



VISITOR HANDBOOK

Cuyahoga County Corrections Center
1215 W. 3rd St.
Cleveland, OH 44113

(216)-443-6000

Sheriff Harold A. Pretel

Chief Deputy of Corrections Nestor Rivera

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TABLE OF CONTENTS

Visitation	
Video Visitation.....	
In Person Visitation (Application/requirement process)	
Public Lockers	
Visitation Access	
Dress Code	
General Visitation Rules	
Denial/Suspension of Visitation Privileges.....	

Visitation:

The Cuyahoga County Corrections Center is pleased to announce that family and friends now have 3 different options to visit with their loved ones while incarcerated at the county jail. Allowing three different options for family members and friends allows for flexibility to accommodate different schedules. Please make sure to read under each visitation option and follow the requirements that are listed.

Please understand, the visitation schedule has been provided for each service and may be changed without prior notice. Visitation may be denied and/or terminated if the visitation rules are violated please make sure to read all rules completely, and have an understanding of the expectations. Violating any of the rules may result in suspension from visitation in all forms and/or pursuance of criminal charges.

Video Visitation:

(In-person & remote)

Video visitation started with COVID-19, we did not want our residents to miss out on an important to visit with family or friends. This option allows you to schedule a video visit in the comfort of your own home or office, or you may come to the Justice Center located at 1215 W. 3rd Street and utilize one of our kiosks.

To open a free SECURUS account for video visits, please visit www.videovisitanywhere.com. All remote visitors will need to open an account and receive approval from the facility, once you are approved, you can login and begin scheduling your visits. SECURUS is compatible with both Apple and Android smartphones and tablets. If you do not have either one of those options, you can utilize a computer that has high speed internet and a webcam.

If you have any questions about conducting visits from home, please visit www.videovisitanywhere.com.

Inmates also have the ability to enjoy unlimited remote visits at a cost of \$4.00 for 25 minutes.

All video visits (on-site or remote) must be scheduled 24 hours in advance. On-site visits can be scheduled at the lobby terminals or you can use the following link: www.videovisitanywhere.com. When you schedule your on-site visit, be sure to write down the following information and have it available when you visit:

- Date and time of your visit
- PIN number that you will use to login at the lobby terminal for your visit
- Your assigned video terminal where your PIN will be valid (example: Visitor 1, Lobby 3)

Some other advantages include:

- The ability for residents to interact with friends and family members in home situations.
- Avoid the cost and hassle of downtown parking
- Allows more family members to be involved in visits
- Much better alternative for children

- More effective and efficient than communicating via mail
- Provides the ability to have more visits at times that are convenient
- Minimizes movement of residents within the facility while maintaining a safe and secure method for inmate visitation.

On-site video visits take place:

Monday thru Friday from 8:00 AM to 11:00 AM, and from 1:30 PM to 4:30 PM.

Remote video visits take place:

Monday thru Friday from 8:30 AM –to 11:00 AM, 1:30 PM to 4:30 PM, and 7:00 PM – 9:00 PM; and

Saturday and Sunday from 8:30 AM – 10:00 AM and 7:00 PM – 9:00 PM.

In-Person Visits:

Our in-person visitation area allows for the parties to visit in-person with a barrier that separates them, a phone is used to communicate with one another. Contact visits are prohibited. Visits are to be scheduled 24 hours in advance; our juvenile residents can receive up to two (2) in person visits per week, while all other residents will receive one (1) in-person visit per week.

Please note that you may not schedule an in-person visit and video visit at the same time.

The process for in-person visitation can be a little more timely, there are forms that need complete and background check to be done. We ask that you be patient while we ensure all required documents have been reviewed thoroughly.

Please visit www.cuyahogacounty.gov/sheriff, under “inmate visitation” click register now, this page will allow for you to apply for in-person visitation, follow the prompts, once complete hit submit, the application will be sent directly to the designated department. Once the application is received, it will be reviewed in its entirety. Please make sure all forms are complete to include any form that may need to be notarized. If there are any missing documents, this can cause a delay in the review process.

If you meet any of the following, your application will be denied;

1. Victim of crime
2. Current protection order
3. Co-defendant on case
4. Crime happened in your home
5. Released from any corrections facility within the last 6 months, some charges may be longer
6. Lying on your application
7. Active warrant

We reserve the right to deny anyone from in-person visitation.

For minor children (ages 5 and above) proof of age and/or guardianship will be required before visitation is allowed.

Once the application has been processed, reviewed and requirements are met, your application will be sent for a background check. If the background check comes back with no concerns, you will receive an email informing you that

your application has been processed and is approved, you will be provided with the number to call to schedule your visit. If your application is not approved, you will receive a letter in the mail with an explanation why it was denied.

If you know you have an active warrant, please contact, Cuyahoga County Sheriff's Department Warrant Division at (216)-443-6100 or visits their website at <https://sheriff.cuyahogacounty.us/>.

When arriving at the justice center, you will need to check in at the visitation window for your in-person visitation, you will need to provide one of the following, if one is not provided; your visit will be canceled.

