



NH Department of Health & Human Services
Division for Children, Youth & Families

DCYF Standard Operating Procedure

2070.2 STAFF VISITATION DUTIES

Policy Directive: **22-09**

Effective Date: **June 2022**

Implements Policy: **2070**

Approved:

Joseph E. Ribsam, Jr., DCYF Director

This SOP outlines staff responsibilities to maintain facility security during youth visitation.

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. Staff ensure visitors secure all outerwear and personal possessions in a visitor locker prior to entering the secure area of the facility. This includes:
 - A. Hooded items of any kind;
 - B. Jackets/coats;
 - C. Hats of any kind;
 - D. Purses/pocket books or other bags or any kind, including diaper bags;
 - E. Cell phones; and
 - F. Cameras.
- II. Staff screening visitors will:
 - A. Ask all visitors to empty their pockets and pass through the metal detector until it ceases to alert to the presence of metal on the visitor's person;
 - B. Use the hand-held wand to search any visitor who repeatedly triggers the metal detector or reports having a medical condition that may activate the detector, such as an implant or prosthetic consisting of metal; and
 - C. Search any items the On-Duty Supervisor approves to enter the secured facility.
- III. Staff will ensure that no outside food or beverages are permitted into the secure facility.

- IV. Staff will ensure that all visitors comply with standards for appropriate dress when entering the secure area of the facility.
 - A. Staff will offer a facility sweatshirt to any visitor who is inappropriately dressed, if the sweatshirt will be sufficient to meet the clothing concern noted.
 - B. If the visitor's clothing is not appropriate, they will not be allowed to enter the secure facility.
- V. Staff will allow any visitor arriving with an infant/toddler to bring one diaper and one bottle into the secure area of the facility, if needed, after inspecting each item.
- VI. Staff screening visitors for entry into the facility will contact the On-Duty Supervisor if any visitor:
 - A. Has slurred speech;
 - B. Has glossy or bloodshot eyes, or dilated pupils;
 - C. Is swaying or stumbling when standing/walking;
 - D. Smells of alcohol or marijuana; or
 - E. Is showing any other signs of being under the influence.
 - 1. The On-Duty Supervisor will then inform the person suspected of being under the influence that they will not be allowed to enter the secure facility for their visit.
- VII. If a visitor is asked to leave the facility due to suspicion of being under the influence of drugs or alcohol, the On-Duty Supervisor will notify:
 - A. The On-Duty or On-Call Administrator; and
 - B. The youth's JPPO.
- VIII. During visitation, staff will ensure that no youth housed at SYSC is photographed or recorded on video.
- IX. If a visitor or youth expresses a reasonable need for increased privacy during their visit, staff will notify the On-Duty Supervisor to determine if accommodations can be provided. Reasonable needs may include:
 - A. Informing a youth of potentially upsetting events, such as an illness or death in the family.
- X. Staff notify the On-Duty Supervisor of any concerns emerging during the visitor entry process or visit, for determination of visit termination and for review by the SYSC Administrator or designee.

- XI. Following any visit, staff monitoring the visit will:
 - A. Escort the visitor(s) back to the lobby; and
 - B. Conduct all required security measures (including searches pursuant to policy 2058) prior to reintegrating the youth from visits to their assigned residential unit.
- XII. Document any incidents occurring during visits on the appropriate YouthCenter form.

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

Document Change Log

PD	Modification Made	Approved	Date
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