

## 2070 SYSC VISITORS AND THE VISITATION ROUTINE

Chapter: **Sununu Youth Services Center**

Section: **Safety and Security**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **14-41**

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Approved:

Handwritten signature of Maggie Bishop in black ink.

Maggie Bishop, DCYF Director

Related Statute(s): [RSA 621](#), and [RSA 621-A](#)  
Related Admin Rule(s):  
Related Federal Regulation(s): [P.L. 108-79](#), and  
**PREA Standards 115.317 (a1), 317 (a2), 317 (a3), 317 (b), 317 (d), and 353(d).**

Related Form(s): [FORM 2026](#)  
Bridges' Screen(s) and Attachment(s):

Visits for youth committed or detained at the Sununu Youth Services Center (SYSC) are encouraged to: increase family and community ties, allow professional visitors to provide essential clinical and other services for youth and the facility, allow transparent oversight by legislative and other regulatory bodies, and for other reasons sanctioned according to this policy. Moreover, visits for youth are an important contributing factor to their quality of life while committed and/or detained. The DCYF staff responsible for managing a youth's case must approve all visitors specific to the youth. The SYSC requires all visitors to be processed into or out of the SYSC to ensure the security of the facility and the safety and security of staff and youth. Approved visitors must provide positive identification and undergo all required security checks before being admitted to the secure area of the facility. Respect for the confidentiality of all families and youth while in the SYSC is expected of all individuals.

### Purpose

This policy establishes practices relevant to visitors at the John H. Sununu Youth Services Center (SYSC) to promote the safety and security of all youth, staff, and visitors.

### Definitions

**"CourtStream"** means the web-based automated information system used by DCYF staff to document and track information regarding youth committed or detained at the SYSC.

**"DCYF"** or the **"Division"** means the DHHS Division for Children, Youth and Families.

**"Family Visitor"** means:

**"Immediate Family Visitor"** means any individual who is a parent, legal guardian, grandparent, sibling, current stepparent, or stepsibling, of the youth at the SYSC and does not require prior approval from the JPPO to visit unless otherwise specified.

**"Relative Visitor"** means any individual who is an uncle, aunt, niece, nephew, first/second cousin, a former stepparent, or significant other of an Immediate Family Visitor of the youth at the SYSC, and requires prior approval by the JPPO or Treatment Coordinator to visit.

**"JPPO"** means the Juvenile Probation and Parole Officer employed by DCYF.

**"JPPS"** means the Juvenile Probation and Parole Supervisor employed by DCYF.

**"Maintenance Contractor"** means any individual(s) contracted to provide a grounds or maintenance service to the facility/utilities who requires access to enter the secured portion of the facility to complete the necessary work.

**"Positive Identification"** means proof of identity through a valid photographic ID, or a birth certificate in the case of a minor who has no form of photographic ID.

**"PREA"** means the standards enacted on August 20th, 2012 and enforced by the U.S. Department of Justice to eliminate prison rape pursuant to the Prison Rape Elimination Act of 2003.

**"Professional Visitor"** means any individual, who is meeting with a youth at the SYSC to provide a service. This may include but not be limited to JPPOs, attorneys, mental health professionals, law enforcement officials, Legislators and oversight teams, school district representatives, mentors, and volunteers (aestheticians/barbers, St. Anslems' students/mentors, Alcoholics Anonymous, Narcotic Anonymous, spiritual, or sport/recreation coaches).

**"SYSC," "John H. Sununu Youth Services Center,"** or the **"Youth Detention Services Unit"** means the architecturally secure juvenile treatment facility administered by the DHHS Division for Children, Youth and Families for committed juveniles and for NH youth involved with the NH court system prior to their adjudication.

**"Treatment Contractor"** means any individual who is not employed by DCYF, but who has entered into a contract to provide services and/or support to the SYSC youth population as a student intern or a state or federally funded contractor.

## Policy

- I. Upon admission of youth for detention or commitment, the youth's parent(s)/guardian(s) and assigned JPPO, if applicable, will be notified of their admission.
  - A. The Admissions Officer will notify the parent(s)/guardian(s) and provide basic information regarding the SYSC visitation rules and hours.
  - B. The assigned JPPO will be notified via the SYSC CourtStream alert system.
- II. All youth will have the opportunity to receive family and professional visitors.
  - A. The SYSC will provide reasonable and confidential access for every youth to communicate with and visit with his/her attorney and/or parent(s)/guardian(s) pursuant to the SYSC practice model and the requirements of the Prison Rape Elimination Act (PREA) 115.353(d).
  - B. The SYSC will provide reasonable and confidential access for every youth to communicate with and visit with all visitors approved by the youth's JPPO.
    1. Any special visit or communication in which a visitor or youth expresses a reasonable need for increased privacy will be reviewed by the Supervisor On-Duty who will determine the need and type of accommodations.
  - C. Face-to-face visits will be available for all youth unless there is a clear and reasonable concern for the order and security of the youth or the SYSC facility.

