





San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 5 - Youth Rights

Policy Number:	5.10
Policy Name:	Youth Visiting
Authority:	Title 15, 1360, 1374, 1377
Replaces:	19.3 Youth Visiting (11/04/09)
Effective Date:	January 1, 2019
Revision Date:	October 18, 2018
Related Policies and Procedures:	2.12 - Citizen Complaints 3.01 - Admission, Referral, Screening and Classification 3.03 - Suicide Prevention Plan 5.01 - Youth Legal Access 5.04 - Access to the Media 8.03 - Discipline and Discipline Process Probation Policy 8.09 - Visiting Youth in Detention
Related Forms:	Youth Handbook Visitor Sign-in Log Regular Visit Pass Late Visit Pass
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I. POLICY

The Director of Juvenile Hall or designee shall ensure the visiting rights of youth including provisions for Special Visits. Youth shall be allowed to receive visits from parents, legal guardians, or persons standing in loco parentis and children of youth. Other family members such as grandparents, siblings, and supportive adults may be allowed to visit with the approval of the youth's Probation Officer and in conjunction with the youth's case plan or in the best interest of the youth.

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 assigned Probation Officer shall determine 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, persons denied, and facility administrator. Opportunity for visitation shall be a minimum of two hours per week. Visits may be supervised but conversations shall not be monitored unless there is a security or safety need.

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 Director of Juvenile Hall or designee. Family therapy or 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. [Title 15, 1374]

The facility may provide access to technology as an alternative but not as a replacement to in-person visiting. [Title 15, 1374]

II. PURPOSE

Visitation provides an opportunity for each youth to maintain ties with his or her community and draw on additional support from loved ones through contact and communication. Juvenile Hall believes visits from the youth's family, siblings, relatives, and vital support people help facilitate youth development, enable pro-social relationships important to the youth's

rehabilitation, promote emotional well-being, and increase the probability of success following release. While maintaining security, Juvenile Hall staff should try to make visitors feel welcome and comfortable at Juvenile Hall by treating them in a respectful and professional manner. This lessens the likelihood of altercations and increases the likelihood that visitors will return.

III. PROCEDURE

A. Visiting Access

- i. Juvenile Hall shall include visiting opportunities for a minimum of two (2) hours per week. [Title 15, 1374]
- ii. Visiting times should be scheduled for at least one hour in length on multiple days of the week and shall be reflected on each living unit's Daily Unit Activity Schedule.
- iii. Senior Counselors shall ensure that information about the visiting schedule is posted visibly for the youth on the living unit so that youth are aware of all opportunities for visiting.
- iv. Juvenile Hall administration and staff shall not deprive youth on room confinement of visits as a form of discipline. Youth on room confinement may have visits with family members and other categories of visitors unless such visits would pose an immediate threat to the safety and security of the facility and/or youth.
- v. If warranted for safety considerations, Juvenile Hall staff may prohibit known ex-offenders other than family from visiting youth in Juvenile Hall unless prior approval has been granted by the Director of Juvenile Hall.
- vi. Juvenile Hall staff shall inform visitors of their right to register complaints about their treatment or the treatment of youth. (Policy 2.12 - Citizen Complaints)

- vii. Juvenile Hall administration shall ensure disabled visitors have access to the facility and visiting space. Juvenile Hall staff shall make accommodations for the visit as necessary.
- viii. Juvenile Hall shall include at least two (2) hours for parent and special visits per week for each living unit. [Title 15, 1374]
- ix. Visits may be supervised but Juvenile Hall staff shall not monitor conversations unless there is a security or safety need. [Title 15, 1374]
- x. Juvenile Hall administration and staff shall coordinate and seek approval from the assigned Probation Officers to allow the youth to receive visits from parents, legal guardians, and other supportive adults in addition to special visits. Juvenile Hall administration and staff shall ensure that legal counsel, their authorized representatives, and service providers may visit youth. [Title 15, 1377]
- xi. Special Visits shall be arranged with the authorization of the youth's Probation Officer. [Title 15, 1374]

B. Parent Visits – General Procedures

- i. Juvenile Hall administration and staff shall facilitate visits from parents, legal guardians, and persons in loco parentis and children of youth. Other family members such as grandparents, siblings, and supportive adults may be allowed to visit with the approval of the youth's Probation Officer and in conjunction with the youth's case plan or in the best interest of the youth.
- ii. All visits shall occur during designated visiting hours unless special arrangements have been made (See

Section F - Alternative Visiting Arrangements). If a visitor arrives during non-visiting hours, Juvenile Hall staff shall refer them to the youth's Probation Officer for more information on visiting procedures. Visitations shall not be denied solely based on the visitor's criminal history. The assigned Probation Officer shall determine 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, persons denied, and the facility administrator.

