



POLICY & PROCEDURE:	17.03
UNIT:	Detention and Corrections
CHAPTER:	Inmate Communication, Mail, and Visiting
SUBJECT:	Public/Inmate Visitation
ISSUED DATE:	July 01, 1989
REVISION DATE:	March 21, 2024
NOTES:	
RELATED ORDERS:	MJS 1062, 1083 ADA 1992, Title II G.O. 1.15 P&P 1.14, 7.05, 8.20 Consent Decree Provisions 1006, 1019
ATTACHMENTS:	

PURPOSE: To establish an effective visiting program that will enhance rehabilitative efforts, **sustain family and** social relationships, and satisfy security requirements of the facility.

POLICY: In accordance with Minimum Jail Standards **1062 and 1083**, it **shall be** the policy of the Alameda County Sheriff's Office (**ACSO**) to provide a safe, clean, and accessible area for the public to visit inmates in our custody. **The Santa Rita Jail (SRJ) shall provide visiting rooms for inmates and their visitors that allow ease of communication in an environment as free from custodial constraint to the maximum extent feasible.** Regulations pertaining to visiting shall be made available to visitors **on** the **Agency** website and through **written documents** provided in the (SRJ) main lobby at **Control Point (CP)-11**. Inmates **are provided** this information **via** the Inmate Rules and Information Handbook, **which is accessible via the Inmate Tablet system and in paper form**

DEFINITIONS:

AUTHORIZED PROFESSIONALS: Professionals from various disciplines who have successfully completed a background check and are authorized to meet with inmates. Authorized Professionals include Attorneys and their assistants, Bail Bondspersons, behavioral health care professionals, Clergy, certified interpreters, medical professionals, representatives of approved rehabilitation programs, social workers, and members of various branches of Law Enforcement (Investigators, Probation/Parole, etc.).

CONTACT VISITS: Visits between Authorized Professionals and inmates with no physical barriers.

COURT ORDERED VISITS: A visit ordered by an Alameda County or Federal Court Judge with jurisdiction over the inmate.

EFFECTIVE COMMUNICATION: *The use of various tools or resources to ensure any written or verbal communication is as clear and understandable to inmates with disabilities as it would be for inmates without disabilities. Refer to Detentions and Corrections (D&C) Policy and Procedure (P&P) 9.11 - Effective Communication.*

EXTENDED VISITS: A public visit that exceeds the regular thirty-minute time allotment. An extended visit may be authorized by the Visiting Unit Sergeant or their designee (e.g., Agency members assigned to the Visiting Unit).

FACE-TO-FACE VISITING: *A non-contact public visit with family members, friends, and associates, conducted during regularly scheduled public visiting hours at the SRJ.*

IMMEDIATE FAMILY MEMBER: Spouses, parents, children, ***step-children***, and siblings.

INTRA-JAIL VISITS: A visit between legally married couples in which both parties are sentenced and housed at the SRJ. Intra-Jail visits also include visits between immediate family members who are incarcerated.

PUBLIC VISITING: *A face-to-face or video visit between an inmate and family members, friends or associates.*

SECURITY CHECKPOINT: *A secured location facilitating the search of individuals and items prior to entering the SRJ to prevent the introduction of contraband into the facility.*

SERVICE ANIMAL: A dog, regardless of breed or type, individually trained to work or perform for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other medical condition ***requiring a service animal.***

SPECIAL VISITS: A face-to-face or video visit requested on a non-scheduled public visiting day or having unusual circumstances. A special visit shall only be authorized by the on-duty Watch Commander.

VIDEO VISITING: A scheduled public visit between an inmate and a family member, friend or associate, utilizing an internet-based video visiting system.