1. Any concerns and requests to suspend face-to-face visits must be immediately submitted to the Bureau Chief of Clinical and Residential Services or designee for approval.
2. Any concerns that become apparent during the visitor entry process or during the visit that rise to the level of consideration for termination of a visit must be addressed by the Supervisor On-Duty and reviewed by the SYSC Director or designee, and may include termination of the visit.
3. Disrespectful and/or disruptive behavior will not be tolerated, and may result in the termination of a visit, including but not limited to:
  - (a) Swearing;
  - (b) Loud or threatening language; and
  - (c) Non-compliance with directives of SYSC staff.
4. Any visitor that appears to be under the influence of drugs and/or alcohol will not be permitted to visit.

III. All visitors must be approved.

- A. Upon commitment, all visitors for youth must be approved by the JPPO.
- B. After commitment, all additional visitors must be approved by the JPPO, in consultation with the youth and the youth's Treatment Coordinator.
- C. Detained youth with no JPPO or prior detentions will only be approved for visits with immediate family and professional visitors pending the assignment of a JPPO.
- D. Upon assignment of a JPPO, detained youth will be allowed relative visitors upon JPPO approval.
- E. All contractors visiting the SYSC must be approved in compliance with [Policy 2476 PREA Standards – Hiring, Promoting, Corrective, and Disciplinary Actions](#) based on the Prison Rape Elimination Act of 2003 (PREA).
  1. DCYF shall not hire or enlist the services of any contractor who may have contact with committed or detained youth, who—
    - (a) Has engaged in sexual abuse in a prison, jail, lockup, community confinement facility, juvenile facility, or other institution (as defined in 42 U.S.C. 1997) (115.317(a1));
    - (b) Has been convicted of engaging or attempting to engage in sexual activity in the community facilitated by force, overt or implied threats of force, or coercion, or if the victim did not consent or was unable to consent or refuse (115.317(a2)); or
    - (c) Has been civilly or administratively adjudicated to engage in the activity described in (b) above (115.317(a3)).

2. DCYF shall consider any incidents of sexual harassment in determining whether to hire or enlist the services of any contractor, who may have contact with youth committed or detained at the SYSC (115.317(b)).
  3. DCYF shall also perform a criminal background records check, and consult applicable child abuse registries, before enlisting the services of any contractor who may have contact with youth committed or detained at the SYSC (115.317(d)).
- IV. The visitation policy, procedures, and rules are in effect for youth and staff safety and will be adhered to by all individuals who enter the SYSC.
- A. All staff, youth, and visitors are asked to respect the knowledge that one person can compromise the safety of all staff, youth, and visitors.
  - B. Visitor access to the SYSC will be managed without prejudice or preferential treatment of any individual.
- V. All visitors must sign the SYSC visitor log to document the visitor has:
- A. Acknowledged and agreed to comply with the SYSC visitation rules;
  - B. Agreed to maintain all individuals seen or information heard while in the SYSC as confidential;
  - C. Received fair and transparent notice about contraband and denial of access to the SYSC without a search; and
  - D. Consented to an electronic search as described in section X:E, "Visitor Entry" of this policy.
- VI. The Bureau Chief of Clinical and Residential Services and/or Health Services Manager will review all Treatment Contractors on an individual basis to determine the appropriate access to the SYSC.
- A. Treatment Contractors may be determined exempt from some visitor entry procedures or may have certain exceptions made dependent on the authorizations and responsibilities outlined in their contract, including but not limited to:
    1. Display of positive identification while on site;
    2. Search requirements;
    3. Access to temporary swipe cards (maintained by Central Control) while on site;
    4. Access to paper records and electronic information/communication systems; and
    5. Unsupervised contact with youth.

THE ABOVE EXEMPTIONS DO NOT APPLY TO SIGN-IN PROCEDURES IN THE VISITORS LOG DUE TO FIRE CODE REGULATIONS AND THE NEED TO KNOW WHO IS IN THE SYSC BUILDING AT ALL TIMES.

