

 <p>DISTRICT OF COLUMBIA DEPARTMENT OF CORRECTIONS</p> <p>POLICY AND PROCEDURE</p>	EFFECTIVE DATE:	May 9, 2013	Page 1 of 14
	SUPERSEDES:	4080.2A November 1, 2012	
	OPI:	OPERATIONS	
	REVIEW DATE:	May 9, 2014	
	Approving Authority	Thomas Faust Director	
	SUBJECT:	VIDEO VISITATION CENTER/SPECIAL VISITS	
NUMBER:	4080.2B		
Attachments:	Attachment 1 – Video Visitation Inmate Request Slip		

SUMMARY OF CHANGES:

Section	Change
Cancellation of Change Notice	<i>Change Notice –CN-12-005, “Video Visitation Center/Official Visits” has been cancelled.</i>
Page 3, §5, (b)	<i>Section #5 (b) AUTHORITY “Title 2, Americans with Disabilities Act (ADA) of 1990, 42 U.S.C. §§ 12131- 12134 and 28 C.F.R. §§ 35.101-35.190” was updated.</i>
Page 3, §7	<i>Section #7 “STANDARDS REFERENCED” 4-ALDF-2A-27, 2A-61 and 5B-01 has been deleted from the policy.</i>
Page 6, §8 (l)	<i>Section #8, “School age minors (under 16 years of age) shall not be allowed into the Video Visitation Center during school hours” was added to the policy.</i>

APPROVED:

Signature on File



5/15/2013

Thomas Faust, Director

Date Signed

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1. **PURPOSE AND SCOPE.** To establish procedures for video visitation and special visits for the D.C. Department of Corrections (DOC).
2. **POLICY.** It is the District of Columbia Department of Corrections (DOC) policy to encourage inmates to maintain family and community ties by allowing video visitation, subject to the established schedule, security requirements, and the orderly operation of the DOC Video Visitation Center. Visits will be held in the Video Visitation Center for family and friends of juveniles being adjudicated as adults. In-person visits will continue for female offenders located at the Correctional Treatment Facility (CTF).
3. **NOTICE OF NON-DISCRIMINATION**
 - a. In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code §2-1401.01 et seq., (Act) the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intrafamily offense, or place of residence or business. Sexual harassment is a form of sex discrimination that is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.
4. **PROGRAM OBJECTIVES.** The expected results of this program are:
 - a. Inmates will receive visits from family, friends, and others subject to receiving proper approval and compliance with visiting regulations.
 - b. The secure and orderly operation of the Video Visitation Center shall be maintained with monitoring procedures in place to ensure effective management/oversight
 - c. Inmates will continue to have in-person visits with attorneys and their representatives, clergy, volunteers, etc.
 - d. A record of visitors will be maintained for all inmates.

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- e. Conditions for termination or suspension of visiting privileges for specific rule violations are clearly stated.

5. **AUTHORITY**

- a. DC Code §24-211.02, Powers; Promulgation of Rules.
- b. Title 2, Americans with Disabilities Act (ADA) of 1990, 42 U.S.C. §§ 12131-12134 and 28 C.F.R. §§ 35.101-35.190

6. **DIRECTIVES AFFECTED**

a. **Directives Rescinded**

PS 4080.2A Video Visitation Center/Special Visits (11/01/12)

b. **Directives Referenced**

- 1) PS 1310.3 Volunteer Services Program
- 2) PS 3800.3 ADA: Communications for Deaf and Hearing Impaired
- 3) PS 4020.1 Inmate Orientation
- 4) PS 4160.3 Access to Legal Counsel (Attorney Visits)
- 5) PS 4410.1 Religious Programs
- 6) PS 5030.5 Canine Unit
- 7) PM 5300.1 Inmate Disciplinary and Administrative Housing
Hearing Procedures

7. **STANDARDS REFERENCED**

- a. American Correctional Association (ACA) 4th Edition Standards for Adult Local Detention Facilities: 4-ALDF-5B-02, 4-ALDF-5B-03, and 4-ALDF-5B-04.

