

ALAMEDA COUNTY SHERIFF'S OFFICE DETENTION AND CORRECTIONS POLICY AND PROCEDURE	NUMBER: 17.03	PAGES: 1 of 10
	RELATED ORDERS: ACA 4-ALDF-5B-01, 5B-02, 5B-03, 5B-04, 6A-04 MJS 1062 P&P 1.14 CALEA 72.8.5 ADA-1992, Title II	
	ISSUED DATE: July 1, 1989	
	REVIEW DATE: <i>June 6, 2017</i>	
	REVISION DATE: <i>June 6, 2017</i>	
CHAPTER: Inmate Communication, Mail and Visiting	SUBJECT: Inmate Visiting	

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

- II. **POLICY:** In accordance with California Minimum Jail Standards, it is the policy of the Alameda County Sheriff's Office to provide a safe, clean and accessible area for the public to visit inmates in our custody. Regulations pertaining to visiting shall be made available to visitors via the agency website and through handouts provided at CP-11. Inmates receive this information via the Inmate Handbook.
 - A. The number of visitors an inmate may receive and the length of visits shall be limited only by the facility's schedule, space and personnel constraints, or when there are articulable reasons to justify such limitations. No person shall be denied permission to visit solely because of sex, sexual preference, marital status, disability, or having visited another inmate.
 - B. Visiting privileges shall be suspended only by order of the facility Commanding Officer, except where the suspension is imposed as part of a formal disciplinary proceeding. Inmates should not be denied access to visits with persons of their choice except when the Watch Commander or designee can present clear and convincing evidence that the visitation jeopardizes the safety and security of the facility or visitors.
 - C. The facility shall provide a visiting room for inmates and their visitors that allows ease and informality of communication in an environment as free from custodial constraint as possible.
 - D. Visitors shall register before entering the facility. All visitors are subject to search.
 - E. The facility will accommodate special or extended visits when time, staff, security and an

adequate visiting area permit.

- F. High risk inmates in Administrative Isolation will receive the same visiting privileges as general population inmates.

III. DEFINITIONS:

- A. COURT ORDERED VISITS: A visit ordered by an Alameda County or Federal Court Judge with jurisdiction over the inmate.
- B. EXTENDED VISITS: A visit that exceeds the regular thirty minute time allotment. An extended visit is authorized by the on-duty Watch Commander.
- C. IMMEDIATE FAMILY MEMBER: Spouses, parents and siblings.
- D. INTRA-JAIL VISITS: A visit between legally married couples in which both parties are sentenced and housed at the same facility. Intra-Jail visits also include visits between immediate family members who are incarcerated.
- E. SERVICE ANIMAL: Any animal individually trained to work or perform for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.
- F. SOCIAL VISITS: A non-contact visit with family members, friends and associates, conducted during regularly scheduled visiting hours.
- G. SPECIAL VISITS: A visit requested on a non-scheduled visiting day or of unusual circumstances. A special visit is authorized by the on-duty Watch Commander.
- H. ***VIDEO VISITING: A pre-scheduled visit between an inmate and a family member, friend or associate utilizing an internet based Video Visiting monitor located within the housing units connecting to an internet based computer from either a residence, or one of the Video Visiting kiosks located in the SRJ and GDJ Lobbies. The usage of a smart phone to conduct the Video Visit will not be permitted. For ADA and/or hearing impaired inmates, the Sheriff's Office has a mobile Video Visiting unit 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 Lobby, has been identified for use by any ADA and/or hearing impaired visitors. The use of a TTY machine may also be used in place of the mobile Video Visiting unit for those ADA and/or hearing impaired visitors and or inmates, if the mobile Video Visiting Unit is unavailable.***

IV. PROCEDURE:

- A. GENERAL INFORMATION:
 - 1. Visiting schedule:

Glenn E. Dyer Detention Facility:

Thursday	1200 to 2100
Friday	1200 to 2100
Saturday	0800 to 1500
Sunday	0800 to 1500

Santa Rita Jail:

Wednesday	0800 to 2100
Thursday	0800 to 2100
Friday	0800 to 2100
Saturday	0800 to 2100
Sunday	0800 to 2100

2. Visiting will not occur on holidays. Visiting days that fall on holidays will be cancelled.
3. All inmates, regardless of classification, are eligible to visit except when they are in Disciplinary Isolation or on Disciplinary Loss of Privileges.
4. Visitor registration and admittance to the visiting areas will begin thirty minutes before the posted visiting time.