- B. As representatives of DCYF, all Treatment Contractors will be expected to adhere to the policies and procedures of the DCYF and DHHS.
  - 1. Relevant DHHS and DCYF policies and protocol will be made available to Treatment Contractors upon hiring and as reasonably requested.

VII. Preparing for Visits:

- A. All professional and family visitors must go through an approval process.
  - 1. At the time of a youth's admission, the JPPO is required to submit a completed/updated Collateral Contact Form (Form 2026) with all approved family and professional visitors to the Admissions Officer.
    - (a) The Admissions Officer, or designee, will request verbal authorization for approved visitors when a Collateral Contact Form is not completed/available.
    - (b) The Admissions Officer, or designee, will create a temporary Collateral Contact Form with the information received verbally. The temporary Collateral Contact Form will be distributed in lieu of the official Collateral Contact Form but must be replaced with the official Collateral Contact Form once received.
    - (c) If the Admissions Officer, or designee, is unable to obtain verbal authorization or a Collateral Contact Form, visitation must be restricted to immediate family visitors with positive identification. All relative visitors will be advised of the temporary approval process noted in Section VIII:C-4 below.
  - 2. The Admissions Officer will submit the original Collateral Contact Form (Form 2026) received at admission to the SYSC Records Unit, and distribute a copy to reception, the SYSC Medical Department, the SYSC School Department, Clinical Support Staff, and the youth's unit folder.
    - (a) The Clinical Support Staff will be responsible for entering family and professional visitors noted on the Collateral Contact Form into the youth's Contact Tab in CourtStream as Approved Visitors.
  - 3. Any requests for visitor approval after a youth has been committed or detained must be directed as follows:
    - (a) Any request for visitor approval made must be forwarded to the JPPO, when time permits.
    - (b) Any request made by a staff or youth must be made to the youth's assigned Treatment Coordinator for review with the youth's JPPO.
    - (c) Any request by a family or youth for a visitor to be approved in less than 24 hours must be submitted by 3pm the day of the requested visit to the Treatment Coordinator, or designee.

- (1) The Treatment Coordinator is responsible for following up on approving the visitor with the JPPO or JPPS, and youth.
  - (2) The Treatment Coordinator must enter and/or approve the visitor in CourtStream prior to the visitation.
  - (3) If the Treatment Coordinator is not available (weekends and holidays), the Supervisor On-Duty is responsible for contacting the SYSC Director or designee to determine approval.
- (d) Any individual who arrives at the SYSC requesting to visit a youth who is not a youth's approved visitor, will be directed to speak with the Supervisor On-Duty.
- (1) The Supervisor On-Duty and the SYSC Director or designee will review information to determine the appropriateness of allowing a monitored visit to proceed on a temporary approval.
  - (2) If practicable, the Supervisor On-Duty may attempt to contact the youth's JPPO or JJS Supervisor if it is during JJS business hours.
  - (3) Any temporary approvals granted will require the visit be completed in an area visible to Central Control for visual monitoring.
  - (4) The Supervisor On-Duty must notify the individual requesting the visit, that temporary approval may be granted to an individual once and refer the individual to contact the youth's assigned JPPO. The Supervisor On-Duty shall advise the visitor that temporary approval shall not be granted for subsequent visits.
  - (5) The Receptionist On-Duty will email the Treatment Coordinator, Unit Manager, and the SYSC Director or involved designee notice of any temporary approvals and the name of the authorizing Administrator before the end of their shift.
  - (6) Any temporary approval will be reviewed within 48 hours following the visit, by the SYSC Director or involved designee, Unit Manager, Treatment Coordinator, and JPPO, to determine the appropriateness of adding the individual to the youth's Contact Tab as an approved visitor in CourtStream.
- B. The Treatment Coordinator shall review all updates to the youth's approved visitors in CourtStream, with the youth when possible, and obtain any necessary information from the JPPO or Bridges.
1. The Treatment Coordinator will email any updates regarding approved visitors to the SYSC Receptionist Notification Group.
  2. The Receptionist On-Duty will enter the updated collateral contact information in CourtStream and create a case note with an alert to the SYSC Receptionist Notification Group regarding the updated approved visitor in the CourtStream Contact Tab.