- iii. Juvenile Hall staff shall ensure all visitors have an approved Visiting Pass provided by the youth's Probation Officer and that the visitor arrives during designated hours. Juvenile Hall staff shall ensure that regular visiting passes are only used for regular visiting hours and that Late Night Visiting Passes are only used for late night visiting.
 - a. If a visitor does not have a Visiting Pass, Juvenile Hall shall direct the visitor to the youth's Probation Officer or the On-Duty Probation Officer for authorization of a visiting pass.
 - b. If a visitor cannot attend regular visiting hours, Juvenile Hall staff shall direct the visitor to the youth's Probation Officer or the On-Duty Probation Officer to request a Late Night Visiting Pass.
- iv. The Probation Officer, Director of Juvenile Hall, or designee may revoke a Visiting Pass if a visitor abuses visiting privileges through the following behavior:
 - a. Visiting while under the influence of alcohol or drugs.

- b. Attempting to pass contraband to a youth.
- c. Demonstrating excessively disruptive or disrespectful behavior.
- d. Inappropriate attire including, but not limited to, wearing gang related clothing, clothing items with obscene images or writing, and clothing items that are deemed as too revealing.

C. First Parental Visit

- i. Parents and legal guardians have the right to visit their child at Juvenile Hall at any time within the first 24 hours after the youth's admission into the facility. Parents and legal guardians may make first 24-hour visits without obtaining a Visiting Pass from the youth's Probation Officer.
- ii. Juvenile Hall staff shall obtain a valid photo ID from each parent and have each parent sign in the Visitors Log prior to granting entry.
- iii. After the first 24 hours, Juvenile Hall staff communicating with the parent and/or legal guardian shall inform them that he or she may coordinate with the youth's Probation Officer or the On-Duty Probation Officer to plan any future visits during regular visiting hours.
 - a. If the parent or legal guardian cannot visit during the regular hours, the Probation Officer or On-Duty Probation Officer may arrange for late night visiting pass.

D. Attorney Visits

- i. Juvenile Hall staff shall not impede the rights of youth from accessing licensed attorneys and their representatives through in-person visiting. [Title 15, 1377] (See Policy 5.01 – Youth Legal Access).
- ii. Confidentiality of Attorney Visits: Juvenile Hall staff shall allow attorneys and youth to converse privately either in designated rooms or in a general area within the Multipurpose Room. Juvenile Hall staff shall never listen to these conversations. [Title 15, 1377]
- iii. Juvenile Hall administration and staff shall permit attorneys and their authorized representatives who are employed or retained by a youth's attorney to visit the youth normal facility business hours, 8:30am to 8:00pm, except during mealtimes and shift changes as posted in the Daily Unit Activity Schedule.
 - a. Juvenile Hall staff receiving requests for exceptions to these time constraints shall forward the request to the Officer of the Day or the Director of Juvenile Hall for consideration. Such requests shall be granted whenever adequate staffing is available.
 - b. While appointments are not necessary, staff shall prioritize interview appointments made up to an hour in advance of an attorney's arrival.
- iv. Juvenile Hall staff assigned to the Reception Kiosk shall ensure attorneys present their attorney Registration Card or a valid ID at the time of entrance into Juvenile Hall. During business hours, Juvenile Hall staff shall check with the Officer of the Day or the youth's

Probation Officer to confirm the attorney is the attorney of record.

- v. Juvenile Hall staff shall require attorneys and attorney representatives to complete their log entries in the Attorney Sign-in Log.
- vi. Attorney and attorney representative access shall be case specific and limited to the youth whom they represent.
- vii. Attorney access to enter Juvenile Hall will be authorized if the attorney continues to represent the youth as appointed by the Court.
- viii. Denied requests: Juvenile Hall staff who denying any attorney or attorney representative from interviewing a youth shall immediately contact the Officer of the Day or the Director of Juvenile Hall for immediate review and resolution.
- ix. The Director of Juvenile Hall shall ensure that the Assistant Chief Probation Officer or Chief Probation Officer is appraised of any situation where a youth's right to access his or her counsel is in question.

E. Special/Family Visits

- i. The Director of Juvenile Hall shall ensure that there are opportunities for youth to receive visits from non-familial visitors. These special visits may include, but are not limited to, visits from clergy, adult mentors, friends, spouses, extended relatives, and other supportive persons.
 - a. Special/Family Visits shall be approved by the youth's Probation Officer.

- b. Juvenile Hall shall receive a Special/Family Visit request from the assigned Probation Officer. The request shall include the names of all visitors. Probation Services staff are responsible to reserve space for the visit and to monitor the visit.
- ii. Juvenile Hall staff shall verify special visitors by viewing a valid ID card and ensuring the visitor is listed on the approved special visitors list.
- iii. Clergy, government officials, volunteers, legislators, or media representatives will be approved for visitation by the office of the Chief Probation Officer on a case-by-case basis.

F. Alternative Visiting Arrangements

- i. The Juvenile Hall Officer of the Day, the Director of Juvenile Hall or designee may grant alternative visiting arrangements on a case-by-case basis for unusual circumstances to accommodate the needs of youth, families, and the community. When reviewing such requests, the Officer of the Day, the Director of Juvenile Hall, or designee shall consider sources of transportation, accessibility to the facility by the visitor, and the distance the visitor shall travel.
 - a. Juvenile Hall staff shall allow families, mentors, and other visitors who are unable to attend regular or late night visiting periods the opportunity to visit with prior request and approval from the youth's Probation Officer.
 - b. The assigned Probation Officer shall initiate alternative visiting arrangement requests

with the Juvenile Hall Officer of the Day, the Director of Juvenile Hall or designee.

