

5-15-050 Inmate Video Visitation System

PURPOSE OF ORDER:

The purpose of this order is to establish procedures regarding the Inmate Video Visitation System (IWS).

SCOPE OF ORDER:

This order shall apply to all personnel assigned to and/or working in any capacity at Twin Towers Correctional Facility (TTCF).

ORDER:

It shall be the responsibility of custody personnel working the module to escort inmates to and from their scheduled IVS appointments.

TTCF Operational Procedure:

- IWS personnel email a report of future appointments to TTCF personnel.
- A pass will be automatically generated in the inmate's housing location to inform custody personnel of an upcoming appointment.
- TTCF personnel assigned to the inmate's housing location shall escort the inmate to the correct video monitor/location printed on the report or pass.
- TTCF personnel assigned to the inmate's housing location shall escort the inmate back to their housing location at the conclusion of their appointment.
- In the event an inmate refuses to participate, or an appointment cannot be accommodated due to security concerns (e.g., lockdown, medical emergency, force incident, etc.), custody personnel shall immediately notify their assigned supervisor and IVS personnel.
- The refusal/missed appointment shall be documented in the "Additional Info" section of the electronic-Uniform Daily Activity Log.

All professional and investigative visitors requesting to visit or interview inmates are required to have an active visitation account. All professional and investigative visitation accounts shall contain updated information and a current photo and/or identification.

All visits shall be recorded in the MVS system.

Visiting staff shall follow all general procedures as indicated in Custody Division Manual (CDM) section 5-10/010.05, "Inmate Video Visitation System."

03-04-25 TTCF