- C. The JPPO is responsible for contacting the youth's Treatment Coordinator and the youth, to review any changes to the approved visitors in CourtStream.
- D. For any visitor previously approved but re-determined to be inappropriate:
  - 1. The JPPO and Treatment Coordinator must discuss the matter with the youth;
  - 2. The Treatment Team must recommend any suspension of visits to the Bureau Chief of Clinical and Residential Services, or designee, for approval; and
  - 3. A note will be made in the youth's CourtStream Contact Tab if the Bureau Chief of Clinical and Residential Services, or designee, approves the suspension of visits. The note must indicate:
    - (a) Suspension of the visitor's approval "until further notice" or document the duration of the suspension;
    - (b) The SYSC Director, or designee that approved the suspension; and
    - (c) The date the suspension was approved.
- E. Unit Managers and Department Heads (or designees) are responsible for providing a daily schedule of expected visitors with the visitor name and expected time of arrival to the Receptionist On-Duty.
- F. Visitors will be informed of expectations for dress, attendance, behavior, and possessions through the visitation guidelines posted in the SYSC Lobby and the Parent/Youth Handbook.
  - 1. On intake, applicable provisions of this visitation policy shall be provided to the youth and their parent(s)/guardian(s) by the Admissions Officer or designee.

**VIII. Conducting Visits with Youth** -The SYSC has specific practices to maintain the security of the facility while facilitating support of family connections and each youth's well-being.

- A. Visitors will be asked to arrive 15 minutes before any scheduled visits to provide time to check-in before the scheduled start of the visit.
- B. The Reception area in the SYSC Lobby will be staffed Monday through Thursday from 8:00 AM to 8:00 PM, Friday from 8:00 AM to 4:30 PM, and from 12:00 Noon to 5:00 PM on Saturdays, Sundays, and holidays.
- C. The Receptionist On-Duty shall:
  - 1. Greet each visitor;
  - 2. Request from each visitor:
    - (a) Name of visitor;
    - (b) Name of person being visited;

- (c) Purpose of the visit; and
  - (d) Positive identification to verify visitor identity.
3. Verify any family or professional visitor as an approved visitor in CourtStream.
  4. Notify the Supervisor On-Duty if there is a family or professional visitor not identified as an approved visitor. The Supervisor On-Duty will work with the Treatment Coordinator, or SYSC Director or designee, to resolve the concern.
    - (a) Any relative visitor or professional visitor not identified as an approved visitor will be brought to the attention of the Supervisor On-Duty to review with the SYSC Director or designee to determine the appropriateness of a temporary approval.
    - (b) The JPPO and Treatment Coordinator must provide approval for subsequent visits after an individual has been granted temporary approval.
  5. Provide each visitor with a locker key if necessary.
  6. Direct each visitor to complete the Daily Visitor's Log, with the following:
    - (a) Visitor's name;
    - (b) Time of arrival; and
    - (c) Youth being visited.
  7. All professional visitors will be provided a visitor badge for which they are responsible for wearing while in the SYSC, and returning prior to collecting personal belongings from a locker.
  8. If the assigned residential staff is not available to receive a scheduled visitor, the Receptionist On-Duty shall notify the Supervisor On-Duty to determine the appropriate staff to escort the visitor.

**IX. SYSC Facility/Grounds Visitors**

- A. Staff expecting a maintenance contractor to visit the SYSC facility or grounds shall notify the Receptionist On-Duty before the visit.
- B. Maintenance contractors will not be allowed access to the secured areas of the SYSC unless the facility or grounds in need of service are located in the secured area.
- C. Maintenance contractors must provide positive identification with their company information, congruent with the services to be rendered.
- D. The Receptionist On-Duty will notify the SYSC Director or designee of the maintenance contractor arrival.
- E. The SYSC Director or designee will meet with the maintenance contractor and determine what additional steps are needed to ensure the safety of the staff and youth at the SYSC (in

addition to requirements in section III:E above) prior to allowing the maintenance contractor entry to the secured areas of the SYSC when appropriate.

