



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

Reception Staff / Receptionist Duties

Procedure

Reception Staff / Receptionist

PURPOSE AND SCOPE

This policy provides general guidance regarding Reception Staff / Receptionist who is the first point of contact for visitors when they enter the Juvenile Hall.

RECEPTIONIST DUTIES

Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. Directs visitors by maintaining employee and department directories and giving instructions. Maintains security by following procedures; monitoring logbook; issuing visitor badges. Upkeeps the approved visitors list with personnel, removes expired service providers from the list and clears visitors through Cell Sense. The Receptionist / Reception Staff schedules upcoming visits and accepts after court visitors following the department policies. Files and generates daily visiting forms and weekly checklists. The Receptionist provides and informs staff of deliveries as needed. Maintains telecommunication system by following manufacturer's instructions for house phone and console operation. The Receptionist / Reception Staff reviews visitor Identification and verifies the visitors via the approved visitors list. Assigns visitors badge, takes the necessary steps to complete logs or paperwork, inform the appropriate staff of any visitors arriving or calling the Juvenile Hall. The Receptionist / Reception Staff take the appropriate steps when items are dropped off to the Juvenile Hall. Follows Staff Admissions duties as assigned and directed by the Admissions Lead.

VISITS

The Receptionist / Reception Staff schedules personal and professional visits, maintains the visiting calendar, and processes personal and professional visitors in and out of the facility. Reception schedules (2) two one-hour Family visits each week (Monday begins the visiting week through Sunday – No visits on Fridays.) Scheduling only parents and / or guardians to visit. All other visitors must be approved by the judge or submitted by the youth's probation officer via a Visitor Request Form and approved by the Juvenile Hall Superintendent. Receptionist verifies proper identification (picture I.D.). During business hours 9am- 5pm, the receptionist notifies the living units and admissions about any youth scheduled visits as they arrive to reception. Each visitor must be given a visitor pass. Items for youth will be given to the staff for screening. Family visitors are not allowed to bring anything with them, they are to place all items in the locker before entry. Professional visitors can only take material needed to conduct their visit approved by the

Superintendent or the ISM-OD, and do not need to clear thru Cell Sense. Visitors must walk thru Cell Sense and if they fail to clear they must be checked with a hand-held metal detector.

SCHEDULING VISITS

- a. When scheduling visits in person or on the phone have individual identify themselves and whom they want to visit.
- b. If in person, ask to see their photo identification card and check information with PIMS.
- c. If by phone, ask questions about the youth such as address, city, phone number etc. to verify with PIMS. d. .Check approved visitors in the interested parties drop down box in PIMS to confirm the professional visit is authorized to visit. If there is not an approval from please refer them to the youth's DPO for approval.
- d. Court order visitor can be verified through P.I.M's or by calling Admissions with a file check.
- e. All visitors must have a schedule visit and recorded on the family visiting form and professional visiting calendar. g. Law Enforcement, Attorneys, and in house BHRS do not need a scheduled appointment.

TOURS

Reception Staff receives approved tours of the Juvenile Hall. All requests are sent to the Youth Services Center Superintendent for approval. The Superintendent assigns an On-Duty ISM of the day to conduct the tour. The Receptionist checks in tour participants, supplies visitors' badge, and contacts the Tour Group Leader after all Tour Group participants have arrived. Directs the group to leave all personal valuables to be stored into the reception lockers and advises of the no cell phone policy. All must clear through Cell Sense. Once the tour is over, the Receptionist checks out all Tour Group participants and collects their visitor badges. Visitors must pass thru Cell Sense and if they fail to clear, they must be hand wanded.