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8. GENERAL REQUIREMENTS

- a. All social visitation for male inmates will be conducted by video visitation. All female offenders located at the CTF will continue to have in-person visitation. All legal visits will be conducted in accordance with PS 4160.3, *“Access to Legal Counsel (Attorney Visits)”*. Clergy, social workers, volunteers, etc. must schedule an appointment for an in-person visit with an inmate in accordance with PS 4410.1, *“Religious Programs”* and PS 1310.3, *“Volunteer Services Program”*.
- b. *Orientation*. During orientation, each inmate shall be issued a copy of the Inmate Handbook that includes information regarding video visitation. The assigned Case Manager shall provide an informational overview during the intake/orientation process.
- c. *Refusal of Visit*. An inmate may refuse to see a visitor. The refusal shall be documented in the housing unit Video Visitation logbooks and Video Visitation Inmate Refusal Slip (Attachment 1). Once the inmate has denied the visit, the Video Visitation Officer will immediately advise the visitor of the denial of the visit.
- d. *Public Notice*. Visiting days, required attire and this policy shall be posted on the public access domain of the DC Government website. Notices regarding attire and time requirements will be prominently posted at the DOC Video Visitation Center and Visiting Control.
- e. *Inmate Notification*. This directive shall be posted in all housing units thirty (30) days prior to implementation.
- f. *Staff*. Employees shall be alert, courteous, and professional in their interactions with inmates, inmate visitors, and members of the public.
- g. Visitors in need of reasonable accommodations (such as sign language, etc) should contact the Warden's office at 202-673-8202 for assistance. No less than five (5) business days are required for the reasonable accommodation to be arranged.

9. VISITING SCHEDULE

- a. *Notice*. The Warden shall ensure that a sign is posted in a conspicuous

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location, with clearly visible lettering, to indicate the visiting days and hours.

- b. Family and friends of juveniles being adjudicated as adults housed at the Correctional Treatment Facility (CTF) are required to call or use the DOC website <http://visitation.doc.dc.gov> for scheduling visits. Juveniles being adjudicated as adults are prohibited from visiting during regular D.C. Public School hours.
- c. Visits must be scheduled in advance. Visitors should call 1-(888)-906-6394 or (202) 442-7270 Tuesday through Saturday between the hours of 9:00 am and 5:00 pm or access the DOC website at <http://visitation.doc.dc.gov> anytime to schedule visits. Appointments may be scheduled up to one week in advance, but no less than twenty-four (24) hours in advance.
- d. When scheduling visits through the DOC website, visitors are to follow prompts to confirm a visit. Once registration is complete using the web, the visitor will be issued a permanent visitor identification number. Visitors are encouraged to keep their visitor I.D. number for future reference.
- e. Confirmation of scheduled visits processed through the web or telephonically does not guarantee a visit. Scheduled visits may be rescheduled or cancelled due to unforeseen circumstances, i.e., court, disciplinary actions. The Warden or his/her designee may disapprove visits.
- f. Visitors may call the Video Visitation Center at 1-(888)-906-6394 or (202) 442-7270 to check the status of their visit.
- g. *Visiting Days and Hours.* Video Visitation will be offered Wednesday through Sunday from 12:00 p.m. to 8:00 p.m.
- h. *Duration.* All visits last forty-five (45) minutes.
- i. *Visitor's Arrival.* Visitors are encouraged to arrive fifteen (15) minutes before the visit.
- j. *Number of Visits.* Inmates will be allowed two (2) visits per week.
- k. *Number of Visitors Allowed.* No more than two (2) adults or one (1) adult and two (2) minor children shall be allowed to enter the Video Visitation Center to visit an inmate. If an adult wishes to bring more than two (2) minor children to participate in visitation, a second adult must be present to provide supervision in the waiting area until they are admitted to the visitation center. In this case,

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the forty-five (45) minute visit will be divided into two (2) sessions with no more than two (2) minor children an adult allowed in at any given time. Once the first two minor children participating have completed their visit, the adult will notify a Visitation Officer, who will accompany the adult and minor children to the waiting area. The adult will then bring the remaining children in for visitation. At the end of the visit, those remaining in the lobby area will be directed to the exit by a Visitation Officer.

