

St. Johns County Sheriff's Office  
**Video Visitation Center**  
4500 Avenue D  
St. Augustine, FL 32084  
Phone (904) 209-2222  
Fax (904) 209-2221  
SOCorrectionsVisitation@sjsso.org

**Visitation Information:**

Visitation from members of the immediate family or approved friends is encouraged with the understanding there are certain rules and regulations that must be followed. Two types of visits are offered by the St. Johns County Sheriff's Office. Visits at the Video Visitation Center are free of charge to inmates and visitors and can be up to sixty (60) minutes in duration. Approved visitors may also conduct video visits outside of scheduled times when video kiosks are available in the inmate housing areas during regular visitation hours and visitors are required to pay a fee for the service. These visits may be of shorter duration than sixty (60) minutes and will not be considered one of the weekly permitted visits conducted at the Video Visitation Center. All visits, remote or at the Video Visitation Center, will be scheduled through the website of the visitation provider, HomeWav: <https://www.homewav.com/>.

- Twice weekly inmates are permitted to have visitation of sixty (60) minutes. Appointment times are Monday and Friday 8:00AM, 9:00AM, 10:00AM, 1:00PM, 2:00PM, and 3:00PM; and Tuesday, Wednesday and Thursday, 1:00PM, 2:00PM, 3:00PM, 7:00PM and 8:00PM. Visitation is closed on major holidays.
- The inmate has the right to decline or eliminate a visitation.
- Visitors are required to complete a visitation questionnaire containing personal information and a copy of a picture ID card or Driver License; we do not accept Military ID's. Once the form is completed, you can check back in two (2) hours or the next business day if at the end of the day.
- If you are approved for visits, you are required to schedule appointments at least 24 hours in advance.
- All visitors must check in fifteen (15) minutes prior to scheduled appointments.
- All visitors must properly identify themselves upon arriving at the visitation center with the proper ID.
- All visits are monitored and are subject to recording.
- Visitors arriving after their scheduled session will be allowed to visit, but you will only receive the remaining portion of the hour visit. It will be documented when you arrive late.
- If for any reason you are unable to visit as scheduled, you are required to cancel at least one hour in advance. Cancellations must be made by telephone to video visitation. Should they fail to cancel an appointment, it will be considered a no show.
- Violation - Missing three (3) appointments will result in visitation being suspended for thirty (30) days.
- Visitors under the age of 18 must be accompanied by a **legal guardian with proof** in hand or possess a valid marriage license. Birth Certificate, Court Documents, School ID or other Legal Documentation are accepted. No visitors under six (6) years of age will be permitted to visit. The parent or legal guardian of a minor child must maintain close supervision of that child before, during, and after each visit. **Children at no time will be unattended for any reason.** This would also include left unattended in a car, lobby, sidewalk area or the parking lot area of the visitation center.
- Only four (4) visitors allowed to share a visitation during one 60 minute session.
- You will only communicate with the person you are scheduled to visit. **NO EXCEPTIONS**
- Damage to the video visitation system/equipment will result in revocation of privileges or criminal prosecution.
- If you experience a problem with the audio or video reception during the visit, notify the visitation staff immediately.
- Loud talking, excessive emotionalism, or any other type of disruptive behavior is unacceptable in the visitation center and will result in immediate termination of visit.
- Application for visitation is available in the lobby area of video visitation or the inmate may choose to mail out an application as well. Applications are also available online and may be downloaded and returned via US Mail. You can call to check on application any time during business hours. Please see applications at [www.sjsso.org](http://www.sjsso.org). Located under inmate visitation information.

### **Rules and Regulations:**

1. Behavior of inmates and/or visitors shall be carefully regulated. Loud speech, boisterousness, and obscene behavior or language **will not be tolerated.**
2. Visitors may be asked to terminate the visit at any time at the discretion of Officer in Charge. Failure on the part of the visitor to leave when asked to do so could result in termination of visitation privilege.
3. The items listed below are not permitted in the video visitation center.
  - All tobacco products
  - Food or drinks of any kind
  - Cameras, film, or video equipment/recording equipment
  - Radios, Disc or Tape Players
  - Any drugs, narcotics or intoxicating beverages. If a visitor is suspected of being under the influence of drugs or alcohol appropriate actions will be taken.
  - Inappropriate behavior will result in termination of visit and visitor will be asked to leave the premises
  - Visitors will not be in possession of firearms, weapons, knives, or sharp objects. Due to safety and security concerns, visitors may be subject to electronic scanning
  - Cell phones will not be permitted in visitation monitor areas. Cell phones will be turned off and stored in lockers.
  - No items allowed at the visitation booth. Lockers will be provided for personal items during your visit.
4. Dress Appearance:
  - All clothing worn must be clean, neat and in good repair
  - Clothing will be worn as it is designed to be worn
  - Shoes must be worn at all times
  - Revealing articles of clothing and/or showing undergarments or upper torso area will not be allowed; to include, but not limited to:
    - Halter tops
    - Tank tops
    - Spaghetti straps
    - Sleeveless shirts
    - Shorts, skirts, and dresses must be knee length
  - Cover-ups, such as sweaters, jackets or T-shirts will be accepted
  - No article of clothing that would promote criminal activity
  - Final approval will be at the discretion of visitation personnel
5. No congregating permitted inside the visitation area as well as outside the door or along the sidewalk area in front of visitation.
6. Visitation from any place other than the Video Visitation Center will require visitors to adhere to the following rules:
  - **Only approved visitors will be allowed during visits.**
  - Clothing must be appropriate and must follow the same guidelines as those visitors at the Video Visitation Center. No bikinis, nightgowns, see-through or low-cut clothing, or clothing that promotes criminal activity. All undergarments must be covered.
  - Any activities that are sexually suggestive (i.e., showing certain body parts) will result in the permanent suspension of that visitor.
  - No taking of pictures during visits.
7. **DO NOT DRIVE WHILE CONDUCTING A VIDEO VISIT.**

