



MAPLE STREET CORRECTIONAL CENTER (MSCC)
 1300 Maple Street Redwood City, CA 94063
 (650) 599-3000 www.smcsheriff.com

PUBLIC VIDEO VISITATION HOURS

Sunday/Tuesday/Wednesday/Thursday/Friday:

8:00 AM – 8:30 AM	2:00 PM – 2:30 PM
9:00 AM – 9:30 AM	3:00 PM – 3:30 PM
10:00 AM – 10:30 AM	7:00 PM – 7:30 PM
12:00 PM – 12:30 PM	8:00 PM – 8:30 PM
1:00 PM – 1:30 PM	9:00 PM – 9:30 PM

Saturday:

12:00 PM – 12:30 PM
1:00 PM – 1:30 PM
2:00 PM – 2:30 PM
3:00 PM – 3:30 PM
7:00 PM – 7:30 PM
8:00 PM – 8:30 PM
9:00 PM – 9:30 PM

No public visiting is scheduled on MONDAYS

GENERAL VISITING INFORMATION

- Incarcerated persons are allowed two (2) 30-minute visits per seven-day period, no more than one in a day. The designated seven-day period for each incarcerated person may change depending on the most recent visiting date.
- All visitors must pre-register online at www.smartjailmail.com, a minimum of 24 hours in advance. There may be a 48-hour processing period between registration and the ability to schedule the first visit. You will need to provide the information contained on your **CURRENT/VALID** government issued picture identification. The website provides online help on how to register and utilize the visitation system. Visits may be scheduled up to one week in advance.
- Visitors may have their visit canceled, may lose future visiting privileges, and may face criminal prosecution for the following, but not limited to, reasons: appearing to be under the influence of any substance and damaging or defacing visitation or facility property which was caused by the visitor or incarcerated person.
- Visitors are required to dress appropriately. For example:
 - Bottoms such as shorts, skirts, and dresses must be at least as long as the bottom of the fingertips when arms are placed at your side.
 - No bare midriffs, low-cut tops, tank tops, or any revealing/provocative attire.
 - No orange or red clothing, gang attire, or gang insignias.
 - No bandanas, beanies, hairnets, hoods, or hats.
 - No steel-toed boots or shoes that will not clear the metal detector. (In-facility visiting)
 - No “stiletto” type heels, as this would heighten the risk of injury within the facility. (In-facility visiting)
- Visitors who allow unauthorized persons into the visit with them will have their visit canceled and may lose future visiting privileges. During a visit, the visitor is required to remain in the visit. If the visitor leaves the visit, the visit has ended.
- Any person that was released from custody in San Mateo County in the previous 6 months will not be authorized to visit for 6 months after their release date without prior approval. Any person with a prior felony conviction(s) who wish to visit, must also obtain prior approval (PC §4571).

7. Visits may be canceled without advanced notice for security reasons and/or any other reason deemed necessary by the facility and/or its designee. You will need to reschedule, if applicable.

IN-FACILITY (MSCC LOBBY) VIDEO VISITATION PROCESS:

1. A maximum of three (3) visitors will be allowed per in-facility video visit.
2. All visitors choosing an in-facility visit will utilize the video visitation stations at Maple Street Correctional Center to visit incarcerated persons housed at MSCC. In-facility video visitors must check-in with the MSCC Lobby staff at least 15 minutes prior to their visitation start time and no more than 45 minutes prior to the scheduled visit.
3. Pre-registering for an in-facility video visit at MSCC must be completed online at www.smartjailmail.com.
4. No person under the age of 18 will be allowed to visit without the accompaniment of an adult who is an immediate family member. An immediate family member is defined as a grandparent, father, mother, brother, sister, or legal guardian. Minor children should bring their birth certificate, current school identification, a U.S. identification card, or driver's license that includes a photo.
5. Children may not be left unattended anywhere on the facility property at any time. A member of the Service League of San Mateo County may be available during certain hours to attend to children in the Family Waiting Room located in the lobby. You must contact the Service League at (650) 364-4664, prior to visitation to pre-arrange this service.
6. NO cell phones, electronic devices (including smart watches), gum, beverages, or food are allowed in the visitation area. Lockers are available for small items free of charge.

ANY INAPPROPRIATE BEHAVIOR TOWARDS STAFF OR OTHER VISITORS OR NON-COMPLIANT ATTIRE WILL RESULT IN IMMEDIATE TERMINATION OF THE VISIT AND MAY RESULT IN THE LOSS OF FUTURE VISITING PRIVILEGES.

U.S.P.S. MAIL PROCESS

SMCSO ID# _____

You can obtain an SMCSO ID# at www.smc-inmatelocator.org. Personal mail must be processed as follows:

1. Mailing Address:
Smart Communications - San Mateo County Jail
Attention to (insert INMATE NAME-ID NUMBER)
P.O. BOX 9126
Seminole, FL 33775-9126
2. You must include your name and return address.
3. Envelopes may not be decorated in any way.

MONEY DEPOSITS www.accesscorrections.com (636) 888-7004

If you would like to deposit money into their account, please visit the above website to complete the transaction using your debit or credit card or visit the kiosk in the facility lobby area.

SERVICE LEAGUE www.serviceleague.org (650) 364-4664

They offer a variety of programs and services at all adult correctional facilities within San Mateo County.