



## **Frequently Asked Questions: Central Detention Facility (D.C. Jail) Video Visitation**

- ✓ **Why is the Department of Corrections now moving to video visitation instead of the current system at the D.C. Jail?**

The Department is implementing video visitation to increase visitation opportunities, better manage visitation, and reduce overall costs.

- ✓ **What are the benefits of video visitation?**

Video visitation will allow the Department to conduct 400 visits each day compared to 200 visits under the prior system. Also, by redesigning the visitation process, the Department is now able to modify the schedule to better accommodate visitors who work during the week. With video visitation, family members and friends will have the opportunity to visit their loved ones on Saturdays and Sundays. In the near future, the Department plans to offer visitation for 7 days a week.

When arriving at the Video Visitation Center (VVC), visitors will no longer be subject to the security pat downs and property searches required when entering the jail. Also, prior to the implementation of video visitation, the visitation process typically would be interrupted if the facility was affected by security-related actions such as lockdowns. For the most part, these interruptions will not be required under the new video visitation system.

- ✓ **Does it cost anything to visit using the video visitation system?**

There is no cost to use the system. Family and friends may visit for free.

- ✓ **How do I schedule a visit and what are the visitation days and hours?**

Visits may be scheduled through the Internet at any time and by telephone Tuesday through Sunday from 9 am to 5 pm. Scheduling telephone numbers are 1-888-906-6394 and 202-442-7270. The scheduling website address is <https://visitation.dc.gov/app>. The VVC will be open Wednesday through Sunday between noon and 8 pm. The last visitation session will start at 7 pm (subject to change).

✓ **How does the video visitation process work?**

After completing the registration and scheduling process, visitors arrive at the VVC fifteen minutes prior to their visitation time, confirm identity with any valid state, local or federal government photo identification, and receive notice of their assigned video station. At the scheduled time, visitors move to the designated station, pick up the receiver and begin the visit. The inmate participates in the visitation process using video monitors placed in each of the housing units.

While waiting for the visit to begin, visitors may deposit money in an inmate's commissary account using the Offender Connect kiosk in the video center's lobby area. Deposits can be made using cash or Master Card/Visa credit or debit cards.

✓ **Does this new visitation system impact women and juveniles housed at the Correctional Treatment Facility?**

Visitation for female offenders will remain the same--women housed at the CTF will continue to receive contact visits. Juveniles in DOC's custody will use the new system for visits with family and friends.

✓ **Will attorneys and other legal representatives have to use the video visitation system?**

The legal visitation process will remain the same. Legal visits will continue to be held on a 24/7 basis at the D.C. Jail.

✓ **How many times a week will visits take place, and how many people can visit?**

Beginning on September 12, 2012, each inmate will be allowed two forty-five (45) minute social visits per week. Two individuals may visit at one time--that is two adults or one adult and one child. Visitors under the age of 18 must be accompanied by a parent of legal guardian

✓ **Will visits be monitored by DOC staff?**

DOC reserves the right to monitor any and all visits taking place at the Video Visitation Center.

✓ **What rules apply to the visitation process?**

Rules are posted in the VVC. Use of foul language, loud talking or any type of disruptive behavior is not permitted and may lead to termination of the visit and/or suspension of visitation rights. No food or drinks will be allowed in the Video Visitation Center. Visitors who arrive late or who are dressed inappropriately will not be allowed in the

center. In addition, visitors who leave before the end of a visit will not be allowed to return.

✓ **How will those who have limited English proficiency be accommodated?**

The Department continues to use Language Line Services (LLS) when working with individuals who are not proficient in English. With this system, DOC staff dial into the Language Line to connect with interpreters who assist with the communication process--- this service covers Spanish and over 170 other languages.

✓ **What happens if reasonable accommodations are required?**

Visitors in need of a reasonable accommodation (such as sign language, etc), should contact Ms. Genester Powell at 202-673-8208 or via e-mail at [genester.powell@dc.gov](mailto:genester.powell@dc.gov) Please provide no less than five (5) business days for reasonable accommodations to be arranged.

✓ **Will there be future opportunities for accessing this visitation system at remote sites or from home?**

There are plans to expand access to the video visitation system through computers housed in community facilities such as libraries, community centers and recreational centers. We are also exploring the option of in-home access using personal computers.