Any violation of these rules and all Video Visitation rules will result in the loss of visitation privileges. The nature of the violation will determine whether suspension is permanent or temporary.

### **Violation of Visitation Rules:**

Visitors who fail to comply with the rules and regulations will be required to leave the visitation center. This action will terminate the visitation.

# VISITATION QUESTIONNAIRE

*Please Print or Type*

Name of **inmate** you wish to visit: \_\_\_\_\_  
(Last) (First) (Middle)

Name of **visitor**: \_\_\_\_\_  
(Last) (First) (Middle)

<b>MUST ATTACH A COPY OF PHOTO ID</b>  (EX. DRIVER LICENSE, ID CARD OR ANY OTHER FORM OF PHOTO ID)	ADDRESS _____
	CITY _____ STATE _____ ZIP _____
	HOME PHONE # _____
	CELL PHONE # _____
	BIRTH DATE _____
	RACE _____ SEX _____
	RELATIONSHIP TO INMATE _____
	DRIVER LICENSE _____ STATE _____

*PLEASE ANSWER THE FOLLOWING QUESTIONS:*

1. Have you ever been arrested? Yes \_\_\_\_\_ No \_\_\_\_\_. If yes, give details (Date, place, charge and final disposition.)

\_\_\_\_\_

\_\_\_\_\_

2. Are you presently on parole? Yes \_\_\_\_\_ No \_\_\_\_\_.

3. Are you presently on probation? Yes \_\_\_\_\_ No \_\_\_\_\_.

4. If you are a minor, you must fill out the following information:

Full name of parent or legal guardian: \_\_\_\_\_  
(Last) (First) (Middle)

5. Picture ID of parent or legal guardian (This to be verified each time of visitation in which the minor will be escorted to visitation by the guardian. The parent or legal guardian questionnaire form will be on the file as well)

6. I \_\_\_\_\_ (Parent or Guardian Signature) give authorization for my minor child to visit the above mentioned inmate.

***I, the undersigned, hereby give my permission to the Sheriff's Office of St. Johns County to make inquiry into the validity and verify the information I have provided in this questionnaire. By Signing this form you are confirming you have read and fully understand the Visitation Information Sheet and the Rules and Regulations Sheet that you were provided.***

\_\_\_\_\_  
Signature

**FOR OFFICIAL USE ONLY:**

Date Processed \_\_\_\_\_

Approved/disapproved by \_\_\_\_\_

Reason \_\_\_\_\_

**Photo Must Be: CLEAR AND RECOGNIZABLE**

**Handwriting Must Be: CLEAR AND LEGIBLE**

# ADDITIONAL INFORMATION

## **Detention Center Mail:**

Inmate's Name  
3955 Lewis Speedway  
St. Augustine, FL 32084

## **Video Visitation Mail:**

St. Johns County Sheriff's Office  
Visitation Center  
3955 Lewis Speedway  
St. Augustine, FL 32084

## **Inmate Funds Acceptance Policy**

Funds may be deposited into an inmate's account by three different methods:

1. Family & Friends of an inmate may utilize the Kiosk located at the St. Johns County Sheriff's Office Visitation Center Lobby at 4500 Avenue D, St. Augustine, Florida 32084 or the St. Johns County Detention Center Lobby at 3955 Lewis Speedway, St. Augustine, FL 32084.
  - Family & Friends must have your MNI Number
  - The Kiosk accepts Cash, Credit, and Debit Cards
  - Cash is only accepted in \$1, \$5, \$10, \$20, \$50, & \$100 dollar bills
  - Funds are posted real time to the inmate's account
2. Family & Friends of an inmate may send money via [www.jailatm.com](http://www.jailatm.com)
  - Family & Friends must have your MNI# Number and the name of the Facility – St. Johns County Sheriff's Office
  - [jailatm.com](http://jailatm.com) accepts Credit and Debit Cards only
  - Funds are posted real time to the inmate's account
3. Family & Friends of an inmate may send money in the mail
  - We only accept Money Orders and Cashier Checks
  - Money Orders must arrive at least one business day prior to commissary to be available to the inmate
  - The Sender's Name, Return Address and the Inmate's MNI Number must be on the money order
  - The Senders Name and Return Address must be on the envelope
  - The Money Order must be made payable to the Inmate
  - Mail to: Inmate Name 3955 Lewis Speedway St. Augustine, Florida 32084