Texas Civil Commitment Center
Video Visitation Procedures

- Visitors who are on a client's Texas Civil Commitment Office (TCCO) Approved Visitor List may request a visit with an eligible client by calling 806-485-8108.
- Video visits will typically be scheduled to occur between the hours of 9:00 am and 4:00 pm on Saturday or Sunday.
- Visitors must submit a request for a Video visit no later than 5:00 pm on the Monday before the weekend of the planned visit. If Monday is a holiday, video visitation requests must be submitted by 2:00 pm on Tuesday.
- The scheduling of video visits is subject to the availability of space/time slots and approval for the client to attend. The TCCC shall notify the visitor by the close of business, each Wednesday, regarding the status of the requested visit. Notification will be done by telephone. The TCCC shall confirm the scheduled visit at the time of notification.
- If the visitor can no longer make the scheduled visit date and time, they shall notify the TCCC no later than 5:00 pm on the Friday before the visit.
- The approved contact must have a video-enabled device such as a cell phone, tablet, or computer with adequate internet access. The device must have a camera, microphone, and speakers.
- No application is required to be downloaded to complete a video visit.
- A client may receive two (2) video visits per month, for a minimum duration of thirty (30) minutes each. Visits may be scheduled for up to sixty (60) minutes when time and space are available. Visits that start late shall not be extended past the scheduled end time, unless the TCCC can accommodate the time extension with little disruption to facility operations.
- Children under the age of eighteen (18) years old shall not be present on a video visit unless approved by TCCO as noted in Section IV of TCCO Policy 3.3 Client Visitation. Children shall not be in sight or sound of the client.
- Children who are present in the approved contact's residence, shall not be present on the video visit. In the event the child(ren) require(s) adult supervision, the child(ren) must be supervised by an adult in a separate room from the video visit. Children shall not be in sight or sound of the client.
- The video visit shall not interfere with other activities, such as treatment, additional programming or work. The approved contact shall not record or take pictures of the visit.
  - The approved contact shall remain in one designated, private area for the duration of the visit.
  - Approved contacts shall be appropriately dressed and there shall be no activities in the background.
  - Approved contacts shall not share any pictures with clients during the video visit.
  - Approved contacts shall not have alcohol, weapons, drugs or tobacco products in view during the visit and shall not be under the influence of alcohol or drugs.
  - Approved contacts shall not be in a moving vehicle during a video visit.
- Video visits may be terminated in progress for violations or misconduct by either party.
- The approved contact shall provide their name, the client's name, relationship to the client, a cell phone number and email address to the TCCC video visitation coordinator.
- The approved contact will receive a text message and/or email from Socrates prior to the scheduled visit, which will include a link to enter the video visit. The visitor will click the link to join the video visit and allow access to the visitor's camera and microphone to start the call. Please see page 2 of this document for screenshots demonstrating the process for joining the video call.
- The approved contact shall show proper identification upon entry into the video visit.
- In the event there are issues with connectivity, video or sound, TCCC staff will not troubleshoot the approved contact's device.
- The TCCC staff shall be present with the client to set up the equipment and monitor the visit.
- The visit will be monitored by TCCC staff who have the capability of terminating a visit.

Any exceptions to video visitation or TCCO Policy 3.3 Client Visitation shall be submitted to TCCO Executive Management for review and approval.