B. VISITING RULES AND REGULATIONS: All visitors shall adhere to the Visiting Rules and Regulations, which are posted on the Sheriff's Office website and are also posted in the lobby of both facilities. Violation of the rules and regulations by a visitor may result in termination of the visit and the visitor being required to leave the facility. If the visitor engages in unlawful conduct, he/she is subject to arrest. Violation of the rules and regulations or infractions of the law may result in the visitor having privileges terminated temporarily or permanently. Violation of the visiting rules and regulations by an inmate may result in disciplinary action. The rules and regulations are as follows:

1. Visitors, their possessions and their vehicles when parked on jail facility grounds, are subject to search by Sheriff's Office personnel. All persons entering any Detentions and Corrections facility are subject to search. Visitors shall be screened using the free standing metal detectors located at the entry to each visiting area. Visitors with a physical disability that prevents them from negotiating the free standing metal detectors will be screened using a hand held metal detector. In the event a visitor activates the metal detector, the following protocol will be followed.
 - a. The visitor will be required to go through the metal detector again in an attempt to locate the area on the visitor which activated the scanner.
 - b. If the scanner does not activate on the second attempt, the visitor will be allowed entry. If the scanner activates again, the visitor will be allowed a third attempt. If the scanner continues to activate, the visitor will be asked to submit to a screening using a hand held metal detector. If the visitor declines, they will be refused entry.

- c. If the handheld screener activates, the visitor will be asked to submit to a pat down search by a Deputy of the same sex. Every effort will be made to conduct the pat search away from public view. If the visitor refuses, they will be refused entry.
2. The dress code for visitors is outlined in the Visiting Rules and Regulations and shall be strictly enforced. Visiting staff shall make the final determination of clothing dress standards for inmate visits.
3. Any person who has been confined in the Alameda County jails within the last six months cannot visit an inmate without prior written or verbal authorization from the Commanding Officer or his/her designee.
4. 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 of the Commanding Officer. Any visitor having been previously convicted of any other felony will not be allowed to visit without written permission of the Commanding Officer unless three years has elapsed since release from custody on that felony.
5. Any visitor having previously been convicted of a misdemeanor and currently on County Probation will not be allowed to visit without written permission of the Commanding Officer.
6. 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.
7. 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) with the inmate upon request.
8. Bringing firearms, explosives, alcoholic beverages, narcotics, or any controlled substance, including marijuana, into the facility is a crime, and the visitor will be arrested.
9. Any visitor who routinely cancels scheduled visits may have their visiting privileges suspended or revoked. If a visitor fails to show for two (2) scheduled visits within a thirty (30) day period, their visiting privilege will be suspended for thirty (30) days from the date of the second missed visit. Any subsequent no-shows will result in a sixty (60) day suspension of visiting privileges. Arriving at a visit but being turned away for another reason shall not count as a no-show.
10. Any visitor under the influence of alcohol or drugs will not be allowed to visit and

may be arrested.

11. Visitors are not allowed to carry laptop computers, tablets, cell phones, “smart watches” that contain cameras or recording capabilities, cameras, any type of recording device, purses, bags, briefcases, or any type of writing utensils. Personal items should be left at home or locked in the visitor's vehicle. Items may also be locked in the public lockers in the lobby.
12. Smoking is prohibited in the building and within 20’ of entrances, pursuant to County Ordinance. This includes the use of electronic cigarettes.
13. Cell phones will not be allowed into the facility and may not be used in the lobby area of either facility. All cell phone use will occur outside the lobby so as not to interfere with normal business activities.
14. No food or drink is permitted in the visiting areas. Visitors will be allowed to bring 1 diaper and 1 baby bottle into the visiting area.
15. Visitors are required to proceed directly to their visiting areas and remain there until their visit is completed. Upon completion of the visit, visitors must return to the Lobby area.
16. Visitors found in an area other than the one they have been scheduled will have their visiting privileges revoked and be required to leave the facility.
17. Visits will be terminated if any items are passed between inmates and visitors unless authorized by the Commanding Officer.
18. There will be no physical contact between inmates and visitors.
19. Visitors and inmates are to refrain from loud talking and disrespectful behavior. Visitors with disruptive children may have their visit terminated.
20. Visits will be 30 minutes in duration. When a deputy announces the visit is over, the visit will end immediately.
21. An inmate may refuse to see any visitor.
22. Inmates are required to submit to search at the request of a deputy.
23. Visitors are not allowed to loiter in or about vehicles in the parking lot at Santa Rita Jail. This rule does not apply to handicapped persons’ parking spaces when the vehicle has the proper license plates and/or disabled persons’ plaque displayed.
24. Visitors are restricted to one visit per inmate per day.

