


HOWARD COUNTY DEPARTMENT OF CORRECTIONS
POLICY & PROCEDURE

	SUBJECT:	Inmate Rights, Discipline and Services
	P & P #:	H-708
	TITLE:	Inmate/Detainee Visiting
	EFFECTIVE DATE:	December 12, 2019
	REVIEWED BY:	<i>Andrea King Wessels</i> Andrea King-Wessels, Deputy Director
	AUTHORITY:	<i>Jack Kavanagh</i> Jack Kavanagh, Director

POLICY: The Howard County Department of Corrections recognizes the importance of inmates maintaining ties with their families and friends during their incarceration. An important element of maintaining ties is through regular visits. Therefore, the Department allows regular non-contact visits.

REFERENCES: Maryland Commission on Correctional Standards – Adult Detention Centers Standard .05 C, N; Performance Based National Detention Standards 2011 Section 5.7 and HCDC Policy E-402 Searches.

DEFINITIONS:

Special Visit – Which is specifically authorized by the Director or designee which may include an individual that may visit any time other than procedurally authorized or special conditions of visits.

Professional Visit – A visit relating to a job that requires special education, training, or skill which is done or given by a person who works in a specific profession, one who is characterized by or conforming to the technical or ethical standards of a profession exhibiting a courteous, conscientious, and generally businesslike manner in the workplace.

PROCEDURES:

I. General

A. All visits shall take place in the designated, non-contact visiting area.

B. All visits are subject to the following restrictions:

1. The maximum duration of each visit for inmates/detainees is thirty (30) minutes.
2. A maximum of two (2) adults (**over age of 21**) and two (2) children (under **21** years of age) shall be permitted at a time. All minor children must be accompanied by a parent or legal guardian, unless otherwise approved by the Security Chief or higher.

3. No children/minors (17 years old and younger) will be left without adult supervision in the lobby area.
4. An adult of age eighteen (18) shall be permitted to visit (no minor children) unless authorized by the Shift Leader or above).
5. The Upper Control Officer may question if the person is in fact the parent or guardian of a minor child. The officer may request proof if there is a question of the adult's status. If such a question or concern arises, the Upper Control Officer shall notify the Shift Leader/Assistant Shift Leader.
6. Visitors may not bring any articles into the visiting room. This includes but is not limited to: coats, bags, backpacks, cases, boxes, parcels, cell phones, cameras, recording devices, writing material or packages of any kind.

II. Visiting Hours

A. Visiting hours are held as shown below for specific populations. The visit may be in duration of one (1) hour per week, at two (2) thirty minute intervals. **Note:** Inmates on receiving status do not receive visits unless approved by the Director/Deputy Director or Security Chief.

B. Visiting Schedule

New inmates will not receive visits while on receiving status, unless approved by the Security Chief or higher.

General Population (Male and Female)	9:00 a.m.–11:00 a.m. (except for Tuesday and Thursday mornings) 1:00 p.m. – 3:00 p.m.
Special Management Unit	11:00 a.m. – 12:00 p.m. Thursday and Saturday “only”
Federal (SMU)	12:00 p.m. – 1:00 p.m. Tuesday and Saturday 5:00 p.m. – 6:00 p.m. Thursday
Medical Restricted Visits	11:00 a.m. – 12:00 p.m. Monday, Tuesday and Wednesday “only”
ICE Detainees (<u>High</u> Level),	6:00 p.m.–9:00 p.m. (Visiting room on-site) (except Friday evenings)
<u>All</u> Minimum, Low Level Security (Hendricks Hall and H1)	6:00 p.m. – 9:00 p.m. (evenings only) Sunday thru Saturday (except Friday)

Note: Holiday visits for ICE detainees will occur 6:00 p.m. – 9:00 p.m. regardless of the day the holiday falls on. The holidays are Christmas, New Year day and Easter.

C. Segregation inmates shown above include disciplinary or administrative segregation inmates.

D. No general population visits shall be authorized during segregation or SMU visiting hours.

- E. The Director/designee may authorize ICE or minimum security visiting at other times on a case-by-case basis, when warranted by circumstances.
- F. The Shift Leader may authorize a brief extension of the visiting schedule when operational interruptions occur.

