



# Tip Sheet

## Family Visitation at the DC Department of Corrections

The DC Department of Corrections (DOC) offers visitation for the families and loved ones of inmates. Most social visits for inmates housed at the DC Jail are conducted through video visitation. Face-to-face visitation is available for eligible inmates (based on good behavior). Friends and family are encouraged to maintain connections with inmates while they are housed in the DC Jail. This tip sheet provides information for social workers on how best to facilitate DOC social worker/parent visitations and DOC child /parent visitations.



### **Face-to-Face Visits**

The DC DOC offers face-to-face visits at its facility at 1901 D Street, SE according to the guidelines below:

- Face-to-face visits can only be scheduled *once-a-month* on the scheduling dates provided online at <https://doc.dc.gov/service/online-scheduling-video-visitationscheduling-face-face-visitation>. Social workers should call (888)906-6394 or 202-442-6155 between the hours of 9:00 am and 5:00 pm on the date selected for that month.
- Those with last names beginning with the letters A-M will be granted a 30-minute visit on the first Monday of the month.
- Those with last names beginning with the letters N-Z will be granted a 30-minute visit on the first Tuesday of the month.
- Face-to-face visiting hours are 10:00 am to 8:00 pm.
- DOC encourages all visitors to **arrive at least fifteen minutes prior** to the scheduled visit. Visits must start and end on time. Visits are automatically cancelled if visitors arrive late.

### **Special Instructions for Face-to-Face Visits**

- There is a dress code for face-to-face visits. All visitors, including children, must dress appropriately for visitation; clothing must cover from the neck to the kneecaps. Wearing certain clothing may result in visitation being denied.
- Only certain items are allowed for infants during face-to-face visits: one plastic bottle, one diaper, wet wipes, and one blanket are allowed during visitation.

### **Video Visitation**

Video visits at DC Jail are conducted at the Department's Video Visitation Center, adjacent to the jail at 1901 D Street SE, Washington, DC (located at the DC General Hospital complex). Video visits are also available in select satellite locations listed below.

### **Video Visitation Satellite Locations and Hours**

- Anacostia Library, 1800 Good Hope Road SE, Washington, DC 20020 – Visits are conducted Thursdays and Sundays from 2:00 pm to 4:00 pm.
- Bald Eagle Recreation Center, 100 Joliet Street SW, Washington, DC 20032 – Visits are conducted Wednesdays, Fridays, and Saturdays from 11:00 am to 3:00 pm.
- Deanwood Recreation Center, 1350 49th St NE, Washington, DC 20019 – Visits are conducted Wednesdays and Fridays from 2 pm to 8 pm.
- *Currently closed for construction:* Martin Luther King Library, 901 G Street NW, Washington, DC 20001 – Visits are conducted Thursdays from 2:00 pm to 8:00 pm and Fridays/Sundays from 2:00 pm – 5:00 pm.

### **Special Instructions for Video Visitation**

- Video visits can be scheduled online at <https://visitation.doc.dc.gov/app> or by calling 1-888-906-6394 or 202-442-6155 Tuesdays through Saturdays from 9:00 am – 5:00 pm.
- Visits are conducted Wednesdays through Sundays starting at 11:00 am and ending at 10:00 pm. The last session begins at 9:00 pm.
- Visitation hours at the community locations differ.
- Visitors should **arrive at least fifteen minutes prior** to the scheduled visit. Visits must start and end on time and are automatically cancelled if visitors arrive late.
- Inmates are allowed two 45-minute social visits per week.
- One adult and up to two minor children (under the age of 18) may enter the video visitation room to visit. Additional minor children may be rotated in during the forty-five (45) minute visitation period as long as they are supervised by an adult while in the waiting area.
- Minor children entering either the Video Visitation Center or satellite locations must be supervised by an adult at all times.

### **Reasonable Accommodations for All Visits**

Visitors in need of a reasonable accommodation (such as sign language or language interpreters), should contact Ms. Genester Powell at (202) 523-7020 or via e-mail at [genester.powell@dc.gov](mailto:genester.powell@dc.gov). Please provide no less than five business days' notice for reasonable accommodations to be arranged.

### **Identification for All Visitors**

All visitors age 18 and over must provide a local, state, or federal government-issued photo ID. A child visitor under the age of 18 will not need an ID but they must be accompanied by an adult with an ID.

### **Social Worker Visitation Registration**

- If social workers want to find out if a birth parent is currently housed at the DC Jail, information may be obtained by contacting DOC's Records Office at 202-523-7060.
- To schedule visitations, social workers will be asked to register in the DOC online system, and to provide basic information during the registration process.
- The DOC operator will provide social workers with a DOC visitor ID number for making future reservations. Social workers only need to register in the system one time.
- Once the requested date and time of the visit is confirmed, DOC staff will issue a six-digit confirmation number via email. The social worker must present this confirmation number at the visit.
- In addition to the six-digit visitation confirmation number, social workers must show a valid government-issued photo ID that matches the information provided at the time of the online registration. This applies to visits at the DC Jail, Video Visitation Center, or satellite location.
- In the event of a site lock-down or cancellation of a visit, notification will be sent to the phone number or email account on file at DOC.
- Social workers are responsible for rescheduling visits if a cancellation occurs.