- i. School age minors (under 16 years of age) shall not be allowed into the Video Visitation Center during school hours.
- m. Visitors have the option of cancelling their scheduled visits via the web or by telephone (prior to the scheduled visit time).
- n. Inmates will continue to have in-person visits with attorneys and their agents (investigators, law clerks, law students, and interpreters). This access is available on a 24 hour/7 day a week basis in accordance with PS 4160.3, “*Access to Legal Counsel*”.
- o. Clergy, program volunteers etc., must schedule appointments for in-person visits in accordance with PS 4410.1, “*Religious Programs*” and PS 1310.3, “*Volunteer Services Programs*”.
- p. *Supervision of Minors*
 - 1) An adult shall accompany persons under the age of eighteen (18) years old and shall maintain constant control and supervision of the accompanying child.
 - 2) Youth may be required to show photo identification such as a school identification card where there is uncertainty of age.

10. VISITATION CENTER RULES (INSIDE)

- a. **Visitation is by appointment only.** Appointments may be scheduled up to one (1) week in advance, but no less than twenty-four (24) hours in advance.
- b. The Video Visitation Center will be open Wednesday through Sunday between noon and 8 p.m. The last visitation session will start at 7 p.m.
- c. Visits may be scheduled via the web at <https://visitation.doc.gov/app> at any time or by telephone at 1 (888) 906-6394 or (202) 442-7270 on Tuesday

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- through Saturday between 9:00 am and 5:00 pm.
- d. Visitors are responsible for re-scheduling cancelled visits.
 - e. Smoking, eating and drinking are prohibited inside the Visitation Center.
 - f. Visitors will be provided a video station seat number upon arrival at the Visitation Center.
 - g. The total number of visitors permitted at each station will not exceed two (2) adults or one (1) adult and two (2) minor children.
 - h. Visitors with small children will be permitted to bring in one baby bottle, one diaper, and one blanket per child. The Visitation Officer will approve additional items on a case-by-case basis.
 - i. If a visitor exits the Visitation Center without authorization, he/she will not be allowed to gain re-entry.
 - j. Use of foul language, loud talking, excessive emotionalism, or any other type of disruptive behavior will not be permitted in the Visitation Center.
 - k. If a visitor experiences a problem with the audio or video reception during his/her visit, they should notify the visitation staff immediately.
 - l. Visitors will be required to turn-off cell phones and other audio devices during visitation. Failure to comply will result in termination of the visit and/or suspension of visitation privileges.
 - m. The taking of photographs is strictly prohibited. Failure to comply will result in termination of the visit and/or the suspension of visitation privileges.
 - n. The agency **will not be** responsible for any damage or loss of personal property; however, such incidents should be reported to the Visitation Officer.
 - o. Visits are monitored and subject to recording.

11. VISITATION CENTER RULES (OUTSIDE)

- a. All visitors eighteen (18) years of age and older must present proper identification to the Visitation Officer for entry into the Visitation Center.

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Visitors whose identity cannot be confirmed by the identification presented will not be permitted to visit.

- b. Any state, local or federal government issued valid photo ID will be accepted for identification.
- c. Visitors under the age eighteen (18) must be accompanied by a parent or legal guardian who maintains close supervision at all times. Children must never be left unattended for any reason.
- d. All visits must be pre-scheduled, including out of state visits.
- e. Visitors arriving after the start of their scheduled session will not be allowed to visit.
- f. Proper attire is required at all times. Shoes and shirts must be worn.
- g. Visitors appearing to be under the influence of alcohol or drugs will not be admitted into the Visitation Center.
- h. Visitors bringing alcohol or controlled substances into the facility will be subject to suspension or termination of visitation privileges and/or referral for possible arrest and criminal prosecution.
- i. The agency reserves the right to cancel any and all visit(s) without prior notice.
- j. For questions, concerns or clarification of the visitation policy, please contact the Visitation Officer.