PROCEDURE:

A. GENERAL INFORMATION:

1. Public Visiting Schedules:

- a. Visiting schedules for both face-to-face and video visits have been created to accommodate the maximum amount of public visiting sessions daily.
 - i. ***Video visits will be available seven days a week and may occur on holidays.***

- ii. Face-to-face visits shall be available daily, excluding Wednesdays. Visits shall not be conducted on holidays, except when authorized by the SRJ Administration Captain or their designee.***

- will be allowed entry. If the metal detector activates again, the visitor will be allowed a third attempt. If the metal detector continues to activate, the visitor will be asked to submit to a security screening using a handheld metal detector. If the visitor declines, they will be refused entry.
- iii. If the handheld metal detector activates, the visitor will be asked to submit to a pat down search by a **sworn Agency member** of the same **gender**. Every effort will be made to conduct the pat search away from public view. If the visitor refuses, they will be refused entry.
 - iv. ***If the sworn Agency member conducting the metal detector screening reasonably believes the visitor is attempting to introduce contraband into the SRJ, beyond simply activating the metal detector, the visitor may be detained in accordance with posted SRJ warning signs and applicable California Penal Code (PC).***
 - v. ***Sworn Agency members detaining visitors shall contact the Visiting Unit Sergeant, or any available supervisor in the Visiting Unit Sergeant's absence. The Sergeant shall assess the situation to determine if a more thorough search, or enforcement action, is warranted.***
 - vi. ***If circumstances dictate immediate action be taken, sworn Agency members have the authority to take action in accordance with current PC statutes and Agency written directives. Refer to ACSO General Order (G.O.) 1.15 – Search and Seizure and Detention and Corrections (D&C) Policy and Procedure (P&P) 8.20 – Contraband Control.***
 - vii. ***The Visiting Unit Sergeant, or other supervisor in the Visiting Sergeant's absence, has the final authority to determine whether an Authorized Professional is denied access to the visit. If an Authorized Professional is denied access, the supervisor who made the denial will forward a memo via chain of command to the SRJ Administration Captain.***
- 4. The dress code for visitors is outlined in the **SRJ Visiting Rules and Regulations** and shall be strictly enforced. **Sworn Agency members assigned to the Visiting Unit** shall make the final determination of clothing dress code violations for inmate public visits.
 - 5. Any person who has been **incarcerated at the SRJ** within six months **of their attempted visit** cannot visit an inmate without prior written or verbal authorization from the **SRJ Administration Captain**, or their designee.
 - 6. Any visitor having been previously convicted of a felony involving violence or bringing contraband into a jail will not be allowed to visit without written permission from the **SRJ Administration Captain**, or their designee. Any visitor having been previously convicted of any other felony will not be allowed to visit without written permission from the **SRJ Administration Captain**, or their designee, unless three years has elapsed since release from custody on that felony.

7. Any visitor having previously been convicted of a misdemeanor and currently on ***probation from any county*** will not be allowed to visit without written permission from the ***SRJ Administration Captain***, or their designee.
8. Any visitor under 18 years of age must be accompanied by an adult at all times. Adults who accompany any visitor under 18 years of age must provide a birth certificate showing that either they or the person in custody are the parent of the minor. An original or copy of the minor's birth certificate is required for each visit.
9. Any visitor under 18 years of age who is married to the inmate receiving the visit does not need to be accompanied by his or her parent, legal guardian, or grandparent, but must provide proof of the relationship (marriage certificate ***bearing the seal of the Court authorizing the marriage***) with the inmate upon request.
10. Bringing firearms, explosives, alcoholic beverages, narcotics, or any controlled substance, including marijuana, into the ***SRJ*** is a crime, and the visitor will be ***subject to*** arrest.
11. Any visitor who routinely fails to attend their scheduled public visits may have their visiting privileges suspended or revoked. If a visitor fails to arrive for two scheduled public visits within a ***30-day*** period, their visiting privileges will be suspended for ***30*** days from the date of the second missed visit. Any subsequent, "No-shows" ***may*** result in a ***60-day*** suspension of visiting privileges. Successfully arriving for a public visit but being turned-away for any reason resulting in a non-visit, shall not count as a no-show.
 - a. ***Any recommended suspension longer than 30 days, including for multiple no-show violations, shall require documentation by the Visiting Unit Sergeant via memorandum to the SRJ Administration Captain. Only the SRJ Administration Captain may authorize suspension of a visitor's privileges for a period greater than 30 days.***
12. ***No inmate, regardless of classification, shall be denied access to scheduled visits with persons of their choice unless the following conditions are present:***
 - a. ***The visit jeopardized the safety and security of the SRJ or any other person, including inmates.***
 - b. ***A visitor has had their visiting privileges suspended.***
 - c. ***A visitor has not met the requirements necessary for participation in public visitation, including related children.***
 - d. ***An inmate is attending an appointment.***
 - e. ***An inmate has been placed on disciplinary loss of privileges.***
 - f. ***An inmate is unavailable due to the procedural safeguards required of the SRJ.***

