CORRECTIONS DIVISION
FAQs About Visiting Hours, Rules & Regulations
02/26/2016

Q. What are the visiting hours for Maguire Correctional Facility (MCF) and the Maple Street Correctional Center (MSCC)?
A. Visiting hours are:

Days	Hours
Monday, Wednesday	NONE
Sunday, Tuesday, Thursday, Friday	8:00AM 9:00AM 10:00AM 12:00PM 1:00PM 2:00PM 3:00PM 7:00PM 8:00PM 9:00PM
Saturday (afternoons only)	12:00PM 1:00PM 2:00PM 3:00PM 7:00PM 8:00PM 9:00PM

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NOTE: Video Visitation will be the primary means of visitation at both MCF and MSCC. **ALL** video visitation for MCF and MSCC will take place in the video visitation center at MSCC.

NOTE: Family Visiting hours for the Maple Street Correctional Center Women's and Men's Transitional Facilities are different than those listed above. These visitations are set up by the inmates.

Q. How long can I stay?
A. 45 minutes
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Q. How often can an inmate have visitors?
A. Inmates are allowed two visits per seven day period.

Q. How many people can come on a visit and is there a minimum age they have to be?
A. These rules apply to visits:

1. Up to two (2) people (including children) may visit at one time

2 Visitors must be 18 or over. Visitors under age 18 must be accompanied by an adult who is an immediate family member, defined as grandparent, father, mother, or a legal guardian

3 Children may not be left unattended anywhere at MCF or MSCC at any time. A member of the Service League of San Mateo County may be available at certain hours of the day to attend to children in the in the Family Waiting Room located at the far end of the Maple Street Correctional Center main lobby. Hours are subject to change.

4 No cell phones, electronic devices, gum, beverages, or food, etc. will be allowed in the visitation area.

5 Visitors are required to dress appropriately while visiting inmates.

a. Shorts, skirts, and dresses must be at least as long as the bottom of the fingertips when arms are placed at the sides.
b. No bare midriffs, low-cut tops, or any revealing or provocative attire will be allowed.
c. No gang attire or gang insignias will be permitted.
d. No bandanas, beanies, hairnets, hoods, or hats.
e. No steel-toed boots or shoes that will not clear the metal detector.
f. Visitors will not be permitted to wear “Stiletto” type heels, as this would heighten the risk of injury within the facility.

If dressed inappropriately, the visitor will not be allowed to visit. Final determination on clothing will be made by lobby staff.

6 Any inappropriate behavior will result in immediate termination of the visit and may result in the loss of future visiting privileges**. Inappropriate behavior includes, but is not limited to, offensive language, nudity, gang related signs, symbols, or colors, and criminal activity.**

7 Visitors appearing to be under the influence of alcohol or drugs will have the visit canceled, may be barred from future video visitation visits, and may be subject to arrest.

8 Damaging or defacing visitation equipment may result in criminal prosecution.

9 Visitors who allow unauthorized persons into the visiting booths with them will have their visit cancelled and may lose future visiting privileges. During a visit, the visitor is required to remain in the visitation booth. If the visitor leaves the visitation room, the visit will be terminated.

10 Visitors who are disruptive, disrespectful, verbally abusive, or argumentative with staff or other visitors will be asked to leave the facility and have their visit cancelled and may lose all future visiting privileges.

11 Visits may be canceled without advanced notice for security reasons and/or any other reason deemed necessary by the Watch Commander and/or his/her designee.

Q. How do I schedule a visit?
A. The following rules apply:

1. All visitors must pre-register online or via a kiosk in the lobby of Maple Street Correctional Center (MSCC) at 1300 Maple Street, Redwood City, CA 94063.

There may be a 48 hour processing period between registration and scheduling the first visit.

2. All visitors will utilize the video visitation stations at Maple Street Correctional Center to visit inmates housed at either MSCC or Maguire Correctional Facility (MCF).

3. Visitors will schedule visits via the visitation website In the event a visitor does not have access to a computer or does not have an email address, a kiosk will be available in the lobby of MSCC. From that kiosk, visitors can swipe or scan their ID to register, sign in, and schedule their next visit.

4. All visits will be scheduled at least 24 hours in advance. Visitors may schedule up to one week in advance. A visitor may schedule by:

   a. Scheduling online

   b. For visitors that do not have computers or email addresses, a Video Visitation Scheduling kiosk is available in the lobby of MSCC. From that kiosk, visitors can swipe their ID to sign in and schedule their next visitations.

5. Online help is available on how to use the visitation system.

6. Visitors can call the visitation Scheduling and Registration help line at (855) 208-7349 for scheduling help, 7 days a week between 8:00am and 10:00pm.
   NOTE: This is a help-line only. Visits may not be scheduled by phone.

7. In all cases, visitors will need to provide proof of ID to register for visits. Acceptable ID can be any one of the following:

   a. U.S. Driver's License

   b. U.S. Identification Card

   c. U.S. Immigration Identification

   d. Military Identification

   e. Valid Passport

   f. Other Government Issued photo ID

Q. Can I leave a message for my inmate?
A. Staff cannot accept messages, nor will they accept any items for delivery to the inmates (including mail). To deliver a message to an inmate, contact the **Service League of San Mateo County** at (650) 364-4664.

Q. Can I ask Staff about my inmate's visits/visitors?
A. Staff cannot release any information about a visit (such as the names of the visitors or the date of an inmate's last visit).

Q. Is there child care?
A. In general, NO. However, a member of the Service League of San Mateo County may be available at certain hours of the day to attend to children in the in the Family Waiting Room located at the far end of the Maple Street Correctional Center main lobby. Hours are subject to change.
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Q. What may I bring on a visit?
A. Nothing. Visitors are not allowed to bring anything into the visiting area, including: purses, keys, books, lighters, pagers, cellular phones, pocket knives, strollers, food, cigarettes, etc.

Q. Is there a dress code for when I visit?
A. Visitors are required to dress appropriately while visiting inmates.

a. Shorts, skirts, and dresses must be at least as long as the bottom of the fingertips when arms are placed at the sides.
b. No bare midriffs, low-cut tops, or any revealing or provocative attire will be allowed.
c. No gang attire or gang insignias will be permitted.
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