III. Lobby Hours

- A. There shall be **NO** visitors, guests, or civilians allowed to enter the upper level lobby after 9:00 p.m. once visits have concluded without the expressed consent from the shift leader or higher authority or as otherwise scheduled in advance.
- B. In the event someone activates the "buzzer" device of the front lobby door after 9:00 p.m., the following shall be done:
 - 1. The Upper Control Officer shall solicit the assistance of another officer or supervisor via telephone or radio.
 - 2. The assisting personnel shall report to the front lobby door as soon as reasonably possible and ascertain the business of the visitor(s).
 - 3. Releases shall be handled in accordance with existing HCDC Policy C-203.
 - 4. Other official business shall be handled in a reasonable manner at the direction of the Shift Leader.

IV. Inmate/Detainee Visiting

- A. Inmates on Receiving Status shall not be permitted visits, except Attorney Visits, unless approved by the Security Chief or higher.
- B. Inmates/detainees receiving personal visits are not permitted to have writing materials unless authorized by a Shift Leader or higher authority.
- C. Each inmate shall be permitted two (2) visits per week, unless authorized restrictions have been enforced as authorized by the Security Chief or higher, with Sunday being the first day of the week and Saturday being the last day. All minimum-security inmates/detainees are permitted two (2), thirty-minute video visits and one (1) thirty-minute in person, face-to-face visit weekly from 6:00 p.m. to 9:00 p.m. except Friday. Sunday visits with general population inmates are permitted. Legal/Professional visits (see section VII below) are not counted in the permitted visits.
- D. Inmates/detainees are prohibited from receiving visitors who are sentenced to the detention center or any other correctional facility. This includes inmates involved in Community Programs (Work Release, Weekenders, etc.) where intermittent custody is maintained.
- E. Attorneys shall be permitted unlimited visits during the hours of 9:00 a.m. through 9:00 p.m.

F. Special visits may be authorized by the Shift Leader or higher.

V. Video Visitation

A. ICSolutions is providing video visitation powered by VizVox. This Web-based video visitation system offers a more secure on-premise or remote alternative. The system provides Inmate/detainee's a face-to-face visit without leaving the secure area of his or her housing area. All users of this website must have a valid, working email address.

Note: In cases where ICSolutions Web-based video visiting system malfunctions/fails every effort shall be made for visiting room face-to-face visits. Inmates on segregation status shall be permitted to have visits on Tuesday and Thursday mornings from 9:00 a.m. to 11:00 a.m., other inmates (excluding ICE) will revert to the visiting room schedule as shown in Section II. B. Visiting Hours. ICE detainees will be permitted three (3) visits per week as shown in Section IV. C. Inmate/Detainee Visiting.

B. Visitor registration is mandatory to participate in a video visitation session.

C. Individuals wishing to visit inmates/detainees may register and schedule video visits using the Video Visitation Kiosk located in the Detention Center's Main Lobby. Visits can be scheduled up to seven (7) days in advance.

VI. Visitors

A. Visitors must register at the Upper Control Center and present a CURRENT, valid, Federal government or State issued photo ID, driver's license or passport and provide a valid address and phone number. The visitor must sign the (peel and stick) visitor's registration HCDC Form H-708b attached as Appendix 1 at the time of registration, the visitor shall peel the area in which they signed their name and pass it to the Upper Control Center Officer under the security window. At the end of the visit, the Upper Control Center Officer shall document the ending time of each visit onto the label. The Upper Control Center Officer shall enter visitor information into SallyPort. If any alert information is received the officer shall immediately contact the Shift Leader and the Sheriff's department as directed. Concluding of all visits, the Upper Control Officer shall attach the carbon copy of the H-708b and attach it to the original sheet of visitor names.

B. Visitors may register one-half hour prior to the start of visits and must be registered at least one-half hour prior to the end of each visit session.

