# Video Visitation Rules & Requirements

**Please read the rules & requirements completely prior to moving forward. Not knowing the rules & regulations will not be accepted as an excuse for not following them. Violating any rule/requirement may result in you being banned from visiting inmates or criminal charges being pursued when applicable.**

- Each inmate will receive one free 20 minute video visitation per week.
- All video visitations are subject to monitoring and recording.
- Visitors 18 years of age and older must show their valid picture I.D. prior to beginning each visit.
- Only the scheduled inmate and visitors can participate.
- Visits must be scheduled 24 hours in advance, and up to 2 weeks out.
- Visitors 18 years of age and older must register and possess a valid picture I.D. (e.g., driver's license, State I.D., or Military I.D.
- Valid address and contact phone number must be used and are subject to verification.
- Visitors under the age of 18 must be accompanied and supervised by an adult.
- If an inmate is in ANY program (court, work assignments, attorney visits, classes, meetings, etc.), they cannot visit at that time.
- There is no limit for offsite video visits from home. These cost $0.14 per minute and are paid for by the visitor.
- To schedule an offsite visit, visitors will need to have at least $2.80 in their ICSolutions prepaid account. Go to ICSolutions.com to fund the account or call 888-506-8407.
- Visitors wanting to visit from home will be required to download The Visitor™ visitation application & test prior to participating in an offsite visit.
- If visitors do not have access to an electronic device, the Trumbull County Jail has two video visitation units that can be utilized in the front lobby of the Sheriff's Office. To use these units,

video visitation must be scheduled Monday through Friday, no later than 11:00 AM. Visitors are subject to search and minors are prohibited.

- If you cancel video visit or if cancelled by the facility, the $2.80 will be refunded.
- Each visitation session is 20 minutes. The countdown timer begins at the scheduled time. Unused time will be refunded.
- Offsite visitors should connect a few minutes prior to the start time to complete testing.
- Visitors and inmates can log in 5 minutes before and no more than 10 minutes late.
- Internet connection issues during offsite visits will not be refunded.
- After your visit has ended your connection will be terminated.
- Proper attire clothing must cover all private/sensitive body areas. Nudity, partial nudity, sexual acts, simulated sexual acts, or depiction thereof is prohibited.
- You will not be allowed to visit under the influence of alcohol/drugs.
- Any inmate or visitor whose behavior is disruptive during a visit may have his/her visiting privileges suspended/terminated.
- Photography during video visitation is prohibited.
- Staff can disconnect a visit at any time at their discretion.
- No refunds are issued for missed, suspended, or terminated visits.
- Staff can deny, change, or cancel a visit at any time at their discretion.