13. Any visitor under the influence of alcohol or drugs will not be allowed to visit and may be arrested.
14. Visitors are not allowed to **bring** electronic communication or recording devices, purses, bags, briefcases, or any type of writing utensils into a visit. Personal items may be locked in the visiting lobby public lockers or the visitor's vehicle.
15. Smoking is strictly prohibited anywhere inside the **SRJ** or within **20** feet of all entrances **and windows**, pursuant to **Alameda** County Ordinances. This includes the use of electronic cigarettes **or other vaping devices**.
16. Cell phones are not allowed into the **SRJ** and may not be used in the visiting lobby. All cell phone use **must** occur outside of the visiting lobby.
17. No food or drink items are permitted in the public visiting areas. Visitors with an infant, are only allowed to bring one diaper and one bottle with formula or milk, into the visiting area.
18. Visitors are required to proceed directly to their **designated** visiting areas and remain there until their visit is completed. Upon completion of the visit, visitors must return to the visiting lobby area.
 - a. Visitors found in an area other than **their designated visiting location** may have their visiting privileges revoked and be required to leave the **SRJ**.
 - i. ***If a visitor is required to leave the SRJ due to a violation, they may have their visiting privileges suspended for a period ranging from 7-90 days, depending on the severity of the violation. Only the SRJ Administration Captain can approve suspensions longer than 30 days. Refer to this policy for information.***
 - ii. ***Repeated violations could lead to permanent suspension for the visitor. Permanent suspensions shall be at the discretion of the SRJ Administration Captain.***
19. Visits will be terminated if any items are passed between inmates and visitors unless **previously** authorized by the **SRJ Administration Captain**, or their designee.
20. There will be no physical contact between inmates and visitors.
21. Visitors and inmates are to refrain from loud talking and disrespectful behavior. Visitors being disruptive may have their visit terminated.
22. Face-to-face visits are **30** minutes in duration. All public visits will end immediately when **an Agency member announces** the visit has ended.
23. Video visits are **25** minutes in duration.

24. An inmate may refuse to see any visitor.
25. Visitors are not allowed to loiter in the parking lot at **the SRJ**. This rule does not apply to **disabled** persons' parking spaces when the vehicle has the proper license plates and/or disabled persons' parking placard properly displayed.
26. Visitors are restricted to one **face-to-face** visit per inmate per day.
27. Visitor suspensions will be **entered** into the **Visiting Unit** database by the **SRJ Administration Captain's administrative personnel**.
28. Any visitor with an active criminal warrant will be denied entry and is subject to arrest.
29. Any inappropriate behavior between the visitor and/or inmate during the scheduled public visit, will result in the immediate termination of the visit and possible revocation of visiting privileges for the visitor and **the inmate may be subject to disciplinary action**.
30. **Video Visiting is accomplished when a monitor or inmate tablet located within the SRJ is connected to a visitor's personal internet-based device, or one of the Video Visiting kiosks located in the SRJ public lobby**
32. For Americans with Disabilities Act (ADA) and/or hearing-impaired inmates, the **SRJ** has a mobile Video Visiting **device** which will be utilized for all ADA and/or hearing-impaired inmates. For ADA and/or hearing-impaired visitors, Station Number 4, located in the SRJ visiting lobby will be used. The use of a Teletype (TTY) machine may also be used in place of the mobile Video Visiting **device** for those ADA and/or hearing-impaired visitors and or inmates, if the mobile Video Visiting **device** is unavailable.
 - a. **For any inmate that has a disability, Effective Communication shall be used to communicate effectively and ensure the inmate understands.**

C. VISITOR ENTRY **INTO THE SRJ**:

Before proceeding to their scheduled face-to-face appointment, visitors must be registered in the Visiting **Unit database**.

