

Video Visitation Center
222 S. Comal
2 Blocks South of the Main Jail/Annex
Phone: 210.335.8270
(Recorded General Info)
210.335.8274
E-mail: videovisitation@bexar.org

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 of the Video Visitation Center

INTEGRITY
RESPECT
ACCOUNTABILITY
PROFESSIONALISM
HELPFULNESS

Are you concerned about your loved one's mental state?

Have they received troubling news recently?

Divorce?

Death in the family?

Money problems?

Child custody issues?

Expressed negative thoughts?

Please call us to request a health and wellness check on your loved one:

210.335.6226—Main Jail

210.335.6804—Annex

Detention Mental Evaluation Team DMET

(210) 335-6065

(210) 335-5659



Bexar County Video Visitation Center

222 S. Comal (2 blocks South of Main Jail/Annex)

Hours of Operation:

Saturday & Sunday

7:00 a.m.— 4:00 p.m.

Monday, Tuesday, Wednesday

12:00 p.m.— 9:00 p.m.

Thursday, Friday 9:00 a.m. – 5:00 p.m. For registering, scheduling and cancelling visits and obtaining information only, **there are no visits**. The Video Visitation Center will not open on Thursday or Friday when either day is a County observed holiday.

Effective Monday, February 5, 2018, children may visit on any visitation day.

To register, schedule or cancel a visit: 1) Go to: <http://bexar.seevizvox.com/vizvox.visitor/Login> OR

2) Go to the Video Visitation Center. Visits cannot be scheduled or cancelled over the telephone.

Forgot user name? Password? Visitors must go to the Video Visitation Center and present a valid government issued photo ID. This information will not be given over the telephone. This is to protect the visitor.

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.**

Visitation Rules

Please read all of the rules completely prior to moving forward – Not knowing the rules is not accepted as an excuse for not following them. Disobeying any rule may result in the suspension of visitation privileges.

All public visits are monitored and recorded. Visitation is a privilege. Bexar County Sheriff's Office reserves the right to cancel visits due to security reasons, inappropriate behavior and failure to follow the rules. Visitation privileges may be suspended for a minimum of 30 days or longer period based on the severity of the infraction. Criminal charges will be pursued when applicable.

Only persons with a scheduled visit or using the kiosks are allowed in the reception area. Loitering inside or outside the building is prohibited. No minor children shall be left unattended.

All visits must be scheduled 24 hours prior to the appointment or up to 1 week in advance.

-Inmates may receive two (2) twenty minute visits per week; the week starts on Sunday.

-Minor children (16 years or younger) must be accompanied by an adult to visit. Do not require an identification card

-No more than two (2) Adults and one (1) minor child or one (1) Adult and two (2) minor children per visit.

Visitors can only visit the same inmate once per day.

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

-When two (2) visitors are visiting, 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.

-Cancelations should be completed 24 hours in advance of the visit or it may count as a completed visit.

-Repeat late/no show will be subject to evaluation and possible suspension of visits.

-Visitors may be subject to a criminal warrants check.

-Visits will last 20 minutes.

-Inmates will not be called back to their unit for a visit if they are in court, trustees assignment or attending a jail program

-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.**

Three (3) consecutive late/no shows will result in a thirty (30) days suspension of visitation privileges

Appropriate dress is required at all times (detailed list is posted online and visitors agree to following the dress code each time a visit is scheduled.

Visitors and inmates must remain seated at all times during the visitation session, unless allowing a second visitor to be seated.

Small children, three (3) years old and younger must remain seated on the visitor's lap at all times.

Any inappropriate activity will result in termination of your session to include communicating with other inmates other than the scheduled inmate.

Visitors involved in the following are subject to having 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.
- Visitors appearing under the influence of drugs or alcohol.
- Visitors that refuse to show sufficient identification.
- Visitors that act in an inappropriate manner during their visitation.

The visitation schedule may be cancelled or altered on county appointed holidays or for safety / security reasons.

Staff, at any time, at their discretion, can deny, change, or cancel a visit.

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

Visitors are not allowed to carry cameras, tape recorders, purses, bags, diaper bags, backpacks, brief cases, cell phones, any electronic device, tobacco products or smoking paraphernalia into the Video Visitation Center.

Coin operated storage lockers are available for \$1.00

No loitering at the Video Visitation Center.

Video Visitation Supervisor is the final authority in determining appropriate dress and consequences for rule infraction.

