

## VIDEO VISIT EXPECTATIONS

*Video visits will be conducted in the same manner as if the visit was occurring in person (e.g. dress code, behavior, language) and must comply with all Department policies, guidelines, and procedures.*

### Participation

1. All Visitors who appear on a video visit must be on the individual's approved visitor list to participate in a video visit.
  - Visitors should set up video visits in a location to eliminate the possibility of people in the background (only approved visitors may be in a video visit).
  - Social Workers and other Individuals working in a professional capacity to supervise a visit between an incarcerated parent and a child may not include additional participants in a video visit unless all participants are approved and on the visit list of the incarcerated individual.
  - Visits with minors must be set up under an authorized adult who is approved to escort the approved child.
    1. Use of an account set up under a minor's name will not be authorized.
  - Minors must be supervised by an approved adult, who must be present in the video, during the entire duration of the video.
  - Community members may not be present in the background of video visits unless they are approved to participate in visit privileges with the incarcerated individual.
2. Individuals will use the kiosk in the dayroom or as provided by the vendor to participate in a video visit.
  - Privacy screens may be provided by the facility, and use is encouraged to protect the privacy of the visitor and individuals.
3. Visitors must provide their own equipment and the necessary internet connections to participate in video visiting.

### Scheduling

1. Video visits will be limited to kiosk hours of operation, as determined by the facility.
2. Video visits will be scheduled by the approved adult visitor through the vendor at least 24 hours in advance.
  - Visits will be scheduled on a first come, first served basis in 30 minute increments and may not exceed one hour in duration.
  - Incarcerated individuals will not be excused from work or programming to participate in video visits and visitors will request video visit times that do not conflict with the individual's schedule.
3. Video visits may be cancelled due facility need or individual availability.

### Conduct (applicable for visitors and individuals)

1. The following is prohibited during video visits and may result in suspension or termination of visiting privileges:
  - Participants who are not approved and on the individual's visit list
    - *all people who appear anywhere in the video, must be approved visitors*
  - additional incarcerated individual participants
  - Any display of nudity
  - Behavior or actions that are sexual in nature (e.g. lewd and sexually suggestive gestures)
  - Use or display, including images, of any weapons, drugs/alcohol, marijuana, cigarettes/ vapor use or related paraphernalia
  - Activity or display of graphics/paraphernalia associated with any Security Threat Group (e.g. gang signs)
  - Unlawful activity or depiction of unlawful activity
  - Using an account that does not belong to the visitor unless the account holder is also participating in the video visit and both participants are approved to visit
  - Use of electronic devices (e.g. cell phones, televisions, video games, tablets, etc.)
  - Clothing that does not adhere to visit guidelines
  - Recording, taking photos of, and videoing of the visit is prohibited.
2. Incarcerated individuals who violate visit rules may have their video visit privileges suspended and may be subject to disciplinary action per DOC 460.000 Disciplinary Process for Prisons.

### Monitoring

1. All video visits will be recorded and maintained by a system not owned or maintained by the Department. Designated employees will have access to recordings.
2. Designated employees will monitor live or review recorded video visits for compliance with policy and facility rules/procedures.
  - Video visits may be terminated in progress for violations or misconduct.
3. The account used that contains policy violations may be suspended from visit privileges for inappropriate conduct and the owner of the account may be suspended/terminated (i.e., video visits, no contact visits, regular visits, Extended Family Visits).

### Suspensions/Terminations

1. Visitors and individuals will receive written notification of suspensions/terminations that contain the duration of the suspension/termination, why visits are being suspended/terminated, and the appeal process.
  - Notification will be sent to the email address that we have on file for the visitor. Please ensure your contact information is current.
  - Notification will be sent to the individual via kiosk.
  - Warnings without suspension are only sent for very minor violations (e.g. minor dress code violation). More serious violations (e.g. sexually explicit behavior) will result in a suspension.”

2. A visitor who has been suspended/terminated and is found to be participating in video visits during a period of suspension may be terminated or have the suspension extended.
  - Account holders who allow non-approved community members to participate in video visits will be subject to suspension/termination appropriate to the nature of the violation that occurred on the video visit.
3. A visitor who is suspended or terminated from video visiting privileges will be suspended/terminated from all other visiting privileges.
4. An individual who allows for a suspended, denied, or terminated visitor to participate in video visits may be terminated from video visit privileges.
5. An individual who violates requirements with multiple visitors may be terminated from video visit privileges.

### Appeals

1. Visitors may submit an appeal if their video visit privileges are suspended/terminated through the appeal process outlined in the letter notifying them of the suspension.
  - The suspended/terminated visitor may appeal their suspension/termination
  - The incarcerated individual may appeal only when they have been suspended or terminated (they may not appeal a suspension/termination for a visitor).