1. **Visitors** will register and schedule their appointments either by phone or by the internet-based scheduling process. Due to the high volume of visits, no same day appointments will be allowed without approval from the **SRJ Administration Captain** or **their** designee
2. If the Visiting **Unit database** is unavailable, each adult visitor will fill out a visitor pass and submit it to **an Agency member assigned to the Visiting Unit**. The pass must be complete, legible, and include the following visitor information:

- a. Name
 - b. Address
 - c. Date of birth
 - d. Acceptable form of **government-issued photographic** identification
 - e. Inmate's name and Personal File Number (PFN)
 - f. Relationship to inmate.
3. Visitors with service animals, **as defined above**, will be allowed access to the **SRJ** and will not be denied the use of their service animal. **Refer to D&C P&P 1.14 – Americans with Disabilities Act.**

D. PUBLIC VISITING AREA ENTRY:

1. All Housing Units:
 - a. Visitors will check-in with the **Agency members assigned to the Visiting Unit or CP-11.**
 - b. **Public visiting is limited to no more than four adults and four children. Only a maximum of 4 people are allowed in the visiting booth at a time.**
 - c. If there is not an available public visiting booth, the visitor(s) will be asked to sit in the waiting area until space is available.
 - d. Disabled inmates in wheelchairs or with mobility **concerns** will conduct public visits in the Outpatient Housing Unit (OPHU) public visiting area.
1. Visitors with disabilities who require assistance will be escorted to the proper visiting area by **sworn Agency members assigned to the Visiting Unit**. Visitors requiring a wheelchair and those with mobility **concerns** will be escorted to the public visiting booths designated as **ADA** reserved:
 - a. All Housing Units utilized for public visiting contain ADA reserved public visiting booths.
 - b. In the event a visitor is unable to use any of the **ADA-designated** areas, they will be escorted to the OPHU visiting area along with the inmate they are visiting
2. Hearing impaired visitors requiring the use of the TTY will be escorted to the designated visitor's booth or non-contact interview room where the TTY can be utilized.
3. In the event of an emergency or evacuation, all visitors in the facility shall be escorted,

by sworn Agency members, from the visitor side of the housing unit visiting booths, through the visiting hallways, and out of the **SRJ** through the visiting lobby. **Refer to D&C P&P 7.05 – Relocation and Evacuation Plan for SRJ.**

- a. Sworn Agency members assigned to the Visiting Unit shall ensure all areas are cleared by conducting visual checks of each housing unit visiting area.

E. RESTRICTIVE HOUSING (**RH**) INMATES:

1. **All inmates, including those classified as RH, shall have equal access to visiting.**
2. **RH** inmates will be handcuffed and escorted by two **sworn Agency members** to and from visiting booths, one at a time.
3. **RH** inmates will be placed in a locked visiting booth at all times and will not come in contact with any **non-RH** inmates.

F. SPECIAL VISITS: When a special visit (**defined above**) is requested, approval is required by the **on-duty Watch Commander**, or their designee, and will be predicated on available personnel and time constraints.

G. EXTENDED VISITS: Requests for extended visits shall be submitted to the **Visiting Unit Sergeant**, or their designee, for approval. The inmate's name may be submitted to the Classification Unit for review and recommendation prior to responding to the request.