C. Visitors must be fully clothed and wear shoes. Appropriate attire is expected of all visitors. Examples of inappropriate attire include:

- Tops that are see-through;
- Extremely low cut (no cleavage);
- Sleeveless (tops must have some type of sleeve that is cropped, short or long; no tank, tube, spaghetti or halters tops allowed) shoulders and stomachs must be covered;

- Inappropriate pants, skirts, short pants, dresses include see-through or do not come to at least mid-thigh;
- Dresses must meet the same requirements of the tops and bottoms but must not be too revealing;
- Any piece of clothing that has derogatory statements or graphics are prohibited; and
- No sunglasses or bulky coats or jackets allowed.

VII. Suspension of Visitors Privileges

In the event it becomes necessary to terminate a visit or refuse a visitor for reasons such as:

- Appearing to be under the influence of any intoxicant.
- Flashing, exposing of oneself or sexually explicit behavior.
- Loud or profane speech.
- Inability to control one's self or children.
- Disorderly conduct.
- Giving false information.
- Non-compliance with procedures for visiting or attempts to bring in contraband.
- Damaging or defacing county property.

The Shift Leader shall be notified and a report written to the Director, Deputy Director and Security Chief. The Security Chief or above reserves the right to move visiting privileges temporarily or indefinitely for good cause. Any visiting privilege suspensions must be approved in writing by the Director or designee.

VIII. Legal/Professional Visits

A. Professional visits shall be allowed during normal visiting hours (9:00 a.m. – 9:00 p.m.). After normal hours, professional visits must be approved by the Shift Leader or higher authority. Inmates/detainee shall be allowed legal/professional visits to include, but not limited to the following persons:

1. Lawyers – Attorneys are **not** required to have a **bar card**. They can have a business card, stationary, Court of Appeals Certificate of Good Standing on other professional documents noting their status. If there is a dispute, the Shift Leader or higher authority must be contacted and all efforts must be made to allow attorney access to clients.
When necessary, staff can use the internet (MDCourt.gov), click on Lawyers, then click on Active Attorney Listing, to confirm an attorney status. There is also a listing of Maryland attorneys in a publication located in the Upper Control Center. Note: Washington D.C. attorneys will not be in this publication.
2. Para legal;
3. Clergy; (note: clergy who complete a background investigation and the abbreviated orientation may be authorized contact visits; otherwise these visits shall be non- contact)
4. Law Enforcement Officers;

5. Public Defender Investigators;
 6. Parole and Probation Agents;
 7. Juvenile Services Counselors and Agents;
 8. Psychologists and Psychiatrists;
 9. Social Service Employees;
 10. Embassy/Consular visits; or
 11. Teachers; or
- B. The professional visitor must sign the Professional Visit Registration and Body Alarm Log HCDC Form H-708d attached as Appendix 3 at the time of registration and sign out after the visit. The upper level security officer shall ensure this form is available on post.
- C. Legal/Professional visits shall not be unreasonably restricted. It is noted that professional visits are limited to reasons regarding legal matters and are not generally for treatment or therapy. When non-contact visiting takes place, it must be in the non-recorded attorney booth, or upon agreement with attorney general visiting seating. In the event the classroom or other “recorded” area is allowed, the attorney must be advised and agree to such in writing. **The written document shall be sent to the Compliance Office.**
- D. Visitors are prohibited from giving the inmate/detainee any item except legal papers unless prior authorization has been received from Administration. All items approved and given to inmates/detainees shall be searched for contraband. **Legal documents cannot be read, but can be scanned for contraband.**
- E. See Policy J-900 for further guidance on clergy visits.
- F. Attorneys are authorized to bring in lap top computers for legal use.**

IX. Miscellaneous

- A. The Upper Control Officer must use good judgment, and where there is any question regarding a package item, denial of visit or any other request of a visitor, the Upper Control Officer shall seek guidance from the Shift Leader or higher.
- B. The only packages accepted are those for work release inmates who have been approved to receive a package. Positive photo identification must be presented by the visitor prior to any packages being accepted.
- C. A special contact visit may be granted by the Security Chief or higher who may authorize the use of an upper level interview room. There shall be a log book maintained in the walk-through metal detector area, adjacent to upper control, for recording any visitor who is allowed entry into the secure area of the facility.
- D. Any visitor who permitted to enter the secure area of the facility shall be required to fill out the appropriate information in the log book provided and initial where indicated. The visitor shall be screened and searched in accordance with HCDC Policy E-402 Searches, prior to being escorted to the interview room. Any visitor who fails to provide the necessary information or to initial as required shall not be allowed to proceed further into the facility without expressed authorization of the shift leader, or higher.

