

**COUNTY OF MONROE
OFFICE OF THE SHERIFF
ROCHESTER, NEW YORK**

GENERAL ORDER Jail Bureau	DATE OF ISSUE August 7, 2025	EFFECTIVE DATE August 7, 2025	NO. 002-25
SUBJECT: GENERAL ORDER Incarcerated Individual Visitation		DISTRIBUTION Jail Bureau Personnel	AMENDS
REFERENCE: PART 7008 OF TITLE 9 OF THE OFFICIAL COMPILATION OF CODES, RULES AND REGULATIONS OF THE STATE OF NEW YORK (9NYCRR PART 7008)			RESCINDS 002-24

Purpose: To establish and maintain policies and procedures for Incarcerated Individual (II) visitation within the Monroe County Sheriff's Office (MCSO).

Policy: It is the policy of MCSO to observe policies and procedures which will enable staff to conduct visitation procedures within the MCJ and MSA in accordance with Part 7008 of Title 9 of the Official Compilation of Codes, Rules and Regulations of the State of New York (9NYCRR Part 7008).

Definition: Direct Supervision: Security staff are in the same room with, and within reasonable hearing distance of the II(s). Direct Supervision will be enforced as noted in Section II. F. (3) (b).

Active Supervision: Shall mean the immediate availability to incarcerated individuals of facility staff responsible for the care and custody of such IIs which shall include:

1. Uninterrupted ability to communicate orally with and respond to each incarcerated individual unaided by any electronic or other artificial amplifying device.
2. The ability of staff to immediately respond to emergency situations.

Note: Active Supervision will be maintained in the MCJ/MSA visiting areas.

I. General Provisions:

- A. The Superintendent or his designee will establish and publish a schedule of visits for MCJ and MSA to ensure incarcerated individuals have the opportunity of scheduling at least two (2), one (1) hour visits weekly. If requested, and if scheduling permits, these visits may be scheduled consecutively.
- B. The visitation area will be utilized for all line-ups, professional visitations, marriages, contact and non-contact visitation.
- C. Civilians may schedule visits in person, via telephone during Jail visitation hours, or using the MCSO-Jail Bureau website. In addition, incarcerated individuals committed to MCJ and MSA may request a visit by submitting a JB-012 Visit Request Form via their tablet.
- D. The maximum number of visitors allowed at any one time will not exceed two (2) adults and two (2) lap children (five (5) years of age or less). Visitors who have entered the visitation area will not be allowed to exit and be readmitted. Should visitors leave the visiting area, the visit will be terminated immediately. The only exception to this will be if the visitor has scheduled two (2) consecutive visits, in which case the visitor(s) may

leave for a restroom break after the first visit.

E. Requirements to Enter Jail Visits:

1. Persons eighteen (18) years of age and older require a valid government issued photo identification.
2. Persons sixteen (16) and seventeen (17) years of age must present the following:
 - a. Must present valid current photo identification issued by a school or other approved government agency;
 - b. Must present an original birth certificate and be accompanied by a parent listed on the certificate;
 - c. If a minor is under the care of a legal court appointed guardian the minor must present guardianship papers from an issuing court and be accompanied by their legal guardian.
 - d. Any person under the age of eighteen (18) who desires to enter the visitation area without their parent or legal guardian must present a written notarized letter of permission from their parent/legal guardian that can be verified. This letter will include the name, date, address and telephone number of their parent or legal guardian as well as the name of the individual(s) they are permitted to visit. Persons under the age of eighteen (18) entering the visitation area must be accompanied by an adult over the age of eighteen (18).
3. Persons under sixteen (16) years of age must meet the above requirements (Section E. 2.) with exception of photo identification.

F. Orders of Protection:

1. The Visits Supervisor will designate staff to record Orders of Protection received from the courts in the II's visitor's log. At no time will a visitor be allowed into the visitation area to visit with an incarcerated individual if an active No Contact Order of Protection exists between the two.
2. If the order of Protection is a No Offensive Contact Order, the visit shall take place in the contact visitation area given that both parties are adhering to the directives set forth by the issuing court.
3. Any other type of Order of Protection will be reviewed by the Visits Supervisor and visitation will take place as directed in the order.