1. Requests for extended visits will be reviewed on an individual basis with consideration given to the inmate's background at the **SRJ**, the requesting person's relationship to the inmate, and the reason for the extended visit.
2. Additional factors to be considered are the impact on the safety and security of the **inmate, Agency members, and the SRJ** resulting from the extended visit, and if there **are adequate Agency members on-duty**, sufficient available time, and an appropriate visiting area available.

H. INTRA-JAIL VISITS: **Inmates** who are married, or who have long-term common-law relationships, or immediate family members **also incarcerated at the SRJ**, may be granted an intra-jail visit, provided both parties are sentenced and have been in custody for at least **30** days.

1. Either party may fill out a message request form, **routed to the SRJ Administration Captain via chain of command**, to request the visit. The **SRJ Administration Captain** will require proof of marriage or be satisfied that a relationship exists before a visit is granted.

Approved intra-jail visits will take place at a time **and location** that will pose the least amount of disruption of the facility schedule. These visits will not be scheduled on a regular visiting day. It is the inmates' responsibility to provide proof of their relationship. To request an intra-jail visit, the following procedures will apply:

- a. The inmate requesting the intra-jail visit shall direct their request, via message request, to the SRJ Administration Captain.
- b. The request shall contain:
 - i. Name and PFN of **the requesting** inmate **and the inmate** they are requesting to visit.
 - ii. Last address in which they cohabited.
 - iii. Date of birth of person they are requesting to visit.
 - iv. **Relationship type**
3. The request must be approved by the affected Sergeant and shift Watch Commander before being sent to the **SRJ Administration Captain**.
4. Once approved, both inmates will be allowed to visit on a specified day approved by the **SRJ Administration Captain**, or their designee, and the Classification Unit.
5. Intra-jail visits will be conducted in **a** housing unit visiting booth. Sworn Agency members assigned to the Visiting Unit will facilitate the visit and provide security.
6. The visit will be **20** minutes **in duration**.
7. The visit will be documented in both inmates' Classification files.
- I. CONTACT VISITS:
 1. Contact visits between inmates and public visitors are not authorized without proper approval of the Detention and Corrections (D&C) Division Commander **and/or a Court Order**.
 - a. **If a Court Order is received ordering such a visit, the D&C Division Commander is to be notified immediately, via chain of command, for direction.**
 2. This **directive** applies to all classes of inmates: sentenced, un-sentenced, parole violators, and federal prisoners.
- J. **PUBLIC** TRANSPORTATION INFORMATION: A sign will be posted in the public lobby providing directions to public transportation. The sign will also include public transportation schedules, routes, and hours of operation.
 1. The **ACSO** maintains taxi and bus stops at the front of the **SRJ**. The local bus transportation system has regularly scheduled stops at the SRJ for regional transit routes to and from the Bay Area Rapid Transit (BART) system.
- K. LOBBY SECURITY PROCEDURES:

1. **Agency members at SRJ shall maintain facility security** at all times. Public access areas will be searched thoroughly prior to the start of visiting and following visiting to **prevent** the secretion **and/or introduction** of contraband or potentially dangerous devices **into the SRJ**.
2. Any citizen observed hiding or attempting to hide any item **on their person or on SRJ grounds** will be immediately contacted by **sworn Agency members** and appropriate action **will be** taken. **Refer to G.O. 1.15 - Search and Seizure.**
3. When available, **sworn Agency members assigned to the Visiting Unit will be the primary response team to** the front parking lot for reported criminal or suspicious activity and take initial action to protect life and property.
 - a. **Sworn Agency members assigned to the Visiting Unit** will utilize **Emergency Services Dispatch (ESD)** channel ACSO-2, and use the identifier, "SRJ-1" to advise **ESD** of the type of incident to which they are responding.
 - b. The **SRJ** parking lot is the jurisdiction of **the ACSO Eden Township Division (ETD)** and any incident not directly related to visiting will be referred to **ETD**.
 - i. **Sworn Agency members assigned to Dublin Police Services may be requested due to their proximity to the SRJ. However, all criminal investigations shall be referred to the ETD.**