**X. Visitor Entry**

- A. Visitor rules will be posted in the SYSC Lobby.
- B. The Admissions Officer or designee will advise youth and family of visiting hours during the admissions process. Visiting hours will also be included in the Parent/Youth Handbook, the parent packet, and will be available upon request.
  - 1. Family visiting hours are Monday through Thursday from 6:30 PM to 7:30 PM, and Saturday and Sunday from 1:00 PM to 4:30 PM.
    - (a) Each residential building (unit) has an assigned visitation schedule within the family visiting hours consisting of one weeknight and one weekend session.
    - (b) Information regarding the assigned visitation schedule for each residential building is provided in the parent packet.
  - 2. Notification of holiday visiting schedules will be provided to each youth's parent(s)/guardian(s) in advance of the holiday if the hours will be different than the standard visitation schedule.
- C. Professional visiting hours are Monday through Thursday from 8:00 AM to 8:00 PM, Friday from 8:00 AM to 4:30 PM, and from 12:00 Noon to 5:00 PM on Saturdays, Sundays, and holidays.
- D. Maintenance contractors are expected to adhere to professional visiting hours.
  - 1. Maintenance contractors may be allowed access to the secure area of the facility outside of the professional visiting hours with approval of the SYSC Director or designee when an emergency presents; and
  - 2. When a maintenance contractor needs to enter the SYSC outside of the professional visiting hours, the Supervisor On-Duty will meet the maintenance contractor in the Lobby to complete the process of "checking-in" the visitor.
- E. All visitors will be required to pass through a metal detector and/or will be subjected to a hand-held metal detector (wand).
  - 1. Visitors will also be required to empty their pockets in front of staff and will not be allowed entry into the secure area of the facility as long as the alarm on the metal detector is being activated; and
  - 2. Any visitor with a medical condition that may cause the metal detector to be activated, such as an implant or prosthetic consisting of metal, must be screened using the hand-held wand.
- F. All visitors must comply with standards for appropriate dress and possessions when entering the secure area of the facility.

1. Absolutely no firearms or weapons of any kind are allowed within the secure area of the SYSC.
  2. Visitors may not enter the secured area of the facility while wearing any suspicious, potentially dangerous, offensive, or undersized clothing, including but not limited to:
    - (a) Steel-toed boots (unless OSHA required for a maintenance contractor);
    - (b) No hats of any kind, hooded garments (pullover or zippered), coats, or jackets;
    - (c) Provocative clothing including: strapless tops, spaghetti strap tops, tank tops sheer/see-through tops, low-cut shirts, short shorts, miniskirts or any clothing that is insufficient to cover an individual's undergarments;
    - (d) Clothing with symbols, graphics, or themes depicting alcohol, drugs, violence, nudity, profanity, or gangs/gang affiliations including motorcycle gangs/clubs; and
    - (e) Layered clothing. Visitors may only wear one layer of clothing (with the exception for undergarments) to reduce risk of concealed contraband, unless directed to wear a green sweatshirt provided by SYSC staff.
  3. Any visitor who is inappropriately dressed may be offered a green sweatshirt, by the Receptionist On-Duty, to wear during the visit if the sweatshirt will be sufficient to meet the clothing concern.
    - (a) Staff in the secured part of the facility are responsible for directing the visitor to wear the sweatshirt and ending the visit if the visitor refuses to comply.
  4. No pocketbooks/purses, wallets, car keys, knapsacks/backpacks, packages, or containers of any kind will be allowed into the secure area of the facility.
  5. No cameras, cell phones, electronic devices, or games are allowed into the secure area of the facility.
  6. No games, playing cards, pens, pencils, books, newspapers, or magazines may be brought into the secure area of the facility; however there will be such items available for use on the unit if requested.
  7. Visitors are not permitted to bring any outside food or beverages into the facility, however visitors may bring change into the facility to purchase food or drinks from the vending machines.
  8. Any visitor accompanying a toddler/infant visitor will be allowed to bring one diaper and one bottle into the secure area of the facility if needed.
- G. Secure lockers for visitor use.
1. Visitors must place outerwear and personal items (including purses, wallets, keys, and cell phones) in a locker in the lobby.