G. Each incarcerated individual shall be entitled to receive a non-contact visit within twenty four (24) hours after their admission to the facility. Arrangements shall be made to schedule the initial visit upon the incarcerated individual's request. The Incarcerated Individual may request

the initial visit through staff by filling out JB-464 Initial Non-Contact Visit Request, or by submitting the request via the form provided on their assigned tablet.

- H. All visits will be scheduled on IJ5 or its successor allowing all housing areas to access their respective visits for the day.
- I. Incarcerated individuals will not be permitted to have infants/children passed to them during their visitation. The incarcerated individual will be permitted to embrace the infant child at the beginning of the visit and again at the conclusion of the visit. Children must remain on the visitor's lap during the entire visit or next to visitor, if appropriate. Any incarcerated individual not in compliance will be infraacted and may result in loss of contact visitation privileges.
- J. Visitation Area Rules and Regulations governing the visitation area will be posted conspicuously throughout the visitation area as well as on the MCSO website.
- K. Visitors may be permitted to bring documents into the visiting area for an incarcerated individual's signature, if approved by the visit supervisor.

II. Visiting Area Procedures:

- A. Staff assigned to the MCJ or MSA visitation area will report for roll call fifteen (15) minutes prior to the commencement of their tour-of-duty. The visitation supervisor will conduct roll calls in accordance with MBGO-027 Attendance, Tardiness and Absenteeism and direct staff to assigned posts accordingly. Supervisors assigned to MCJ Visits will sign out individual key sets from the Visits Control Room and report to their assigned post.
- B. Staff members requesting a security key set from Visits Control Room must surrender their issued key card to Visits Control Room staff. Visits Control Room staff will place the key card on the key sets assigned hook.
- C. Security keys will not be taken outside of the secured area of the MCJ/MSA unless exigent circumstances occur or with the approval of a duty sergeant or command officer.
- D. All keys and key sets will be inventoried and accounted for on a master key inventory bi-annually by a staff member designated by the Administration Lieutenant. The completed key inventory will be submitted to the Administration Lieutenant.
- * E. A search of the visitation area will be conducted before and after each visit, three times a shift, prior to the visitation area being opened to the public, in the afternoon, and at the end of the shift.
- F. All Visit staff will review the No Contact Report, Hazard List and Watch List daily for any pertinent information regarding visitors and/or IIs.
- G. Housing area supervisors will ensure IIs scheduled for visits are wearing only a complete jail uniform, wristband, and footwear in accordance with **JBGO-004 II Personal Hygiene** and ensure that IIs do not carry any unauthorized items to the visitation area.

H. Staff assigned to Screening at the Entry Security Sally Port:

1. Will be firearms qualified, armed, and wearing a ballistic vest during their shift while outside the secure envelope of the MCJ. At no time will an armed deputy enter the security envelope of the visiting area.
2. Will report to the Visits Sergeant's Office to sign-out a firearm, ballistic vest, and acquire the firearm's locker key. Ballistic vest will be stored in the V-212A room along with the firearms which will be secure inside their assigned lockers.
3. Staff will conduct a thorough visual search in addition to a metal detector scan of all visitors entering the security vestibule. Staff will also request visitors to open their mouth and lift their tongue and turn their pockets inside-out to search for any possible contraband. Should visitors not comply with Jail Correctional Facility searching procedures, visitors will be denied access to the visitation area and the scheduled visit will be terminated.
4. Professional Visitors (i.e., Attorneys, Probation & Parole Officers, Pretrial, etc.) may be allowed to bring in (subject to search) professional bags, tablet style electronic devices, or a laptop computer necessary to conduct client business. Professional Visitors will be processed through the magnetometer placing all loose items including pocket contents and belts into the trays provided for inspection. If the magnetometer triggers an alarm, a search will be conducted using a hand-held search wand.
5. Upon successful completion of search procedures, staff will direct visitors to the first security sally port door.
6. Staff assigned to the Visitation Control will monitor and release the sally port security door leading to the visitation area. In addition, visitors exiting the visitation area will exit through the designated security doors, to the visitation area lobby located outside of security.
7. Staff will instruct visitors to remove and secure all "removable" items in lockers located in the visitation area lobby. "Removable" items will include, but not be limited to jewelry, watches, keys, hats, candy, gum, belts, wallets, purses, money or layered clothing. "Removable" items do not include prescription glasses, wedding bands or any equipment necessary for a handicap condition. Parents or legal guardians with infants will be allowed one (1) pacifier and one (1) blanket while in the visitation area. Staff will instruct visitors to return locker keys immediately upon securing personal belongings. At no time will visits staff accept or hold property for civilians entering the visitation area.

