

# VIDEO VISIT EXPECTATIONS

## INTRODUCTION

Video visits must comply with all Department policies, visitor guidelines, and video visit expectations. Warnings may be given for very minor violations only. Violations of the expectations may lead to a warning, suspension, or termination of video visit privileges.

## PARTICIPATION

1. All visitors, regardless of age, who appear on a video visit must be approved to visit that individual.
  - Visitors (including government authorized visit supervisors) should set up video visits in a quiet location and ensure there are no unauthorized people in the video.
  - Video visit accounts must be set up under an approved adult visitor's information.
    - Visits with minors must be set up by an adult who is approved to escort the child.
  - Minors must be supervised by an approved adult visitor who is authorized to escort the child to visit. The adult must be visible for the duration of the visit.
2. Visitors are reminded to adhere to applicable laws regarding use of electronic devices while driving, if a video visit occurs while the visitor is driving, it may result in a suspension of video visit privileges.
3. Individuals will use the appropriate terminal as provided by the vendor and may NOT use their tablet for audio during the video visit.
4. Visitors must provide their own equipment and the necessary internet connection to participate in video visiting.
  - Visitors must use their legal first and last name, and date of birth when setting up their account with the vendor.
  - Visitors are urged not to share account and/or password information.
5. Refunds and credits are at the discretion of the vendor, the visitor is responsible for contacting the vendor when a credit or refund is being requested.
6. Video visit vouchers are handled by the vendor. To reduce possible issues, please ensure your information is current with the Department.

## SCHEDULING

Video visits are limited to terminal hours of operation, ***as determined by the facility.***

1. Video visits must be scheduled by the approved visitor through the vendor a minimum of 24 hours in advance of the visit time.
  - Incarcerated individuals will not be excused from work or programming to participate in video visits.
2. Video visits may be cancelled due to facility need and/or individual availability.

## ATTIRE

Visitors must dress modestly. Undergarments may not be visible for the duration of the visit. Casual business attire is appropriate. Casual dress includes T-shirts, blouses, button-down shirts, sweaters, jeans, khaki pants, cropped pants, or conservative shorts (no shorter than mid-thigh). Clothing revealing the midsection or cleavage are not appropriate and will constitute a violation. To avoid suspensions/terminations, participants should ensure modesty throughout the duration of the visit. Incarcerated Individuals also must remain appropriately dressed for the visit.

## CONDUCT (APPLICABLE FOR VISITORS AND INDIVIDUALS)

***Conduct must adhere with expectations. Violations may lead to the visit being terminated without refund. The visitor may receive a warning, suspension, or be terminated from video visit privileges. When appropriate, the incarcerated individual may receive an infraction.***

1. Recording, taking photos of, streaming, and videoing of video visits is strictly prohibited.
  - Visitors may not post a video visit (partial or in its entirety, including audio recordings without video) on podcasts, music videos, YouTube videos, social media platforms, etc.
  - Recording of visits **may** occur for clemency and/or legislative testimony when approved in advance by the Appointing Authority.
2. Use of electronic devices is allowed but no violations may occur during use.
3. Incarcerated individuals may not engage in any conversations with community members who are not participating in the video visit.
4. Phone calls during video visits should be avoided, if a call must occur, the individual may not participate.
5. Incarcerated Individuals may not utilize their tablets for phone calls during video visits. If sound quality is poor at the terminal, a help ticket should be submitted through the vendor.
6. Incarcerated Individuals must remain seated at the terminal for the duration of the visit.
7. Additional incarcerated individuals are not authorized to participate in a visit.
8. The account holder must be present for the duration of the visit.
9. Use or display (including images) of any weapons, or drug related paraphernalia is not permitted
10. Activity or display of graphics/paraphernalia associated with any Security Threat Group (e.g., hand signs or symbols) is not permitted.
11. Unlawful activity or depiction of unlawful activity is not authorized and may be referred to law enforcement or other appropriate agencies.
12. Any threat of violence towards any person is not permitted and may be referred to law enforcement or other appropriate agencies.
13. Violent/graphic content is not permitted.
14. Displaying intimate areas through clothing is not permitted.
15. Nudity of either the visitor or the incarcerated individual is not tolerated.
16. Sexual suggestiveness of any type is not authorized (i.e. behavior with sexual undertones implying sexual intent or intended for sexual arousal).
17. Masturbatory behavior on or off screen by either the individual or the visitor is not tolerated.
18. The display and/or use of sex toys is not tolerated.
19. Other actions that are safety concerns are not allowed.
20. Behavior that is indicative of abuse or neglect will be referred to the appropriate agency.

Incarcerated individuals who violate video visit expectations may have their video visits suspended and/or terminated, as well as be subject to disciplinary action per DOC 460.000 Disciplinary Process for Prisons.

Incarcerated individuals who utilize another incarcerated individual's account to participate in video visits may result in both individuals being infraacted and their video visits privileges terminated.

## MONITORING

1. All video visits are recorded in a system not owned or maintained by the Department. Designated employees have access to recordings.
2. Designated employees may live monitor and/or review recorded video visits for compliance with policy and expectations.
  - Video visits may be terminated while in progress if violations or misconduct occurs.
3. The owner of the account used that contains policy violations may be suspended/terminated.
4. Incarcerated individuals who participate in a video visit when a community member other than the account holder is present may be suspended/terminated from video visit privileges with all visitors.

## SUSPENSIONS/TERMINATIONS

1. Warnings for minor violations may be given as a courtesy.
2. Repeated violations may lead to longer suspensions or termination of video visit privileges.
  - Extended Family Visiting applications will not be processed during a period of suspension.
3. Suspension periods start the date on the notification letter and may be imposed up to 90 days after the date the violation occurs.
4. Visitors and individuals will receive written notification of a suspension/termination.
  - The visitor's notification will contain the reason(s), duration, and the appeal process for suspensions/terminations and will be sent to the email address that we have on file for the visitor. Please ensure contact information is current.
  - The individual will be notified through the kiosk.
5. A visitor who has been suspended and is found to be participating in video visits during a period of suspension may be terminated or have the suspension restarted from the date of the last visit.
  - Account holders who allow unauthorized people to participate in video visits will be subject to a suspension/termination appropriate to the nature of the violation that occurred on the video visit.
6. An incarcerated individual who allows a suspended, denied, or terminated visitor to participate in video visits, may have their video visit privileges terminated.
7. An incarcerated individual who violates expectations with multiple visitors may have their video visit privileges terminated.

## APPEALS

1. Visitors may submit an appeal if their video visit privileges are suspended/terminated through the appeal process. The appeal process is outlined in DOC 450.300 Visits for Incarcerated Individuals as well as in the notification letter.
  - The incarcerated individual may only appeal when their privileges have been suspended or terminated.
    - The individual may not appeal a suspension/termination for a visitor.