



## Frequently Asked Questions About Video Visitation at Goodhue County Jail

On Monday, August 2 2021, the Goodhue County Jail will begin using a "Video Visitation" system for all friends and family visits with inmates on site. The following are answers to our most frequently asked questions.

### Q: How does the new video visitation system work?

**A:** Inmates will visit with friends and family from a video visitation terminal (example to the right) in their housing unit. Friends and family will visit from a similar visitation terminal in the public visitation room located in the administration lobby of the Sheriff's office. These visits are referred to as "onsite" or "public" visitations.



The new system will allow visitors to still come to the jail for visitation and it will now also allow friends and family to conduct a "remote" or "at-home" visit from home using a smartphone, tablet, or computer with webcam and high speed internet connection.

### Q: How often can I visit inmates?

**A:** Each inmate is allowed one twenty minute visits from friends or family members per day at the jail. Inmates can have unlimited remote visits from home.

### Q: Do I need to come at a certain time to see my inmate?

**A:** Friends and family can schedule visits with inmates during any time visitation is allowed. Public visitation hours are:

- Monday and Wednesday 6:30pm-8:30 pm
- Tuesday and Thursday 9:00am-11:00 am
- Saturday – 1:00pm – 3:30 pm

### Q: Do I need to schedule my visit or can I just show up?

Visits need to be scheduled at least 24 hours in advance. You will need to use the website [www.videovisitananywhere.com](http://www.videovisitananywhere.com). You will then create a free user account (if you don't already have one) and submit that for approval by the facility. Once you are approved, you can then log back in and click on "Schedule a Visit" at the bottom of the page and follow the steps listed.

When you schedule your visit, be sure to write down the following items:

1. The date and time of your visit
2. The six digit PIN number because you will enter this at the time of your visit
3. The video terminal you are assigned to (I.E. Vis\_1, Vis\_2, etc)

**Q: Is there a charge for video visitation?**

**A:** Each inmate will continue to receive one free onsite visit each on visitation days.

Inmates can now receive unlimited remote / at-home visits each week. “*At-home*” visits cost \$5.95 for 20 minutes.

**Q: When can I visit?**

**A:** On-site Public visitation hours are:

- Monday and Wednesday 6:30pm-8:30 pm
- Tuesday and Thursday 9:00am-11:00 am
- Saturday 1:00pm – 3:30 pm

At-home visits can be scheduled every day of the week from 9:30 am – 9:00 pm.

**Q: What do I need to do to visit from home?**

**A:** You can conduct visits using an Apple or Android phone or tablet. Download the free Securus Mobile app in the App Store or Google Play.

You can also use a computer with high speed internet access and a webcam. You will need to do the following:

1. Create a visitation account at [www.videovisitanywhere.com](http://www.videovisitanywhere.com)
2. Request access to visit Goodhue County Jail. Your request is then reviewed by jail staff.
3. Once you are approved to be an at-home visitor, you can then schedule at-home visits.

Note: No account is currently required for on-site visitation.

**Q: Is there anything else I should know?**

**A:** Here is some other helpful information:

1. There will be NO age restriction for visitation. However, ALL visitors 17 years of age and under must be accompanied by their parent or legal guardian. Proof of this will be required before visitation is allowed. (Proof needed will be a Birth Certificate for parents or court papers for legal guardians)
2. Children not allowed to visit may not be left unattended in the lobby.
3. If you have any questions about visiting from home, visit [www.videovisitanywhere.com](http://www.videovisitanywhere.com) for further information.

## Facility Rules

1. The Facility may end a visit at any time if violation of the facility rules or in the event of an emergency.
  - Visitors who create a disturbance / disruption or who are under the influence of drugs or alcohol will have their visit terminated and future visits restricted.
  - Visitors who use / demonstrate inappropriate sexual gestures or behaviors will have their visit terminated and potentially be barred from future visits.
  - Visitors who are inappropriately dressed or have revealing clothing may/shall have their visit ended and asked to leave.
  - Profane or offensive language will not be allowed. Any such behavior by a visitor will result in their visit being terminated and potentially be barred from future visits.
  - Anyone tampering with or damaging the video equipment will have their visit terminated and potentially be barred from future visits.
  - Anyone tampering with or damaging facility equipment or furnishings will have their visit terminated and potentially be barred from future visits.
  - Visitors bringing unauthorized firearms, explosives, tools for escape, alcoholic beverages, narcotics, or any controlled substances into the jail is a crime and may be cause for arrest.
  - Visits will start promptly at your scheduled time. If visitors are late, visits will not be extended. Detainees have the rights to refuse a visit.