

POLICY AND PROCEDURES

NUMBER: 816

SUBJECT: Lobby/Reception Area

ACA STANDARDS: None

DIRECTOR: Herbert Bernsen

EFFECTIVE DATE: 9/97 REVISION DATE: 5/05, 1/08, 4/12,
9/14



I. POLICY

The St. Louis County Department of Justice Services shall maintain operational procedures for the Lobby/Reception area to ensure prompt service and professional treatment of persons using the Justice Center.

II. RESPONSIBILITIES

All St. Louis County Department of Justice Services' Lobby Clerks, Bonding/Records Clerks and Intake staff are responsible for the following procedures.

III. DEFINITIONS

St. Louis County Bureau of Security (County Security): The branch of the St. Louis County Police Department responsible for the security surveillance of County buildings.

Lobby Clerks: Employees of the St. Louis County Department of Justice Services who are responsible for visitor functions in the Lobby/Reception area.

IV. PROCEDURES

A. Hours of Service

1. The Lobby/Reception area will be open to the general public twenty-four (24) hours a day, seven (7) days a week. Two (2) television monitors will display information, times and rules for the visitors.
2. Lobby Clerks shall be on duty from 8:00 AM to 9:00 PM. They will be responsible for controlling professional and inmate visits.
3. St. Louis County Bureau of Security shall be responsible for the security scanners and metal detectors at the entrance to the Lobby. They will also be responsible for maintaining control of the Lobby area.
4. Department of Justice Services' Bonding/Records Clerks shall be on duty at the Bonding window twenty-four (24) hours a day.

B. Services Available

1. Services available to the general public, in the Lobby/Reception area will be:
 - a. The Bonding window
 - b. Fugitive Warrants (Responsibility of County Police Fugitive Department)
 - c. Visitor information and queuing
 - d. Locker storage for visitor property
 - e. Inmate releases
 - f. Witness viewing for inmate line-ups (responsibility of the Police Department facilitating the line-up.)
 - g. Directory service to other areas accessible to the general public.
 - [h. *Kiosk to add funds to inmate accounts*]

C. Lobby Clerks

1. The Lobby Clerks are responsible for:

- a.** Monitoring phones and providing information to the public concerning inmate visits, Justice Center schedules, Justice Services' Rules and Regulations.
 - b.** Verifying the identification of all public visitors, attorneys, clergy, social service agencies, etc.
 - c.** Informing professional/social visitors what items are not allowed while visiting an inmate
 - d.** Providing directory information to the public concerning areas of the Justice Center accessible to the general public.
 - e.** Visually monitoring the activities of the public utilizing the Lobby/Reception area of the Justice Center.
 - f.** Addressing problems and complaints by the public concerning Justice Services functions relating to inmate visiting.
- 2.** The Lobby Clerks shall be responsible for notifying County Security of any situation or visitor whose actions are disruptive to the orderly operations or the security of the Lobby/Reception area.