Teams Application. A list of attorney contact information is available to unit staff, the OD, Admissions, Central Control and shall be forwarded to all JJC staff.
 - Unit staff will confirm that attorney is on their device.
 - Unit staff will provide visual supervision throughout the videoconference.
 - JJC staff will provide attorney and youth with a 5-minute notice prior to the end of their visiting time.

- Staff will inform both attorney and youth when the visit is completed and terminate the videoconference.

Videoconferencing within the JJC.

- **NOTE: Given current COVID-19 protocols, remote videoconferencing is encouraged unless not otherwise possible.**
- *Equipment setup:*
 - Youths will have access to 4 computers: 1 in each occupied unit, and 1 in vacant unit. Unit computers are located in closed rooms with windows that enable youth to have private conversations with parents/guardians while supervised visually by JJC staff.
 - Attorneys will have access to 4 computers in JJC's lobby. Visitation computers are on a separate line with no connection to JPD network.
 - Visitation technology has been configured so that videoconferencing is not recorded.
- *Process for Attorneys*
 - Attorney may call **753-7500** to schedule a visit. The call will be forwarded to the youths assigned unit to schedule an appointment. Admissions will maintain the master schedule. Appointments may be scheduled up to a week in advance.
 - Appointments will be in 45-minute blocks.
 - Appointments will be between the hours of 8:30am – 7pm, 7 days a week.
 - Visits outside of posted times may be approved on a case by case basis.
 - Attorney will arrive at JJC lobby.
 - Assigned JJC staff will verify identification and escort attorney to hand sanitizing dispenser on the way to computer terminal.
 - Assigned JJC staff will escort attorney to computer terminal and notify unit that attorney is ready for visit.
 - Upon completion of visit JJC Staff will use disinfectant to clean down computer terminal and surrounding desktop between each use.
- *Process for Youth on Unit*
 - Unit staff will escort youth to computer terminal and initiate the videoconference by sending a videoconference invitation to the terminal where the attorney is seated.
 - Unit staff will visually supervise youth throughout the videoconference.
 - Staff will inform both attorney and youth when the visit is completed and terminate the connection.
 - Staff will use disinfectant to clean down the laptop computer on the unit and surrounding area between each use.



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Parent Video Visitation Protocol – modified 4/1/20

Videoconferencing between the JJC and parents/guardians' personal phones. This option will become operational on 4/1/2020.

- *Parent/guardian notification:*
 - JJC staff will contact all parents/guardians to determine whether they have access to smartphone/computer, to provide them with step-by-step instructions for downloading the Microsoft Teams app, 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. Unit computers are located in closed rooms with windows that enable youth to have private conversations with parents/guardians while supervised visually by JJC staff.
 - Parents/guardians will require the following:
 - Either a smart phone (iPhone or Android) or a computer with Wi-Fi connection.
 - An email address.
 - Visitation technology has been configured so that videoconferencing is not recorded.
- *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:*
 - For their initial visit, 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. Once a youth is assigned to a living unit, JJC unit Staff will also proactively call parents/guardians and offer to schedule appointments.
 - Upon scheduling, JJC staff will confirm parent/guardian email address and offer to send written instructions for using Microsoft Teams.
 - 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.
 - Immediately prior to scheduled appointment, unit staff will escort youth to computer terminal and initiate the videoconference by sending a videoconference invitation to the parent/guardian's email address.
 - Parent/guardian will follow step-by-step instructions to "Join Microsoft Teams Meeting" on their device.
 - Unit staff will confirm that parent/guardian is on their device.
 - Unit staff will provide visual supervision throughout the videoconference.
 - JJC staff 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 terminate the videoconference.

- Staff will use disinfectant wipes to clean down the laptop computer on the unit and surrounding area between each use.

Videoconferencing within the JJC.

- **NOTE: Given current COVID-19 protocols, remote videoconferencing is encouraged unless not otherwise possible.**
- *Parent/guardian notification:* JJC staff will contact all parents/guardians to notify them that videoconferencing will replace face-to-face visits and to orient them to the video visitation procedure.
- *Equipment setup:*
 - Youths have access to 4 computers: 1 in each occupied unit, and 1 in vacant unit. Unit computers are located in closed rooms with windows that enable youth to have private conversations with parents/guardians while supervised visually by JJC staff.
 - Parents/guardians have access computers in the JJC lobby.
 - Visitation computers are on a separate line with no connection to JPD network.
 - Visitation technology has been configured so that videoconferencing is not recorded.
- *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 for visitors:*
 - For their initial visit 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. Once a youth is assigned to a living unit, JJC unit staff will 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 JJC lobby.
 - Assigned JJC staff will verify identification and visitor pass and be escorted to hand sanitizing dispenser on the way to computer terminal.
 - Assigned JJC staff will escort parent/guardian to computer terminal and notify unit that parent/guardian is ready for visit.
 - JJC staff 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.
- *Process for youth in unit:*
 - 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. Unit staff shall ensure that the videoconference involves only those visitors/guests authorized by probation. Unit staff shall terminate visit in the event visitors violate this policy.
- JJC staff will provide parent/guardian youth and youth with a 5-minute notice prior to the end of their visiting time.
- Staff will use disinfectant to clean down laptop computer and surrounding desktop between each use.

EXPANDED PHONE CONTACT HOURS: Effective 3/17/20, youths are 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.