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| ALAMEDA COUNTY SHERIFF'S OFFICE DETENTION AND CORRECTIONS POLICY AND PROCEDURE | NUMBER: 8.03 | PAGES: 1 of 7 |
| | RELATED ORDERS: None | |
| | ISSUED DATE: July 1, 1989 | |
| | REVIEW DATE: December 1, 2015 | |
| | REVISION DATE: September 14, 2013 | |
| CHAPTER: Security and Control | SUBJECT: Facility Tours | |

1. **PURPOSE:** To describe the guidelines for facility tours.
2. **POLICY:** It is the policy of the Alameda County Sheriff's Office to provide the public access to the Glenn E. Dyer Detention Facility (GEDDF) and the Santa Rita Jail (SRJ).
3. **PROCEDURE:**
 - A. GENERAL INFORMATION:
 1. Public tours at GEDDF will not be scheduled on Tuesday, Thursday, Sunday or holidays. Public tours at SRJ will be scheduled on Tuesdays, except holidays.
 - a. Tours begin at 1800 hours at GEDDF and 1800 hours at SRJ. Check-in time is fifteen (15) minutes prior to the start of the tour in the Lobby. Once the tour group has left the Lobby, no latecomers may participate.
 - b. The maximum number of people allowed per tour is fifteen (15). The minimum number allowed for a tour is five (5).
 - c. The assigned deputy, with the concurrence of the Watch Sergeant and/or Watch Commander may decrease the size of tour groups as security requirements dictate.
 - d. The maximum number allowable may be exceeded to accommodate college classes and special groups.
 2. Special tours can be given for certain groups requesting a tour on a day other than a regularly scheduled tour day. These requests are to be directed to the facility Commanding Officer.
 - a. The facility Commanding Officer, or his/her designee, shall approve all special tours.
 - b. When scheduling special tours, care will be taken to avoid conflicts in the use of the conference room and/or training classroom and to ensure there are no scheduling conflicts that would negatively affect staffing.

- c. The following parameters should be adhered to when scheduling special tours:
 - 1) A maximum of one (1) special tour per week, scheduled at the convenience of the assigned deputy. This procedure is flexible.
 - 2) Ideally, each tour is to have a maximum of 20 persons.
 - 3) At least ten (10) days prior notice is required for a special tour. This rule may be waived when dignitaries are involved.
 - d. The group requesting the tour will be asked to designate one person to be the group coordinator.
 - e. The coordinator will be asked to provide the assigned deputy or clerk with specific information on all tour participants (see Section C.1. of this Policy and Procedure for the information needed).
 - f. The assigned deputy or clerk will telephone the group coordinator, explaining our procedures during the tour and limitations such as no minors, no cameras, no purses, etc.
 - g. Special tours will, except as listed above, follow the same procedures as other tours outlined in this procedure.
3. Personnel receiving inquiries about tours will refer them to the clerk in charge of scheduling tours at extension 27770 at the GEDDF, and at extension 46540 at the SRJ, from 0800-1600 hours, Monday through Friday.
 4. Tours will be terminated immediately if tour members' behavior results in a threat to security, is inciting in nature, or is disruptive to the normal facility operation.
- B. An Inmate Services' deputy or Administration clerk will coordinate facility tours and is responsible for ensuring the following occurs:
1. Classification receives the public tour sign-up sheet at least one week prior to the tour.
 2. Classification conducts security checks on each person requesting a tour.
 3. Classification returns the public tour sign-up sheet to the deputy or clerk scheduling tours within 72-hours, excluding weekends and holidays.
 4. Notifying persons denied participation in a tour for security reasons.
 5. The tour roster is prepared and ready for the deputies conducting the tour.
 6. Notifying persons scheduled for tours that a business casual code will be adhered to. If a tour participant shows up for a tour improperly dressed, they will be refused participation in the tour.

C. Tour Scheduling Process:

1. The deputy or clerk scheduling tours will enter the last name, first name, full middle name, driver's license number, date of birth, sex, Social Security number, and daytime telephone number of tour participants on the tour sign-up sheet. Any person refusing to give this information will not be allowed to participate.
2. The scheduling deputy/clerk will provide Classification with the tour sign-up sheet at least one week before the tour.
3. The Classification Sergeant or his/her designee will conduct a security check of persons scheduled for tours, per Policy and Procedure 8.04, "Security Check of Contract Employees, Volunteers and Tour Groups."
4. Classification will indicate on the sign-up sheet if each person is cleared or not, and return the completed form to the scheduling deputy/clerk within 72-hours, excluding weekends and holidays.
5. The scheduling deputy/clerk will prepare the following, and deliver them to the assigned deputy at least two working days before the tour:
 - a. Public Tour Roster entering only those names of persons cleared by classification for the tour.
 - b. Public Tour Sign-up Sheet as returned by classification indicating those persons not cleared for the tour.
6. The scheduling deputy/clerk will review the sign-up sheet. He/she will contact the people not cleared for the tour, and inform them of the reason prior to the tour date. If attempts to contact them are unsuccessful, a note to that affect will be given to the deputy(ies) conducting the tour. If these people show up to take the tour, the deputy(ies) will not allow them on the tour. The deputy(ies) will explain the reason and inform them of the unsuccessful attempts made to contact them.
7. The deputy(ies) assigned to conduct the tour will obtain the tour keys from Central Control at GEDDF, CP-1 at SRJ, a radio; and ensure that all tour participants have an appropriate tour pass; green for GEDDF and royal blue for SRJ.
8. At the completion of the tour, tour passes will be exchanged for the participants' identification by Lobby personnel.

