

## **HOSPITAL VISITATION UNIT**

TCSO's Hospital Visitation Unit (HVU) staff are the first encounters for employees and visitors at the Travis County Correctional Complex. The unit is comprised of 52 officers, 12 civilians, 5 sergeants and 1 lieutenant. HVU officers provide security for the Visitation Building and screen all visitors, from inmate family and friends to official visitors, and TCSO staff who enter the facility.

The HVU also maintains safety and security for all incarcerated individuals being transported to and from medical appointments or the hospital as necessary. HVU officers provide close security and monitoring support for medical staff and the patient. They work with the TCSO medical section to coordinate appointments.

Throughout the COVID-19 pandemic, HVU staff have shown outstanding achievement and teamwork as they adapted to new practices and procedures while taking on multiple additional roles and duties. The unit was an integral part of implementing the virtual court process. They identified the appropriate space in the visitation area and assisted the courts with moving forward on cases. Additionally, staff added extra duties such as virtual parole hearings, virtual discovery meetings for attorneys, and virtual magistration. In compliance with COVID-19 safety measures, HVU officers screen anyone who enters the building for body temperature as well as contraband. They also maintain sanitary visitation areas.

HVU supervisors have adopted an "it takes a village" approach to assist with staffing shortages within the Corrections Bureau. When officers are not assigned to monitor an inmate at the hospital, or have completed their medical runs/enhanced screening, they are reallocated to work in the buildings where there is a need.

We are grateful for all their hard work and dedication.