25. Visitor suspensions will be placed into the visiting database by the Commanding Officer's Administrative Staff.
26. Any visitor with an active criminal warrant will be denied entry and is subject to arrest.
27. ***Any inappropriate behavior between the visitor and or inmate during the pre-scheduled Visit or Video Visit, will result in the immediate termination of the visit and possible revocation of visiting privileges for both the visitor and inmate.***

C. VISITOR ENTRY:

1. Before proceeding to their scheduled appointment, visitors must be registered into the Visiting Database.
2. At SRJ, visitors will register and pre-schedule their appointments either by phone or by the on-line, Internet based scheduling process. Due to the high volume of visits, no same day appointments will be allowed without approval from the Commanding Officer or his/her designee.
3. At GDJ, visitors will register and schedule their appointments at the Lobby window.
4. If the Visiting Database is unavailable, each adult visitor will fill out a visitor pass and submit it to a Lobby Clerk or member of the Visiting Team. The pass must be complete, legible and include the following visitors information:
 - a. Name
 - b. Address
 - c. Date of birth
 - d. Acceptable Form of Identification
 - e. Inmate's name and PFN
 - f. Relationship to inmate.
5. The visitor's entrance will be staffed by a deputy with a stationary metal detector and/or hand-held metal detector wand. Each visitor will check in with the Visiting Staff and present his/her identification and, where applicable, confirmation slip to the deputy. Acceptable identification is:
 - a. Valid driver's license
 - b. California ID
 - c. State identification card
 - d. Passport
 - e. Matriculate Consulate Card
 - f. Other official identification, depicting photograph, physical characteristics and signature issued by a governmental body
6. Visitors with service animals, who meet the requirements of the rules and regulations,

will be allowed access to the facility and will not be denied the use of their service animal. For procedures on assisting visitors with disabilities or service animals, refer to P&P 1.14.

7. After being identified, the visitor will submit their identification to a Visiting Team Deputy prior to the visit. He/she will proceed through the metal detector to the visitors' area. Visitors will proceed directly to the housing floor at GDJ or to the visitors' housing unit and begin the visit.
 - a. GDJ procedures: After passing through the metal detector, the visitor will be let into the visitors' elevator area. Visitors will proceed directly to the housing floor and begin the visit.
 - 1) The inmate should already be staged in a visiting booth and awaiting the visitor.
 - 2) If the inmate has not been staged, the Housing Control Technician will alert the visitor that he/she will be staged promptly.
 - b. SRJ procedures:
 - 1) Maximum, Medium, Minimum, and Female Visiting:
 - a) Visitors will check in with the Visiting Control Booth Deputy/Sheriff's Technician.
 - b) If there is not an available booth, the visitor will be asked to sit in the waiting area until space is available. No more than four (4) visitors and four (4) children per booth are allowed.
 - c) At the completion of the visit, the visitor and inmate will be told that the visit has ended. At that time, the visitor will leave the visiting area and return to the Lobby.
 - i. The Visiting Control Deputy/Sheriff's Technician will notify the Housing Unit Deputy that the inmate is returning to the housing unit.
 - ii. The Visiting Control Deputy/Sheriff's Technician will monitor inmates coming and going to and from the visiting area to ensure that only one inmate is moving at one time
 - d) Disabled inmates in wheelchairs or with mobility issues will visit in ***Outpatient Housing Unit (OPHU) visiting area.***- 8. Visitors with disabilities, who require assistance, will be escorted to the proper visiting area by visiting staff. Wheelchair bound visitors and those with mobility challenges will be escorted through the visitor's sally to the designated visitor's area. These visitors

will receive primary consideration for the use of booths designated for this purpose, as follows:

- a. SRJ: Units 1,2,3,4,6,7,8,9,21,22,23,24 visitors will be accommodated in the attorney non-contact visit rooms.
 - b. In the event a disabled visitor is unable to use any of the listed areas, they will be escorted to the OPHU visiting area and the inmate brought to the unit for the visit.
9. Hearing impaired visitors requiring the use of the TTY will be escorted to the designated visitor's booth or interview room where the TTY can be utilized.
10. In the event of an emergency or evacuation, all visitors to the facility shall be escorted from the visitor side of the housing unit visiting booths, through the visiting hallways, and out of the building via the front lobby, in accordance with P&P 7.05 (Evacuation plan for Santa Rita Jail). Visiting staff shall ensure all areas are cleared by conducting visual checks of each housing unit visiting area. It shall be the responsibility of the Visiting Deputy assigned to ensure those requiring assistance in evacuating receive such assistance.

D. ADMINISTRATIVE ISOLATION INMATES:

1. Administrative Isolation inmates at both facilities will be handcuffed and escorted by two deputies to and from visiting booths, one at a time.
2. Administrative Isolation inmates will be placed in a locked visiting booth at all times and will not come in contact with any mainline inmates.