12. VISITOR ENTRY

- a. The Visitation Center Officer shall verify visitor information by checking the visitor's identification and confirmation number.
- b. All visitors eighteen (18) years of age and older must present proper identification to be permitted into the visitation center. The following documents are approved to use as identification:
 - 1) A valid DC or state issued driver's license;
 - 2) A valid DC or state issued non-driver's identification card with picture and

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address; or

- 3) A picture identification card issued by the federal, state, or local government (to include but not be limited to passports and work IDs).
- 4) A visitor who can be positively identified by their picture ID shall be allowed access to the visitation center regardless of the gender/sex indicated on the ID.
- 5) **Visitation from outside the District of Columbia.** Out of state visitors **must schedule** their visit via the web at <http://visitation.doc.dc.gov> or telephonically at 1-(888) 906-6394 or (202) 442-7270.

13. **DENIAL/TERMINATION OF VIDEO VISIT.** Any video visit may be denied or terminated under the following circumstances:

- a. A visitor appears to be under the influence of drugs or alcohol;
- b. Visitor refuses or fails to produce sufficient photo identification, the visitor cannot be positively identified as the person in the photo (this shall not apply to gender identification changes) or the visitor has falsified identifying information;
- c. Reasonable suspicion exists that the visitor may endanger the safety, security or order of the Video Visitation Center;
- d. The visitor or inmate becomes disruptive during the visit;
- e. Visitor otherwise violates visitation rules/and or policy;
- f. Insufficient space;
- g. Emergencies;
- h. Inappropriate behavior, and
- i. Disorderly conduct.

14. **INMATE PROCESSING FOR VIDEO VISITS**

- a. On days specified for visitation, Shift 2 Captains will generate a daily visitation

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report by housing unit which will be distributed at roll call. The list will include the inmate's name and DCDC#, the time and monitor number for the visit and the visitor's identification number.

- b. The daily visitation report will be submitted to the #2 Shift Captains during roll call for posting in each housing unit. Officers will post the daily visitation reports and shall inform inmates of their scheduled visits.
- c. Inmates refusing visits must sign the Video Visitation Inmate Refusal Slip (Attachment 1) and all refusal slips will be forwarded to the Major's Office.

15. SPECIAL VISITS

VISITING INMATES AT A MEDICAL OUTPOST

- a. The Warden or his/her designee may approve visits from immediate family when an inmate is in critical condition and confined to an outside medical facility (medical outpost).
- b. For the purposes of this directive immediate family members include parents, legal guardians or any person who acted as the inmate's parent, spouses (including partners/significant others with whom the inmate was known to be in an established relationship prior to incarceration), grandparents, siblings and children.
- c. The attending physician may submit a recommendation for the visit to the Chaplain or directly to the Warden.
- d. The Case Manager shall verify the family relationship of each requested visitor and make a recommendation for approval or denial. The Case Manager shall consider and document any security or safety issues when making the recommendation (for example, whether the inmate is on Special Handling, presents special management issues, or is a juvenile).
- e. The Case Manager shall submit the request through the chain-of-command.
- f. The Warden or designee shall make the final decision, including but not limited to the length of the visit and any special arrangements or security precautions.
- g. Visitors shall comply with this directive, and any restrictions or requirements

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imposed by the medical facility.

16. SPECIAL CONTACT VISITS

a. Requesting Contact Visits

- 1) *Inmates.* In cases of family crisis, the inmate may submit a request for a contact visit directly to the Chaplain or his/her Case Manager explaining the reason/extenuating circumstances.
- 2) *Family Member.* A family member may request a contact visit via the Chaplain or the inmate's Case Manager explaining the extenuating circumstances for consideration. Generally, criteria for the visit shall center around a family crisis such as family notifying an inmate of the death or life threatening illness of an immediate family member.
- 3) *Staff.* Upon knowledge of special circumstances, staff may recommend a special visit. The referral shall be made to the Case Manager or Chaplain.

b. Processing Requests for Contact Visits

- 1) The Chaplain and the Case Manager shall work collaboratively to process the request for a contact visit.
- 2) The Chaplain shall communicate with the family to verify the familial relationship and the extenuating circumstances and forward the information to the Case Manager.
- 3) The Case Manager shall:
 - a) Review the inmate's institutional record to verify the familial relationship and to identify any factors that would preclude a contact visit, and
 - b) Prepare a memorandum through the chain-of-command to the Warden with a recommendation and justification for approval or disapproval of the contact visit.
- 4) The Warden or his/her designee shall approve or deny written requests for special contact visits.
- 5) The Warden or his/her designee shall include a brief explanation when a

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decision is made to deny the visit.