Note: All visitors entering MCJ/MSA visitation will adhere to jail visits Rules and Regulations regarding apparel, contraband and behavior.

8. Any visitors suspected of being under the influence of alcohol or drugs will not be permitted entry into the visitation area.
9. If the screening deputy deems the person appropriate for entry into the facility, screening will continue and the person will be directed to the appropriate location for

admission.

10. When possible, an armed deputy will escort K-9 personnel as they conduct searches of the civilian locker area and/or assist them with any searches/arrests.
11. At the end of their shift, staff will return their ballistic vest and secure the firearm in an assigned locker inside the V-212A room. Deputies will return the firearms locker key and sign-in the firearm and ballistic vest on the log sheet located in the Visits Sergeant's Office prior to entering the V-126 door.

I. Staff Assigned to Visits Check-in:

1. Document (on the visits database) all pertinent and/or current information regarding an incarcerated individual's past visits.
2. Verify the visitor's identification and present proof of identification. Identification presented must be government issued, current and valid.
3. Record visitor's name, address, visitor code, date, name of the incarcerated individual being visited, and the staff's IBM# in the areas provided on the IJ5 Visitor's Record or its successor.

J. Visitation Area:

1. Staff assigned to Timer Desk:

- a. Assign and direct visitors to the appropriate visit booth and record the designated booth number in the designated space on the MCJ or MSA visit record. The time that the incarcerated individual arrives will be noted in the appropriate space labeled "IN" on the MCJ or MSA visit record. IIs will be entitled to receive the entire scheduled time period from the time the II arrives to the visitation area.
- b. Upon completion of the scheduled visit, the timer desk staff will advise contact visitation staff to verbally terminate the incarcerated individual visit and record the time the visit ceased in the space labeled "OUT" on the MCJ or MSA visit record. Visitation control staff will then allow visitors to exit through the exit sally port security doors.

2. Staff assigned to Contact Visitation and Observation:

- a. Along with providing officer presence in the contact visitation area, staff will maintain appropriate behavior and activity between IIs and visitors as stated in the Visitation Area Rules and Regulations and the Facility Incarcerated Individual Handbook. Should staff observe any disruptive behavior or activity, the visitation supervisor will be notified and will use their discretion to terminate or relocate the visit to the non-contact visitation area.
- b. Notify staff assigned to the "holding" area of IIs exiting the visitation area at the termination of their visit.
- c. Should an "emergency code" directly affect the visitation area, staff will

maintain order and direct civilians to exit the visitation area through the security vestibule in accordance with **EMGO-119 Evacuation Procedures** and **EMGO-119 Jail Emergency Plan for Group Disturbances**. Visitors will be contained in the lobby until further action is approved by the visits supervisor.

3. Staff assigned to the II Holding Areas:

- a. Prior to entering the visitation area, all incarcerated individuals will be pat searched by staff of the same sex. Staff will not permit inappropriate apparel to be worn by an incarcerated individual in the visitation area. Incarcerated individuals wearing inappropriate apparel will be returned to their assigned housing areas to change into the proper county issued uniforms. Incarcerated individuals will not be denied their scheduled visit and the time will begin at the time they initially arrive into the visitation round.
- b. Staff will ensure that they provide direct supervision when incarcerated individuals have sight, sound, or interaction with one another.
- c. The staff member assigned to the incarcerated individual roll call desk will be responsible for tracking incoming/outgoing incarcerated individuals. Staff will inform the timer's desk when an incarcerated individual enters the visitation round, thus starting the visit time.
- d. Provide observation of visits through security windows that are placed throughout the visitation area. Should staff witness disruptive behavior or activity they will act in accordance with Section II, Subdivision F (2) (a).
- e. Staff witnessing the promotion of prisoner contraband will act in accordance with Section V.
- f. Upon completion of the visit, staff of the same sex will conduct a thorough strip search of IIs for possible contraband. Should staff discover contraband they will follow procedures outlined in Section V of this directive.
- g. Upon completion of the strip search, staff will escort IIs from the visits holding area to their respective housing areas.
- h. One (1) visits assigned staff member in the male holding area will carry the Saber 5.0 Pepper Spray and holster during the shift. The Pepper Spray is for use in the holding area ONLY. At no time will staff utilize the Sabre 5.0 in the public area of the visiting area.