E. SPECIAL VISITS: When a special visit is requested, approval is required by the Commanding Officer or his/her designee, and will be predicated on available personnel and time constraints.

1. Penal Code 636(a). Every person who, without permission from all parties to the conversation, eavesdrops on or records, by means of an electronic device, a conversation, or any portion thereof between an inmate and their attorney, religious adviser, or licensed physician, is guilty of a felony.

F. EXTENDED VISITS: Requests for extended visits shall be submitted to the Commanding Officer or his/her designee for approval. The inmate's name may be submitted to the Classification Unit for review and recommendation prior to responding to the request. Requests for extended visits will be reviewed on an individual basis with consideration given to the inmate's background at the facility, the requesting person's relationship to the inmate and the reason stated for the extended visit. Additional factors to be considered are the impact on the safety and security of the facility, staff and inmate resulting from the extended visit, and if there is adequate staff, sufficient available time, and an appropriate visiting area available.

- G. **INTRA-JAIL VISITS:** In-custody inmates who are married, or who have long-term common-law relationships, or immediate family members may be granted an intra-jail visit, provided both parties are sentenced and have been in custody for at least thirty days. Either party may fill out a message request form to request the visit. The Watch Commander will require proof of marriage, or be satisfied that a relationship exists before a visit is granted.
- H. The Commanding Officer is the only person who can authorize these visits. The visit will take place at a time that will pose the least amount of disruption of the facility schedule. These visits will not be scheduled on a regular visiting day and for the purpose of this plan, apply only to inmates housed at the same facility. It is the inmates' responsibility to provide proof of their relationship. To request an intra-jail visit, the following procedures will apply:
1. The inmate requesting the intra-jail visit shall direct his/her request, via message request form, to the Team Sergeant.
 2. The request shall contain:
 - a. Name and PFN of inmate he/she is requesting to visit
 - b. Last address in which they cohabited
 - c. Date of birth of person he/she is requesting to visit
 3. The request must be approved by the affected Team Sergeant and Watch Commander before being sent to the Commanding Officer.
 4. Once approved, both inmates will be allowed to visit on a specified day approved by the Commanding Officer or his/her designee and the Classification Unit.
 5. Intra-jail visits will be conducted in the housing unit/floor visiting booth.
 6. The visit will be twenty minutes long.

The visit will be documented in both inmates' classification files.

H. **CONTACT VISITS:**

1. Contact visits between inmates and visitors are expressly forbidden without proper approval of the Detention and Corrections (D&C) Division Commander.
2. This applies to all classes of inmates, sentenced, un-sentenced, parole violators, immigration prisoners and federal prisoners.
3. If a court order is received ordering such a visit, the D&C Division Commander (or person acting in his/her stead) is to be notified immediately, via chain of command,

for direction and disposition of the order.

I. **MONEY TRANSACTIONS:** Money will be accepted from visitors 24 hours a day. The procedures for accepting money from visitors are as follows:

1. Visitors wanting to leave money may go to the reception lobby and give the clerk the name and PFN of the inmate who is to receive the funds.
2. The clerk will accept the money and post it directly to the inmate's account. The clerk will print three (3) receipts, a copy for the visitor, a copy for the inmate, and one for account to reconcile their shift transactions. Only cash and money orders are accepted, no personal checks.
3. At the conclusion of the shift, the lobby clerk will reconcile the money against the receipts, and turn everything into the account clerk.
4. Money will be accepted at either facility for all inmates.

J. **TRANSPORTATION INFORMATION:** A sign will be posted in the public lobby providing the public with directions to public transportation. The sign will also include public transportation schedules, routes and hours of operation.

1. **GDJ:** The multi-county A/C Transit system maintains a route directly in front of the facility. The BART station is approximately five (5) blocks from the facility.
2. **SRJ:** The Sheriff's Office maintains taxi and bus stops at the front of the facility. The DART bus transportation system has regularly scheduled stops at SRJ from regional transit routes and to and from the BART system.

K. **LOBBY SECURITY PROCEDURES:**

1. Sheriff's Office personnel will be aware of security at all times. Public access areas will be searched thoroughly prior to the start of visiting and following visiting to forestall the secretion of contraband or potentially dangerous devices.
2. Any citizen observed hiding or attempting to hide any item will be immediately contacted by Sheriff's personnel and appropriate action taken.
3. When available, visiting deputies will respond to the front parking lot for reported criminal or suspicious activity and take initial action to protect life and property.
 - a. Visiting deputies will utilize dispatch channel ACSO-2, and the use the identifier SRJ-1 to advise dispatch of the type of incident to which they are responding.
 - b. The Santa Rita Jail parking lot is the jurisdiction of Dublin Police Services (DPS) and any incident not directly related to visiting will be referred to DPS.