- (a) Family or professional visitors wearing steel-toed boots will be asked to leave them in the locker and will be provided disposable footwear (hospital booties) to wear during their visit; and
  - (b) Professional visitors may bring only items needed to complete their professional services with youth into the secure area of the facility including but not limited to aesthetic tools, paper/books, or a laptop.
- H. Visitors are expected to be appropriate and respectful of everyone in the SYSC.
  - 1. Disrespectful and/or disruptive behavior will not be tolerated, and may result in the termination of a visit, including but not limited to:
    - (a) Swearing;
    - (b) Loud or threatening language; and
    - (c) Non-compliance with directives of SYSC staff.
  - 2. Visitors that appear to be under the influence of drugs and/or alcohol will not be permitted to visit.
- I. Money intended for youth, or given to staff for use by youth, must be processed through the Receptionist On-Duty and not provided directly to the youth.
- J. Staff must immediately contact the Supervisor On-Duty to recommend the postponement or termination of a visit when justified due to visitor refusal to comply with the safety and security practices of the SYSC, or violation of any SYSC rules or provisions of this policy.
  - 1. The Supervisor On-Duty may deny the visitor access to the secured portion of the facility or may terminate the visit after consultation with the SYSC Director or designee.
  - 2. Staff who terminate or postpone a visit must complete an incident report in CourtStream including all behavioral concerns and recommendations for future visits. (Visitors will be identified as an "other" in the CourtStream dropdown list).
  - 3. The Bureau Chief of Clinical and Residential Services or designee will review all incidents of visitor noncompliance/violations and make a determination regarding any necessary further actions or future visits.
  - 4. Visitor non-compliance, or refusal to cooperate, that results in any criminal act, violation, or disturbance may result in a request for the Manchester Police Department or State Police, depending on the severity of the offense, to investigate or otherwise intervene.
- XI. Completion of Youth Visits
  - A. Staff are responsible for escorting visitors back to the lobby at the completion of all visits.
  - B. Following any family visit, staff shall:

1. Conduct a visible search of the youth who had a visit, before the youth has contact with other youth or returns to their assigned residential unit;
  2. Ask the youth whether he/she is in possession of any contraband; and
  3. Conduct a pat-frisk search according to the provisions of [Policy 2058 "Searches,"](#) as applicable.
- C. Following the completion of any visit, the Receptionist On-Duty shall:
1. Collect the visitor badge from any individual who was allowed entry into the secured area of the SYSC;
  2. Remind the visitor to sign-out on the Daily Visitor's Log and to collect belongings stored in the secure lockers;
  3. If a professional visitor saw multiple youth during the visit, ask the visitor to note all youth with whom they interacted, if appropriate; and
  4. Receive any green sweatshirts that were used to complete the visit.
- D. The Receptionist On-Duty shall periodically review the Daily Visitor's Log for any visitors that have not signed-out to ensure accuracy.
1. If it appears that a visitor has not departed from the building beyond an appropriate time frame, immediately notify the Supervisor On-Duty.

## XII. Documenting Visits for Youth

- A. The Receptionist On-Duty shall enter a visit contact in CourtStream for each youth visited noted on the Daily Visit Log before the end of each shift.
- B. Other staff involved in a visit shall make the appropriate notes in CourtStream as required by [Policy 2365 "Youth Records."](#)

## XIII. Visits for Staff

### A. Family Member

1. Staff's family members will not be given access to the secure area of the facility. Any exceptions to family members' access to the secure area due to exigent or emergency circumstances must be approved by the SYSC Director or designee.
2. If a staff's family member is present regarding a family emergency, the staff and the staff's supervisor shall be notified.
3. If there is no emergency, the staff will be notified and will arrange with their supervisor to meet with the family member.
4. If privacy is needed, the staff and family member will be directed to the staff lounge.

### B. Professional Colleague

1. Professional colleagues meeting with staff regarding a youth, such as a client attorney or community service provider will be provided access as a Professional Visitor.
  2. Professional visitors shall be approved by the youth's treatment team and must follow the applicable provisions of this policy.
- C. Union Representative
1. Union representatives not employed at SYSC shall not be given access to the secure areas of the facility without express permission from the SYSC Director or designee.
  2. Chapter 21 union representatives must first seek approval from the SYSC Director before meeting with union members on union business.
  3. If requested, staff must be notified of the union representative's arrival.
  4. The SYSC Director or designee shall determine if the meeting can take place in the staff lounge or in some other area of the building.
- D. Staff Friends
1. Friends of staff must not be allowed access to the secure areas of the facility.
  2. Permission for staff friends to visit staff in the unsecured areas of SYSC may be granted for exigent circumstances through the chain of command up to the Supervisor On-Duty.

### **Practice Guidance**

#### **How do you enter a visit into CourtStream?**

Staff must be logged into [CourtStream](#) and have the homepage open. (1) Locate and click the "Clients in Sununu Center" widget; (2) Locate the youth who was visited in the client list and click on the youth's name; (3) Click "View this Client in Case Manager" found in the gray bar above the summary information box; (4) Click the tab labeled "Contact Log" on the left side of the summary information box; (5) Click the green plus sign to create a new contact log entry; (6) Choose the type of visitor from the drop-down list; (7) Choose the type of contact from the drop-down list; (8) Enter the identity of the visitor and the times the visit started and ended; (9) Save the contact and return to the homepage.