



## Frequently Asked Questions About Video Visitation at the Jefferson Parish Correctional Center



On Tuesday, October 10<sup>th</sup> the Jefferson Parish Correctional Center will begin using the new Securus Video Visitation system for all friends and family visits with inmates – both onsite and remote. 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 (right) in their housing area. Friends and family can visit for free from a similar terminal in the Jefferson Parish Visitation Center. These are called "**Public Visits**".

The new system allows visitors to continue coming to the Jefferson Parish Visitation Center for free visits, but it also allows friends and family to visit remotely from home, office or anywhere you have Internet service. Remote visitors will need a Securus account and a smartphone, tablet or computer with a webcam and a high speed Internet connection. "**Remote Visits**" must be paid by credit card or debit card during online scheduling



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

**A:** Each inmate is allowed one twenty minute free "**Public Visit**" per week from friends or family members at the Jefferson Parish Visitation Center, Saturday through Sunday. Inmates can have three twenty minute "**Remote Visits**" per day, from approved visitors, Saturday through Sunday. It should be noted that the one "**Public Visit**" will be counted as one of the inmate's three visits per day

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

**A:** Both Public (onsite) and Remote visits must be scheduled **at least 48 hours in advance**. You can schedule free **Public visits** at the lobby terminals or you can use [www.videovisitanywhere.com](http://www.videovisitanywhere.com). When you schedule your free **Public visits**, be sure to write down the following information:

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

You can also open a free Securus account for **Remote visits** at [www.videovisitanywhere.com](http://www.videovisitanywhere.com). Then, remote visitors request approval from the facility. Once approved, you can login and schedule a remote visit.

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

**A:** Each inmate will continue to receive one free onsite visits each week, but they can now enjoy three remote visits each day. Remote visits cost \$12.99 for 20 minutes.

### **Q: Where is the Jefferson Parish Correctional Center Video Visitation Center located?**

**A:** The Visitation Center is located at 2211 Barataria Blvd. Suite 110, Marrero, LA 70072.



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## **Q: When can I visit?**

**A:** Visitation hours are

### Jefferson Parish Visitation Center (Free)

- Jefferson Parish Visitation Center hours
  - Sunday through Saturday
    - 9:00 AM - 9:00 PM
    - The Visitation Building will close from 1:30 PM - 3:30 PM for Shift Change
- On-Site Visitation Schedule
  - Sunday through Saturday
    - 9:00 AM - 10:30 AM
    - 12:00 PM - 1:30 PM
    - 3:30 PM - 4:30 PM
    - 6:00 PM - 9:00 PM

### Remote Visitation Schedule (Paid)

- Sunday through Saturday
  - 9:00 AM - 10:30 AM
  - 12:00 PM - 1:30 PM
  - 3:30PM - 4:30 PM
  - 6:00 PM - 9:00 PM

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

**A:** You can conduct visits using an Apple or Android smartphone or a tablet. Download the free Securus Visitation 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 Jefferson Parish Jail. Your request is then reviewed by jail staff.
3. Once you are approved to be a visitor, go to [www.videovisitanywhere.com](http://www.videovisitanywhere.com) to schedule remote visitation appointments.

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

**A:** Here are some rules you must follow to protect your visitation privileges.

1. The visitor who schedules the visit is considered the primary visitor and must be present at the time of check in and for the visit.
2. On-Site Visits will be limited to three (3) Adults and Three (3) Children.
  - a. Anyone over the age of 13 years is considered an adult for visitation.
    - i. Proof of age will be required before visitation is allowed.
  - b. Children must be accompanied by their parent or legal guardian. Proof of age will be required before visitation is allowed.
3. Visitors are required to present valid photo identification (state driver's license, state identification card, passport, military identification).
4. Children not allowed to visit may not be left unattended in the lobby.
5. If you have any questions about visiting from home, visit [www.securustech.net/videovisitation](http://www.securustech.net/videovisitation) for further information.