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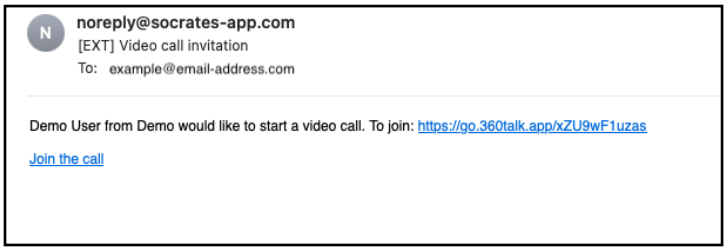
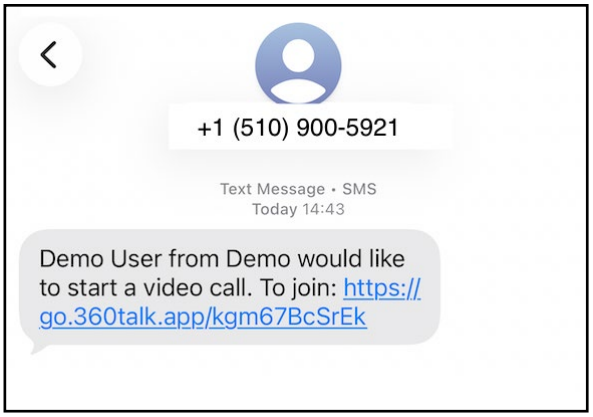
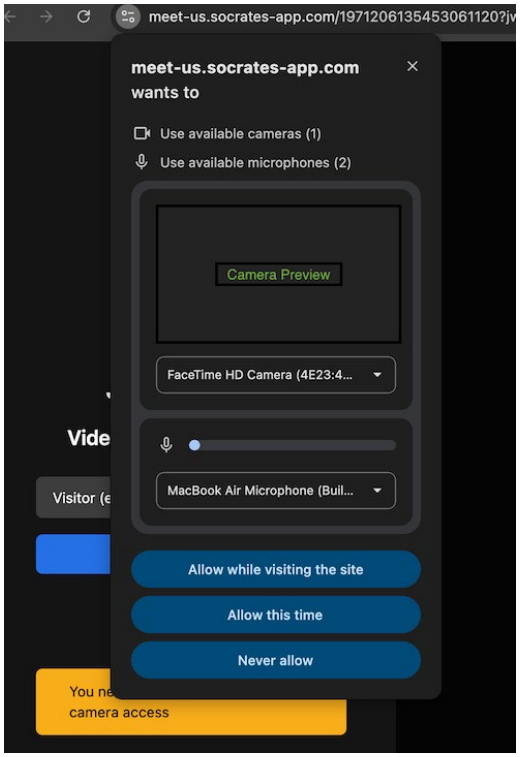
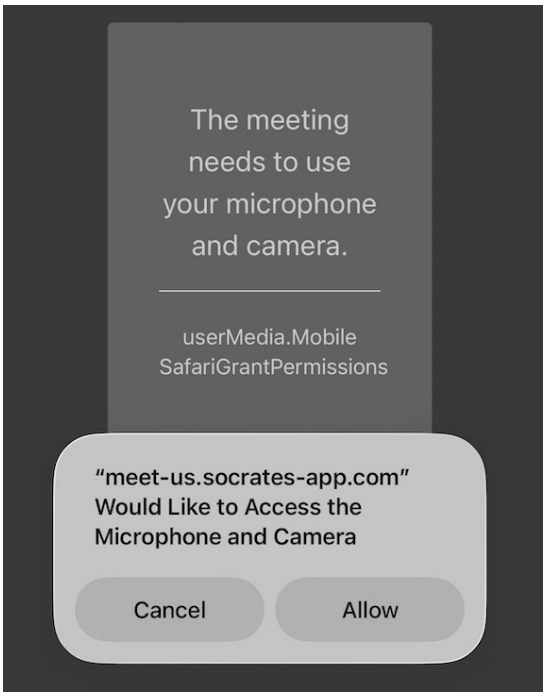
1. When a video call is initiated, the visitor will receive a notification via email or text message containing a link to the video visit. See below email and text message examples of the notification.





2. Click on the link in the notification to be redirected to the video visit system.
3. The visitor will need to click allow to authorize access to the microphone and camera to start the video visit. See below for examples of allowing access on a computer and cell phone.





4. Once permission is granted, you will be connected to the video visit. Be advised, all video visits are monitored by staff.