- a) Valid Driver's License
- b) Valid Temporary Driver's License
- c) Valid Ohio I.D. card issued by the Ohio BMV
- d) Passport/Green Card
- e) Active Military ID
- f) Valid Cuyahoga County Department of Human Services ID card; or
- g) Any other valid and current government picture ID

You will be provided a sticker with your name, the resident you are visiting, and the location where you will visit, this sticker must be worn at all times.

Children must be accompanied by a parent or guardian at all times, no child shall be left in the lobby unattended.

The visitation schedule may be changed or altered for observed holidays or for safety/security reasons.

General Visitation Rules:

The general visitation rules are listed below, all rules will need to be adhered to; failure to adhere to rules and policies will result in termination/ suspension of visitation. These rules apply to in-person, on-site video visits and remote video visits.

- All visits are subject to monitoring and recording.
- There shall be no display of nudity, pornography, sexual acts, sexual poses, violence, drug use, gang signs, weapons, general gang activity, or any other illegal activity during a visit.
- Recording of any kind by the visitor is prohibited and shall result in the loss of visitation privileges.
- If a visit is not terminated during the actual violation of a visitation rule and a subsequent review of the recorded visit reveals the infraction, a suspension or termination of visitation privileges may occur.
- There is no statute of limitations as to how far back a review of previous visit can be used to suspend/terminate current visitation privileges.
- All visits must be scheduled 24 hours prior to the visit
- In-person visits and on-site video visits may not be scheduled for the same time slot.
- Each inmate is allowed one (1) in-person visit and one (1) on-site video visit per week; additional remote visits are permitted if slots are available.
- In person-visits and on-site video visits will last 20 minutes.
- Visitors should arrive at least 15 minutes prior to their scheduled appointment, this allows time to check-in and go through access.
- Only two (2) visitors and two (2) children will be permitted to visit at a time.
- All visitors must have a valid government issued photo ID. (Please note: Ohio Direction Cards, photocopies and/or damaged ID cards will not be accepted.)
- Children under the age of 18 years old must be accompanied by their legal guardians and possess a copy of the child's birth certificate and guardianship paperwork.
- Visitors must remain seated at all times during the visitation session.
- Small children must remain on the visitors lap at all times.

The following lists of items are strictly prohibited, and will result in automatic termination, and potential charges:

- Firearms, weapons and/or ammunition
- Intoxicating substances (i.e., alcohol, narcotics, any controlled substances including marijuana)
- Unauthorized two-way communication devices (e.g. cellular phones, any audio or video recording devices, smart watches, cameras, media glasses)
- Tobacco, smoking paraphernalia (e.g. matches, lighters, etc.), electronic cigarettes, vaping supplies, any type/form of paper
- Escape materials/tools
- Purses, bags or briefcases

Visitation Access:

The policy of Cuyahoga County Corrections Center (CCCC) states that all staff, vendors, visitors entering the CCCC must be properly screened and not possess any form of contraband on their person.

No personal property is allowed in the visitation area.

1. You will go the access point of the jail (green door), once inside, you will be directed by the Protective Service Officer to proceed into the body scanner, you will be asked to raise your hands above your head and walk through the scanner.
2. Once scanned the PSO will verify that the scan is clear and no further security scanning is necessary. If further scanning is necessary, a hand-held metal detector will be utilized in order complete screening process.
3. Minor children must walk through the scanner and may not be carried.
4. You are not permitted to leave any items in access; staff is not permitted to hold them for you. If a visitor refuses to follow procedures, the visit will be terminated.
5. If you have a medical device, please provide documentation prior to the visit.

Public Lockers:

All visitors must place their personal belongings in the lockers located outside of access. There is a \$1.00 fee payable by credit card; the Sheriff's Department is not responsible for any missing or lost items.

Dress Code:

All visitors, including minor children, will need to adhere to the following dress code policy, the visitation officers have the right to deny a visit due to a visitor not adhering to this policy.

- Skintight/form fitting clothes are not permitted.
- Drug- related, gang –related, sexually explicit, and offensive/ profane language or pictures are not permitted on your clothing.
- No provocative, revealing clothing, including sheer/see-through clothing is permitted.
- Tank tops, spaghetti straps, muscle shirts, tube tops or bare midriffs are not permitted.
- Undergarments must be worn at all times and should not be visible.
- Hats, sunglasses and/or any other items which would obstruct the visitor's face are prohibited. Prior to in person visits, hats, scarves, outer jackets, coats, purses, cell phones and key must be secured in lockers outside of access.
- Shirt and shoes must be worn at all times.
- For safety reasons no high heeled shoes or open toe shoes will be allowed.

Denial/Suspension of Visitation Privileges:

Visits with family and friends are encouraged; however, visits may be denied and/or terminated in cases of, but not limited to the following:

- Visitor appears to be under the influence.
- Refusal to submit to search procedures.
- Refuses/ fails to provide sufficient identification.
- Fails to prevent children from disturbing other visitors or leaves a child unattended.
- Attempts to or conveys prohibited items into the visitation area.
- Disruptive behavior.
- Violating any visitation rules.

If you have any questions or concerns, please feel free to send an email to:

behindglass@cuyahogacounty.gov