X. Directors Prerogative

The Director has the authority to revise/change a policy or post order as needed to meet the operational demands of the Department. As the changes are initiated, they may be communicated by an email, memoranda or in rare circumstances verbal due to unforeseen situations.

ATTACHMENTS: Appendix 1, HCDC Form H-708b, Visitors Registration.
Appendix 2, HCDC Form H-708c, Inmate/Detainee Visiting Log.
Appendix 3, HCDC Form H-708d, Professional Visit Registration Log.
Appendix 4, HCDC Video Visitation Schedule.

RESCISSIONS: HCDC Policy H-708 Inmate Visits effective latest revision **July 25, 2018**, December 7, 2017, July 8, 2016.

Howard County Department of Corrections Visitor's Registration

Date: _____

Visitor Name	Name of Inmate/Detainee	Time In	Time Out

Howard County Department of Corrections

Inmate/Detainee Visiting Log

Date: _____

Officer(s) Signature: _____

Inmate/Detainee Name	ID #	Start Visit	End Visit	Booth Assignment	Remarks

Howard County Department of Corrections

Upper Level Security - Post 20



Professional Visit Registration
and
Body Alarm Log Book

Beginning date: _____ Ending date: _____

**Howard County Department of Corrections
Professional Visit Registration and Body Alarm Log**

Date	Professional's Name	Profession	Name of Inmate / Reason	Body Alarm Y/N #: _____	Time In	Time Out
				Y/N #: _____		
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Video Visitation Schedule

The following sections are available for **Video Kiosk** visits (on-site) [here](#) and **Video Kiosk** visits (off-site) on the internet at www.icsolutions.com. Visitor must use a **Windows** or **Android** operating device, **no iOS** (Apple support).

Housing Area	Visit Type On and Off Site	Days Available	Starting Time	Ending Time
SMU	2 video visits and	7 days a week	9:00 am 6:00 pm	2:00 pm 9:00 pm
	1 face-to-face visit	Tuesday and Saturday “only”	11:00 am	1:00 pm
F1, F2 & WF4	On-site / Off-site	Mon – Thurs	9:00 am	12:00 pm
			1:00 pm	3:00 pm
			6:00 pm	8:00 pm
General Population Females	2 video visits and	7 days a week	6:00 am	9:00 pm
	1 face-to-face visit	Except Tues. & Thurs mornings	9:00 am 1:00 pm	11:00 am 3:00 pm
Work Release Male & Female (Video only)	On site / Off-site	7 days a week	9:00 am	9:00 pm
ICE Detainees	2 video visits and	7 days a week	9:00 am	9:00 pm
	1 face-to-face visit	Except Fridays	6:00 pm	9:00 pm

Visitor must register in advance for available slot times for all video kiosk visits. Video visits held here, on-site are free. Video visits via the internet, off-site cost \$7.50 per 30-minute visit. All visits are 30-minutes in length. **Howard County Department of Corrections receives No Commissions from these services.**

Video visit brochures are available in the lobby for further details or visit website below.

www.icsolutions.com

Rules and Regulations While Visiting the Facility

Note: In cases where ICSolutions Web-based video visiting system malfunctions/fails every effort shall be made for visiting room face-to-face visits. Inmates on segregation status shall be permitted to have visits on Tuesday and Thursday mornings from 9:00 a.m. to 11:00 a.m., other inmates (excluding ICE) will revert to the visiting room schedule as shown in Policy H-708, Section II. B. Visiting Hours. ICE detainees will be permitted three (3) visits per week as shown in Section IV. C. Inmate/Detainee Visiting.