- 6) If approved, the special visit shall be conducted in the Chaplain's office under the direct supervision of the Chaplain or designee at all times.
- 7) The Case Manager or, when appropriate, the Chaplain, shall notify the family and the inmate of the arrangements.

17. STAFF VISITING AN INMATE WHO IS AN IMMEDIATE FAMILY MEMBER

- a. A DOC employee, contractor, or volunteer shall obtain advance written approval to visit with an immediate family member who is incarcerated at CDF or CCA/CTF.
 - 1) A DOC employee, contractor, or volunteer assigned to CDF shall obtain advance written approval from the Warden.
 - 2) A DOC employee, contractor, or volunteer not assigned to CDF shall obtain advance written approval (preliminary) from their Office Chief and final written approval from the CDF Warden.
 - 3) CCA employees, contractors, and volunteers shall obtain advance written approval from the CCA Warden and the CDF Warden to visit with inmate relatives who are housed at the CDF.
- b. Upon approval, the employee, contractor, or volunteer must present a copy of the written approval at the time of registration for the visit. Visits will be held in the Video Visitation Center for family and friends of juvenile offenders. In-person visits will remain for female offenders housed at the CTF.
- c. The DOC or CCA employee, contractor, or volunteer shall not wear any DOC or CCA uniform or insignia during the visit.
- d. The DOC or CCA employee, volunteer or contract employee is prohibited from going into the housing unit where the incarcerated relative resides. The DOC or CCA employee, contractor, or volunteer shall not otherwise make contact with the inmate when the inmate is working, being treated in the infirmary, or any other area of the facility.

18. DESTRUCTION AND DAMAGE OF VIDEO VISITATION EQUIPMENT.

Destruction and/or damage of the video visitation equipment will result in termination of all visits with the exception of attorney visits until the video visitation

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equipment is repaired.

19. **SUSPENSION AND REVOCATION OF VISITING PRIVILEGES**

- a. Any visitor who violates this policy or who poses a threat to the safety, security and/or orderly operation of any DOC facility, based on the severity of the incident, may be temporarily or permanently suspended from visitation pending final disposition.
- b. Only the Warden or his/her designee may permanently suspend a visitor.
- c. Prior to temporary or permanent suspension (30 days to permanent termination), written notice of the decision, including a statement of reasons, shall be given to the inmate and mailed to the visitor. The statement of reasons may be withheld to the extent it would jeopardize security or an individual's safety.
- d. The visitor and/or inmate can submit a written statement (or when it is time sensitive, an oral appeal) in opposition to the proposed suspension.
- e. In the case of indefinite suspension, the notice shall include a date when re-application for visiting may be made.

20. **APPEAL OF VISITING SUSPENSIONS AND TERMINATIONS**

- a. Anyone who has been denied visiting privileges may submit an appeal that cites the reasons or an explanation to the Deputy Director for Operations.
- b. The Deputy Director shall respond to each appeal within 30 calendar days of receipt.
- c. If the person is not satisfied with the appeal response provided by the Deputy Director, he/she may appeal the suspension or termination to the Director. The Director shall respond to appeals within 30 calendar days.
- d. The Director is the final authority for rendering agency decisions regarding the suspension or termination of visiting privileges.

21. **REINSTATEMENT OF VISITING PRIVILEGES**

- a. Upon completion of the suspension period the visitor may request

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reinstatement of visiting privileges to the Warden.

- b. If denied, the visitor may appeal the denial of reinstatement as described in Section 19.

Attachment

Attachment 1 – Video Visitation Inmate Refusal Slip (Official Use Only)



**D.C. DEPARTMENT OF CORRECTIONS
CENTRAL DETENTION FACILITY
VIDEO VISITATION INMATE REFUSAL SLIP**

I _____, DCDC# _____ refuse
my video visitation (social visit) with Visitor _____ on _____

Inmate Signature: _____ Date & Time: _____

Witness: _____ Date: _____