



**SAN MATEO COUNTY
PROBATION DEPARTMENT
INSTITUTIONS SERVICES MANUAL**

Visiting Staff Duties

Procedure

Visiting Staff Duties

PURPOSE AND SCOPE

This policy provides general guidance for the Visiting Staff. Visiting Staff supervises non-housing visitation designated locations and times. Any Juvenile Hall Staff may be assigned to perform these duties.

RADIOS

At the beginning of each shift; staff obtains a radio and does a radio check. Staff completes a radio check before taking the visiting duties.

VISITS – PROFESSIONAL

The Visiting Staff monitors the professional visit and escorts the youth back to their Housing Unit when the professional visit is over. Youth Searches are always conducted after visits, with the exception of Attorneys, Private Investigators, Law Enforcement and in-house Mental Health providers.

Professional Visits Hours (Mental Health, CASA workers, Attorney's, Program Providers)

WEEKDAYS

10:45AM – 12:00PM

3:00PM – 4:30PM

5:30PM – 9:00PM

WEEKENDS

9:00AM – 9:00PM (Except Meal Times)

MEAL TIMES

Breakfast 7:30am

Lunch 11:30am

Dinner 4:30pm

VISITS – PERSONAL

1. Admissions Staff provides the Video Visitation Parental Rules and Instructions.
2. Visiting Staff reviews the visiting calendar to see that visits are scheduled.
A staff from Admissions arrives to check point for evening visits, clears visitors from bringing any contraband. Visitor property is stored in the locker area, and visitors walk thru the cell sense metal detector before entering the visiting area. All visitors must present a valid photo ID and leave personal belongings at home or in their vehicle.
3. Visiting Staff escorts the youth to the Visiting Room. The visit may be terminated if the visitor or the youth violates any rules. Staff will inform the ISM-OD. Visiting Staff escorts the youth back to their Housing Unit and conducts a visual or strip search on the youth prior to return into the Housing Unit.
4. Personal Visits Hours (Parents, Legal Guardians and approved Family Members)

WEEKDAYS

5:30pm – 6:30pm

6:45pm – 7:45pm

NO VISITS ON FRIDAY

WEEKENDS

8:30am – 9:30am

9:45am – 10:45am

11:00am – 1200pm

1:00pm – 2:00pm

2:45pm – 3:45pm

5:30pm – 6:30pm

6:45pm – 7:45pm

VISITING LIST

Visiting List is created daily Monday–Friday. At the end of the evening, the visiting list is distributed via email to all the Units, Medical, Mental health and Admissions by the receptionist. Every Friday the Visiting List for the Weekend visits are distributed via email to all the units. Each youth in custody is allowed two (2) one-hour visits each week. Monday begins the visiting week.

Judge approved after court visits are 30 minutes

CLEANING OF AREA

After every visit. The Group Supervisor will sanitize the used chairs and table after every visit.

ENDING VISITS

Visits may be denied or suspended for the following reasons:

- a. The visitor appears to be under the influence of drugs or alcohol
- b. The visitor fails to consent to a search
- c. The visitor attempts to give contraband (prohibited or illegal) or any other item to the youth without permission from staff
- d. The visitor makes statements or gestures indicating that they may present a threat to any person or to institutional security
- e. The visitor and/ or youth becomes disruptive, disorderly, or unruly during or prior to a visit
- f. There is an emergency or medical situation in the Juvenile Hall

READING MATERIALS

The Visiting Staff screens for the appropriateness of the reading material brought in by parents or legal guardians at their scheduled visiting times. Only reading materials authorized on the approved list are allowed to be brought into the Youth Services Center. Visiting staff has the discretion to deny inappropriate reading materials and shall explain to the youth reason.

YOUTH SEARCHES

Staff conducts Visual / Strip Search upon completion of their visit. Staff conducts visual strip searches of youth and / or if instructed to do so by the ISM-OD. ISM OD approves strip search based specific and articulable facts and circumstances upon which the reasonable suspicion determination was made if they have probable cause to believe a strip search is necessary.

CONTROL OF CONTRABAND

At the conclusion of a personal or professional visit, the Visiting Staff thoroughly inspects the Visiting Room for damage and for contraband and completes an Incident Report on PIMS. If anything is found, reports findings to the ISM-OD.

EMERGENCY TREATMENT OF YOUTH INJURIES / ILLNESS

If youth are injured during a visit, staff will contact Admissions for assistance, as well as the ISM-OD. Staff will direct all visitors that the visits have been ended, advise youth to remain on silent and follow all staff directives. Staff waits for assistance prior to attempting CPR/ first aid. If necessary staff will call a "Medical Emergency" via radio if requires Medical to respond.