4. Staff assigned to Visits Control Room:

Staff assigned to the Visits Control Room will be responsible for monitoring all incoming/outgoing IIs for documented contact advisories or other information pertinent to the safety, security, and good order of the facility. Control room staff will also notify housing areas of all add-on visits.

Note: Visit control staff will ensure armed deputies secure their firearm prior to opening the V-126 or V-215 doors.

5. Non-Contact Visitation Area:

Individuals who are restricted from contact visits at MCJ or MSA may be eligible to receive non-contact visits. Incarcerated individuals receiving noncontact visits will be pat searched prior to scheduled visits but will not be strip searched upon completion of the visit. The non-contact visitation area is located in a room adjacent to the main visitation area.

III. Permanent Visits:

- A. The visitation supervisor will designate a staff member to coordinate and schedule all requests for permanent visits.
- B. Incarcerated individuals who are designated as a MCJ kitchen trustee or outside clearance trustee may request two (2) one (1) hour permanent visits, which will not conflict with their scheduled work shift. MCJ kitchen trustees will receive preference over all other permanent visit requests. Incarcerated individuals with any of the following positions: floor, food handler, barber, mezzanine, maintenance, booking, and bathroom trustee, may request one (1) permanent visit. Trustees defined in these categories will be considered once all kitchen trustee selections have been submitted. All requests will be submitted using JB-011 Monroe County Jail/ Correctional Facility Permanent Visit Form.
- C. Should a trustee lose trustee status for any reason: their permanent visit(s) will be cancelled to provide time slots for new trustees.
- D. Staff designated to schedule permanent visits will complete the following procedures:
 - 1. Review the restricted visits log, kitchen trustee requests, general trustee requests, the special visits log and the visitation database. Should staff discover any entries in the restricted visits log, trustee requests, or in the visitation database creating a doubt as to whether the permanent visit should be granted, it will be referred to the visits supervisor who will either grant or deny the requested permanent visit.
 - 2. Should an incarcerated individual request and meet the aforementioned requirements, they will be granted one (1) or two (2) permanent visits per week based upon trustees and/or availability.

IV. Hospitalized Incarcerated Individual Visitation:

- A. Must be approved by the Visits Supervisor.
- B. All Visits Procedures must be followed:
 - 1. Requirements to enter Jail Visits, age/photo verification-Refer to Subsection I. (E).
 - 2. The verified visitor list will be updated electronically by jail visits staff. Jail platoon sergeants will be notified of the approved hospital visit.
 - 3. Deputy assigned to the hospital detail will be notified of the scheduled visit by the Visits Supervisor.

4. All visitors will be screened and searched prior to entering a hospital room for a visit. All visitors will be subject to, but not limited to, Metal Detector Scanning, Pat Frisks, Mouth and Bag Checks. If a visitor refuses any search for any reason their visit may be cancelled and their access denied.
5. The following items to include, but not limited to, cellular telephones, computers, electronic note pads, cameras or recording devices will not be allowed into an II hospital room by a visitor at any time.
6. Attorneys must schedule a professional hospital visit through the Visits Unit and obtain approval from the Visits Supervisor. For after hour visits, Attorneys must obtain approval from the Duty Platoon Sergeant. Attorneys must present valid, verifiable photo identification prior to entering the hospital room, and will be subject to search and screening procedures. The Deputy will make every effort to ensure reasonable privacy is provided while maintaining incarcerated individual supervision.

