



Vision Statement

An efficient, user-friendly, customer service focused video visitation operation supporting a multi-complex facility, compliant with Texas Commission on Jail Standards (TCJS) mandates, facilitating public and official visits to incarcerated men and women in a safe and security environment for staff and general public

Mission Statement

To deliver user-friendly video visitation services and conduct operations in compliance with state mandates. To maintain a customer focused operation for the citizens of Bexar County. To provide a safe environment for staff and public. To maintain effectiveness, efficiency, and fiscally responsibly and accountability to the citizens of Bexar County through the continuous assessment of operational processes. To deliver services with respect, professionalism and integrity.

Core Values

INTEGRITY

RESPECT

ACCOUNTABILITY

PROFESSIONALISM

Video Visitation Center

222 S. Comal
San Antonio, Texas 78207
Phone (210) 335-8270
videovisitation@bexar.org

Are you concerned about the welfare of your loved one due the death of a family member, divorce, or expressing negative thoughts?

Please call us at.

(210) 335-6200 or (210) 335-6201

Visitation Schedule

MONDAY- 8:00 AM TO 3:00 PM

- **Only Judges, Attorneys and Professionals will be permitted to have visits Mondays.**
- **The general public can register and schedule visits during these hours.**

TUESDAY – FRIDAY- 9:00AM - 8:00 PM

Visitation Hours - 1:00 PM - 8:00 PM

SATURDAY- 8:00AM TO 3:00PM

Visitation Hours - 8:00 AM - 3:00 PM

SUNDAY- CLOSED

*****WILL BE OPEN ON MOTHER'S DAY
FATHER'S DAY AND EASTER SUNDAY*****

PLEASE READ ALL OF THE RULES

NOT KNOWING THE RULES WILL NOT BE ACCEPTED AS AN EXCUSE FOR NOT FOLLOWING THEM. DISOBEYING ANY RULE MAY RESULT IN YOU BEING BANNED FROM VISITING DETAINEES AND/OR CRIMINAL CHARGES BEING PURSUED WHEN APPLICABLE.

Any violation is subject to suspension up to a permanent ban. Video visitation supervisor is the final authority in determining appropriate consequence for the infraction. Staff can deny, change, or cancel a visit at any time at their discretion.

Visits are a privilege.

All Inmates with scheduled visits will be screened for Active Protective Orders. Visiting an Inmate with an Active Protective Order is prohibited.

All visits are subject to monitoring and recording.

All visits must be scheduled 72 hours prior to the appointment and up to 2 weeks in advance.

Lobby and Visiting Rules

Visitors and inmates must always remain seated during the visitation session. Small children, three (3) years old and younger, must always remain on the visitor's lap.

Any inappropriate activity will result in termination of your session to include communicating with an inmate the visits not scheduled to visit.

Visitors involved in the following are subject to have visitation privilege suspended for a minimum of 30 days and up to a permanent visitation ban.

Visitors that create a disturbance or disruption in the visiting process.

Video visitation supervisor is the final authority in determining appropriate dress.

Visitors appearing under the influence of drugs or alcohol visitors that refuse to show proper identification.

LOBBY AND VISITATION RULES

Visitors are not allowed to carry cameras, tape recorders, purses, bags, diaper bags, backpacks, briefcases, cell phones, any electronic device, tobacco products or smoking paraphernalia into the video visitation center. Minor children (16 years or younger) may visit any open visitation day. Children under 16 years of age **MUST** always be supervised.

No more than (2) adults and (1) minor child or (1) adult and (2) minor children per visit.

When scheduling a visit, list the correct number of children and adults, no substitutions may be made the day of the visit.

The person scheduling the visit is considered the primary visitor and must be present at the time of check in and for the visit.

A visitor can only visit the same inmate once per day.

All cancelations should be completed 24 hours in advance of the visit, or it may count as a completed visit.

Repeat cancelation or no show will be subject to evaluation and possible suspension of visits.

Visitors may be subject to a criminal warrants check.

All inmates with scheduled visits are screened for active protective orders.

Visitors with active protective order are not allowed to have visitations with the inmate.

Visits will last 20 minutes. Each visitation session will show a timer to display remaining time.

Please be advised if an inmate is in any program (at court, on trustee assignments, attorney visits, bible studies, chemical dependency etc.), they are not eligible to receive the visit at that time. Please schedule your visits around the inmate's program schedule.

Visitors should arrive 30 minutes prior to appointment to check in but no more than 1 hour due to limited seating in the video visitation center.

Visitors arriving late for a visit will have the visit cancelled and be advised to reschedule the visit for another day.

Late means the visitor is not seated at the visitation monitor when the visit connects.

Coin operated storage lockers are available for \$1.25 (5 quarters).

No food, beverages, or gum in the video visitation center.

No loitering at the video visitation center.

Only persons with a scheduled visit or using scheduling kiosks are allowed in the video visitation center.

No minors/children shall be left unattended.

After your visit has ended your connection will automatically terminate.

All visitors 17 years or older, must be registered and possess a valid government issued photo id, such as a driver's license, state ID card, or military issued id.

Texas dept. of criminal justice identification card is not accepted.

VIDEO VISITATION CENTER DRESS CODE

DRESS CODE IS REQUIRED AT ALL TIMES REGARDLESS OF VISITORS AGE DRESS CODE IS BUT NOT LIMITED TO.

Appropriate footwear must be worn, no bedroom slippers.

Any clothing or other items displaying gang-related symbols, themes or colors are prohibited.

Any clothing containing vulgar or objectionable language or images are prohibited.

All visitors must always wear undergarments.

No torn jeans with exposed skin above the knee allowed.

No bandanas or sunglasses are to be worn in the Video Visitation Center, unless for medical or religious reasons.

No pajamas. All buttons, snaps, and zippers will remain fastened.

No see-through clothing allowed.

No tank tops or sleeveless, shoulders must be covered.

No low neckline shirts/blouses or shirts/blouses that expose midriff.

All shirts/blouses must be up to collarbone area.

No clothing that exposes the breast/chest area, genitals, or buttocks.

No skirts, dresses, or shorts more than 3" above the center of the knee in length when standing.

Visitors appearing under the influence of drugs or alcohol will have the visitation cancelled.

Visitors that act in an inappropriate or disruptive manner during their visitation will have the visitation cancelled.

The visitation may be cancelled or altered on county designated holidays or for safety and security reasons.

Video Visitation Supervisor is the final authority in determining appropriate dress

Bringing firearms, explosives, alcoholic beverages, narcotics or any controlled substances including marijuana into this facility is a crime and cause for arrest.