

**SONOMA COUNTY PROBATION DEPARTMENT
JUVENILE HALL POLICY & PROCEDURES MANUAL**

| | | | |
|--|--|------------------------|-----------------------------|
| SECTION: <i>Security Operations</i> | SUBJECT: <i>Public Lobby Operations</i> | PAGE: <i>1 of 4</i> | IDENTIFIER: <i>3.4.6</i> |
|--|--|------------------------|-----------------------------|

POLICY STATEMENT

It is the policy of Sonoma County Juvenile Hall that staff adheres to the following procedures regarding how visitors enter and exit the facility during business hours, after business hours, and on weekends or holidays.

PROCEDURES

1. GENERAL INFORMATION

- A. Any person without a Sonoma County Probation ID card labeled “PRB” or “JH” is considered a visitor.
 - i. All visitors without a Probation ID card must successfully pass the security checkpoint, or they will not be allowed to enter the facility. For information on security checkpoint procedures refer to policy 3.4.2 “Security Team Roles & Responsibilities”.
- B. All visitors entering the facility are required to exchange a valid ID card for a visitor’s badge, and wear it in a visible location while they are inside the facility.
 - i. Visitors going into Court/Visitation will be issued a green visitor’s badge, and will not be allowed into the secure corridor.
 - ii. Visitors going into the secure corridor will be issued an orange visitor’s badge, and must be escorted into and out of the facility.
 - iii. Regular visitors who, with the approval of the Division Director may enter the secure corridor without an escort, will be issued a purple & white visitor’s badge. This includes, but is not limited to:
 - a) Regular substitute teachers
 - b) Regular program providers
 - c) Longtime volunteers
- C. All visitors entering the facility are required to sign in and sign out on the daily visitor sign-in sheet.
- D. Intake & Release staff will be responsible for the lobby reception duties during non-business hours, weekends, and holidays.
 - a) Visitor check-in material will be kept at the night window vestibule during these times.
 - b) Family Visitation check-in is the responsibility of the Court Visitation JCC.
- E. Public lockers are available free of charge for visitors to store items that are not allowed in the facility. They are located in the outer lobby.

**SONOMA COUNTY PROBATION DEPARTMENT
JUVENILE HALL POLICY & PROCEDURES MANUAL**

| | | | |
|--|--|------------------------|-----------------------------|
| SECTION: <i>Security Operations</i> | SUBJECT: <i>Public Lobby Operations</i> | PAGE: <i>2 of 4</i> | IDENTIFIER: <i>3.4.6</i> |
|--|--|------------------------|-----------------------------|

- i. If a visitor forgets the code they used to secure their belongings, staff can use the following override code to open & reset the locker:
 - a) Press the key symbol button
 - b) Press 1, 2, 3, 4, 5
 - c) Press the code button
 - d) The locker should open.

2. VISITOR ENTRY DURING BUSINESS HOURS (8:00 AM – 5:00 PM, MONDAY-FRIDAY)

- A. Visitors arriving at the Juvenile Justice Center will be required to pass through the security checkpoint located in the main lobby.
- B. Once the visitor has successfully passed the checkpoint, they will be referred to the reception desk to begin the check-in process.
- C. As part of the check-in process, the lobby receptionist will attempt to call the staff the person wishes to visit.
- D. If the receptionist is able to contact the staff the visitor is here to see, that staff will meet their visitor in the waiting area and escort the visitor back to the reception desk to have the visitor sign in and acquire the appropriate visitor's badge.
- E. If the lobby receptionist is unable to contact the person the visitor is here to see, they will attempt to contact a secretary or other person in that individual's office.
 - i. If the receptionist is still unable to locate the party being visited, the receptionist will direct the visitor to the waiting area.
 - ii. The receptionist will continue to try to contact the person being visited at the convenience of the reception position.

3. VISITOR ENTRY AFTER HOURS, AND ON WEEKENDS & HOLIDAYS

- A. When a person arrives at the main public entry doors, the person will use the intercom to contact Central Control to identify themselves and request access.
- B. Central Control will determine the nature of their business within the facility.
 - i. If the person is not pre-authorized or does not have a valid reason, they will not be allowed to enter the building.
 - ii. If the person is pre-authorized or has a valid reason, they will be granted access into the outer public lobby and instructed to go to the night window.
- C. Staff will meet the visitor in the outer lobby and have them walk through the security checkpoint. Refer to the "pre-screen visitors" section of policy 3.4.2 "Security Team Roles & Responsibilities".

SONOMA COUNTY PROBATION DEPARTMENT
JUVENILE HALL POLICY & PROCEDURES MANUAL

| | | | |
|--|--|------------------------|-----------------------------|
| SECTION: <i>Security Operations</i> | SUBJECT: <i>Public Lobby Operations</i> | PAGE: <i>3 of 4</i> | IDENTIFIER: <i>3.4.6</i> |
|--|--|------------------------|-----------------------------|

- i. Once the visitor has successfully completed the security checkpoint, staff will complete the check-in process by completing the following steps:
 - a) The visitor will sign and date the visitor's sign-in sheet.
 - b) A valid ID card will be exchanged for the appropriate visitor's badge.
- ii. Visitors who cannot successfully pass the security checkpoint will not be allowed to enter the facility.

4. PROBATION DEPARTMENT EMPLOYEE ENTRY

- A. Department employees displaying the appropriate badge/ID may be granted unescorted access into the facility.
- B. Department employees will enter the facility through the visitor's sallyport during business hours (8:00 AM -5:00 PM, Mon-Fri).
 - i. Department employees will enter the facility through the release corridor after hours and on weekends and holidays.
- C. All visitor check-in items will be kept in the night window vestibule in Intake & Release.

5. VISITOR EXIT DURING BUSINESS HOURS

- A. If the visitor concludes their business and exits the facility during business hours, the visitor will exit the facility through the visitor's sallyport.
- B. The visitor will return to the reception desk to exchange their visitor's badge for their ID card.
- C. The visitor will sign out on the visitor's sign-in sheet and exit the facility through the main doors.

6. VISITOR EXIT AFTER HOURS, AND ON WEEKENDS & HOLIDAYS

- A. After normal business hours, the receptionist will give the visitor's sign-in sheet and any acquired ID cards to the Intake & Release staff before going off duty.
- B. Intake & Release staff will keep these items at the night window vestibule.
- C. As visitors exit the facility, Intake & Release staff will complete the check-out process by taking the following steps:
 - i. Staff will have the visitor sign out on the visitor's sign-in sheet.
 - ii. Staff will exchange the visitor's badge for their ID card.
 - iii. Visitors will then exit the facility through the release corridor sallyport to the outer public lobby and out through the main doors.

**SONOMA COUNTY PROBATION DEPARTMENT
JUVENILE HALL POLICY & PROCEDURES MANUAL**

| | | | |
|--|--|------------------------|-----------------------------|
| SECTION: <i>Security Operations</i> | SUBJECT: <i>Public Lobby Operations</i> | PAGE: <i>4 of 4</i> | IDENTIFIER: <i>3.4.6</i> |
|--|--|------------------------|-----------------------------|

REPLACEMENT HISTORY

Revised:

APPROVED BY:

DAVID M. KOCH, Chief Probation Officer