V. Promotion of Prisoner Contraband:

- A. Staff witnessing the promotion of prisoner contraband between incarcerated individuals and visitors will terminate the scheduled visit immediately, notify the visitation supervisor, and restrict movement of both the incarcerated individual and visitor involved until the visitation supervisor responds.
- B. At the direction of the visitation supervisor, the incarcerated individual will be escorted from the visitation area to a secured cell. The visitor may be detained in the designated interview room.
 1. Should contraband be introduced into the facility, the visitation sergeant or shift supervisor will be immediately notified along with the Jail Intelligence Sergeant. The Administrative Lieutenant will also be notified.
 2. A Jail Technician will be notified to process the contraband and complete the arrest packet.
 3. The visitor will be detained by Staff and if necessary escorted to the Mezzanine level of the Public Safety Building to process the arrest packet.
- C. The visitation supervisor will use their discretion, based on the nature of the contraband, whether or not to pursue facility disciplinary action against the incarcerated individual.
- D. At the discretion of the Superintendent or his designee, visitors may be restricted from the Jail/Correctional Facility for up to one (1) year for attempting to promote prisoner contraband and may be criminally charged. Visitors who are restricted from the Jail/Correctional Facility will be notified of the restriction by mail. Visitors may appeal the restriction by writing to the Superintendent or his designee. Once the restriction time has elapsed, visitors must apply in writing to the Superintendent for reinstatement.

VI. Incarcerated Individual to Incarcerated Individual Visits:

- A. Incarcerated individuals requesting a visit with another incarcerated individual will submit a written request on a JB-235 Incarcerated Individual Internal Communication Form to a Jail

Command Officer. II to II visits will be granted at the discretion of a Jail Command Officer.

- B. Should a Jail Command Officer approve the II to II visit, a platoon duty lieutenant will facilitate and coordinate the visit.

VII. Special Visits:

Special visits encompass any visit requested by either a civilian or an incarcerated individual outside of the stated procedure delineated in this order and may be approved at the discretion of a Command Officer. Should a Command Officer approve a special visit, the Command Officer will coordinate the special visit with either the visitation supervisor or arrange the visit in the booking area during hours not on regular visitation days and/or times.

VIII. Attorney Visits:

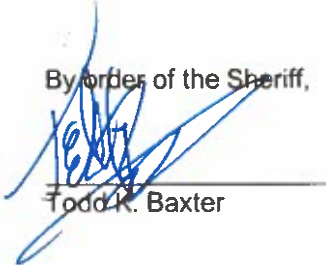
- A. During Jail Visits hours of operation, attorneys may visit with their clients in the appointed visitation areas.
- B. Visits between incarcerated individuals and their legal counsel shall not be monitored except visually.
- C. Visits between incarcerated individuals and their legal counsel shall not be considered compliance with or satisfaction of visitation an incarcerated individual is entitled to pursuant to 9NYCRR Part 7008.
- D. If an attorney client visitation compromises the safety, security, and good order of the facility, the visits supervisor will notify the duty Sergeant and arrange accommodation within the facility.
- E. Attorneys may visit their clients outside of normal jail visiting hours in the Reception Annex non-contact interview rooms which provide privacy and confidentiality. All attorney and agency visitors must present valid, verifiable photo identification prior to entering the visitation area, and will be subject to search and screening procedures. Should any attorney/agency visitor refuse to comply with the search and screening procedures as outlined in Section II of this directive they will be denied access to the facility.

IX. Limitation of Visitation:

- A. The visitation of an Incarcerated Individual with a particular visitor may be denied, revoked or limited only when it is determined that such visitation would cause a threat to the safety, security or good order of the facility or the safety, security or health of the Incarcerated Individuals.
- B. Contact visits may be denied, revoked or limited only when it is determined that such visits constitute a threat to the safety, security or good order of a facility. Should a determination be made to deny, revoke or limit an Incarcerated Individual's contact visits, alternative arrangements for affording the Incarcerated Individual visits shall be made, including but not limited to noncontact visits.
- C. Any determination to deny, revoke or limit an Incarcerated Individual's visitation pursuant to

subdivisions (a) and (b) of this section shall be made by the chief administrative officer in writing, and shall state the specific facts and reasons underlying such determination. A copy of this determination shall be given to any person affected by the determination.

By order of the Sheriff,



Todd R. Baxter

- * Indicates change or addition from previous order.