D. Tour itinerary at GEDDF: The tour itinerary will take approximately two (2) hours, and can be changed or modified if circumstances warrant it.

1. Lobby:
 - a. Greet visitors, explain what can and cannot be taken with them on the tour
 - b. Define the type of behavior that will not be accepted:
 - 1) Laughing or pointing at inmates
 - 2) Derogatory remarks
 - 3) Failure to follow deputies' instructions
 - c. Explain lockers and have visitors use lockers as needed
 - d. Metal detectors
 - e. Discuss Lobby functions:
 - 1) Bails and fines
 - 2) Visiting procedures
2. Central Control: Give an explanation of function and duties.
3. Booking: Explain the functions and inmate movement through the Booking Section
 - a. Receiving process
 - b. Holding cells
 - c. Report writing room
 - d. Vehicle sally
 - e. Records/release
 - f. Cameras
 - g. Classification
 - h. Property/clothing storage
 - i. Accounting
4. Medical floor: (Tour deputy should advise Infirmary staff via radio five minutes before arrival).
 - a. Deputy's station
 - b. Nurse's station
 - c. X-Ray
 - d. Pharmacy
 - e. Lab
 - f. Dentist's office
 - g. Psychiatric unit
 - h. Holding cells

5. Housing floors:
 - a. Tour deputy(ies) should advise the housing floor he/she intends to visit via radio, at least five minutes before arrival.
 - b. Housing floor deputies need this time to ensure that multi-purpose rooms are clear of all inmates and that inmates will be in a secure area (i.e. pods or locked down). Tour participants shall not come in direct contact with inmates at any time.
 - c. Explain functions of:
 - 1) Multi-purpose rooms
 - 2) Housing control
 - 3) Housing layouts (pod & cell configurations)
 - 4) Special glass
 - 5) Day rooms/dining area
 - 6) Pods (telephones/televisions)
 - 7) Visiting area
- E. Tour itinerary at SRJ: The tour itinerary will take approximately two (2) hours and can be changed or modified if circumstances warrant it.
 1. Lobby (CP-11):
 - a. Greet visitors, explain what can and cannot be taken with them on the tour.
 - b. Explain lockers and have visitors use lockers as needed.
 - c. Escort visitors to training classroom and begin tour with slide presentation.
 2. Minimum area:
 - a. Gymnasium
 - b. Chapel
 - c. Point out minimum yard
 3. Service Building:
 - a. AGVS battery charging area and explain the system
 - b. Point out and give short explanation of:
 - 1) Kitchen
 - 2) Bakery
 - 3) Central plant:
 - a) Boilers
 - b) Chillers
 - c) Emergency power
 - d) Laundry
 - e) Supply

- f) Shops:
 - i. Electrical
 - ii. Paint & carpenter
 - iii. Mechanical
 - iv. Print
 - v. Firehouse
 - vi. Transportation

- 4. Infirmary/Clinic: (Tour deputy(ies) should advise Infirmary staff via radio five minutes before arrival)
 - a. 24 single-cells (two are equipped for handicapped)
 - b. 8 double-cells
 - c. Deputy's station
 - d. Nurse's station
 - e. Safety cells
 - f. X-Ray
 - g. Trauma room (Discuss staffing and personnel alarms)
 - h. Pharmacy
 - i. Lab
 - j. Dentist's office
 - k. Psychiatric unit
 - l. Holding cells

- 5. K-Line:
 - a. Explain inmate movement
 - b. Point out ITR (Explain):
 - 1) Receiving/booking/release process
 - 2) Holding cells
 - 3) Interview rooms
 - 4) Intoxilyzer/breath room
 - 5) Report writing room
 - 6) Transfer sally ports
 - 7) CP-4:
 - a) Pneumatic tubes for money and property
 - b) Cameras and safety glass
 - 8) Priority booking

- 6. Housing Unit 1:
 - a. Quasi-yard
 - b. Back-house:
 - 1) Multi-use room
 - 2) Storage
 - 3) Isolation cell
 - 4) Safety cell
 - 5) Sick call

- 6) Electrical interface room
- c. Housing Control (Explain):
 - 1) Panel functions.
 - 2) Mirror glazing and glass.
 - 3) Independent air handling.
 - 4) Housing layouts (pod & cell configurations).
- d. Living Area (west side):
 - 1) Dining area
 - 2) Pod:
 - a) Telephones
 - b) Televisions
 - c) Drinking fountains
 - 3) Housing units with handicap cell
 - 4) Deputy's station
 - 5) Storage areas
7. Visiting area:
 - 1) Visiting booths
 - 2) Interview rooms
 - 3) Control booth
 - 4) Connection to adjacent housing unit
8. Lobby (via maximum visitor's corridor):
 - a. Metal detectors
 - b. Main entrance
 - c. CP-11 (discuss functions):
 - 1) Bails and fines
 - 2) Perimeter security
 - 3) Orientation/press room
 - 4) Point out medium women's visiting section and minimum visiting corridor
 - d. Accounting
 - e. Property
 - f. Release corridor
 - g. Clothing storage
9. Training classroom:
 - a. Answer questions regarding tour
 - b. Hand out evaluation sheets (if used)
 - c. End of tour