- ii. Juvenile Hall administrators and staff shall make every effort to allow special visitation privileges for injured, hospitalized, or disabled youth.

G. Visitor Arrival

- i. When a visitor arrives at Juvenile Hall, staff at the Reception Kiosk shall ask the visitor to present the Regular or Late Night Visiting Pass as well as photo identification.
 - a. Visitors under the age of 18 are only allowed during special/family visits as determined by the assigned Probation Officer. Visitors under the age of 18 are encouraged, but not required to, present photo ID before entering the visiting area. All visitors under the age of 18 shall be accompanied by a parent, legal guardian, or other responsible adult.
 - b. Visitors over the age of 21 without a valid ID may only be allowed to enter the facility upon identity confirmation from the assigned Probation Officer.
 - c. As a temporary means of identification and to avoid delays in granting visitors access, visitors without photo identification shall be photographed. Their photo shall be kept on file until the visitor can secure a new valid photo identification.
- ii. If the visitor has the necessary documents, Juvenile Hall staff shall have the visitor sign the Visitor Log. Staff shall

then verify the name with that provided on the Visiting Pass.

- a. Juvenile Hall staff shall direct the visitor to leave all personal items including handbags, packages, cell phones, etc. in the lockers made available for the public to use in the Juvenile Hall Lobby as these items are not permitted in the visiting area. Juvenile Hall staff may allow attorneys and other representatives to bring briefcases and materials necessary for the attorney and/or authorized representative to conduct interviews with youth following an initial check for contraband. Any special equipment needed shall be identified and approved by the Juvenile Hall Officer of the Day, the Director of Juvenile Hall, or Designee prior to entering the facility.
- iii. Search of Visitors: Juvenile Hall staff shall inform the visitor of the reason for and voluntary nature of being searched before entering the visiting area. Juvenile Hall administration shall post signs informing visitors of prohibited items and the possibility of being searched (See Policy 10.10 – Searches). Juvenile Hall staff shall follow the guidelines outlined in this policy regarding the search of visitors. [Title 15, 1360]
- a. Juvenile Hall staff shall limit searches of visitors to cases where there is reasonable and factual documentation that the visitor is bringing in contraband.
 - b. Any Juvenile Hall staff member participating in a search shall limit searches to the least intrusive form possible while maintaining the

security and safety of the facility. [Title 15, 1360]

- iv. Juvenile Hall staff shall require all visitors to pass through a metal detector prior to entering the visiting area.
 - a. Further use of metal detectors and personal tactile inspection of purses, packages, and bundles are governed by the security needs of the facility.

H. Supervising Visits

- i. Visits may be supervised but Juvenile Hall staff shall not monitor conversations unless there is a verified security or safety need. [Title 15, 1374] Juvenile Hall staff are encouraged to use proximity control as a strategy to balance the need to protect the safety and security of the facility while allowing the youth and visitor privacy. Juvenile Hall staff shall allow visiting parties as much informality and privacy as possible.
- ii. For visits conducted within the living unit or visiting room, Juvenile Hall staff shall diligently supervise to ensure the safety of the youth and for prevention of the introduction of contraband into the facility while still allowing for as much privacy as possible.
- iii. Juvenile Hall staff supervising the visits shall not physically separate youth and his or her visitors during visitation periods unless required by security classification or other immediate safety needs.
- iv. For visits occurring in the Multipurpose Room, the Officer of the Day shall ensure at least two (2) Juvenile Hall staff always supervise the visits.

- v. Confidentiality of Attorney Visits: Juvenile Hall staff shall allow attorneys and youth to converse privately either in the designated rooms or in the general area within the Multipurpose Room. Juvenile Hall staff shall never listen to these conversations. [Title 15, 1377]
- vi. Special/Family Visits shall be monitored by the assigned Probation Officer.

I. Denial of Visitation

- i. Juvenile Hall staff shall base any denial of any visitation privilege(s) only upon reasons necessary to preserve the security, safety, and order of the facility, youth, staff, and visitors [Title 15, 1374].
- ii. The Officer of the Day shall administer any denial of visitation to the youth in written form including:
 - a. Name of the restricted or prohibited visitor.
 - b. Name of the person making the decision.
 - c. The ability of the youth to appeal the decision.
- iii. Youth shall be allowed to decline any visit.

J. Publication and Distribution of Visitation Rules

- i. Juvenile Hall staff shall ensure all operational procedures governing visits are published and accessible to the public including making such information available to visitors prior to their arrival at the facility.
- ii. The accessible visiting rules shall include:
 - a. Days and times for visiting.

- b. Categories of visitors who may be approved.
- c. Number of visitors allowed at one time.
- d. Regulations about Special Visits.
- e. Warning about the possibility of being searched.
- f. List of items prohibited or considered to be contraband including the California statute citation that addresses illegal trafficking of contraband (which also shall be posted in a conspicuous place in the visiting area).
- g. List of items that may be brought into the visiting area for the youth by the visitor.