



KOSOVO SPECIALIST CHAMBERS
DHOMAT E SPECIALIZUARA TË KOSOVËS
SPECIJALIZOVANA VEÇA KOSOVA

Registry Instruction

Video Visits

Adopted by: The Registrar, Kosovo Specialist Chambers

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CHAPTER I GENERAL PROVISIONS**Section 1 Purpose and scope**

1. This Instruction has been issued by the Registrar pursuant to Detention Rule 4.2 in order to authorise and establish a procedure for video visits with Detainees who are held in the Detention Facilities of the Specialist Chambers ('DF') located in the Dutch Prison PI Haaglanden ('Prison').
2. The primary purpose of video visits is to provide Detainees with additional means of maintaining family relationships. The purpose of video visits is also to provide Detainees with additional means of communicating with Counsel and other specified visitors. This Instruction provides:
 - a. the procedures for arranging video visits; and
 - b. the terms, conditions, and conduct of video visits.
3. This Instruction shall be interpreted and applied in a manner consistent with the Rules of Detention and any practice directions or instructions adopted or issued pursuant to Detention Rule 4.

Section 2 Definitions

In addition to the definitions set out in Detention Rule 2, as well as Article 2 of the Practice Direction on Visits and Communications and Article 2 of the Practice Direction on Counsel Visits and Communications, the following definition shall apply:

Video visit	A visit with a Detainee that takes place via video-link.
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Section 3 General

1. The practice directions and instructions that apply to visits shall also apply to video visits, unless otherwise regulated in this Instruction.
2. Visits with Detainees are governed by the following practice directions and instructions adopted or issued pursuant to Detention Rule 63 and Detention Rule 4:
 - a. Rules of Detention;

- b. Practice Direction on Visits and Communications;
 - c. Practice Direction on Counsel Visits and Communications;
 - d. DMU Instruction on House Rules of the Detention Facilities ('House Rules');
 - e. DMU Instruction on Visiting Procedures for Family Members and Other Personal Visitors; and
 - f. any other relevant practice directions or instructions adopted or issued pursuant to Detention Rule 4, including this Instruction.
3. Detainees and their visitors shall comply with the above practice directions and instructions, including this Instruction.
 4. Questions about visiting procedures may be addressed to the Administrative Office of DMU ('Administrative Office') via email at: visitors-DMU@scp-ks.org.

Section 4 Video visits

1. Video visits shall be permitted with:
 - a. Close Relatives ('family visits');
 - b. Counsel ('Counsel visits');
 - c. consular representatives ('consular visits'); and
 - d. the ICRC, the Ombudsperson, and the authorities specified in Article 23.1 of the Practice Direction on Visits and Communications ('special visits').
2. The Chief Detention Officer may limit the timing, quantity, and duration of video visits, based on the daily schedule of the DF and the availability of staff and facilities or equipment. The Chief Detention Office may also limit the number of visitors in a video visit for technical or other reasons, including in the interests of safety and security in the DF.
3. Prior to each scheduled video visit, approved visitors shall be provided with information on the selected technology for connecting to the video visit. Visitors shall ensure that they are in a private location prior to connecting to the video visit. Visitors shall be asked to provide information to the DMU to permit the DMU to establish the video link.
4. The DMU shall administer the video visit. Detainees shall not touch or attempt to touch any of the video or computer equipment. In case a video connection is lost, a Detainee shall notify Detention Officers. Detention Officers will attempt a maximum of 3 reconnections per visit.
5. Video visits in the DF shall be conducted according to fixed, staggered time slots set by the DMU to allow for adequate ventilation in between visits.
6. Visitors shall identify themselves to the Detention Officer by showing a valid proof of identity bearing a photograph acceptable to DMU, namely, a passport or a national identification card. Only those visitors approved for a scheduled video visit shall be permitted to participate in the video visit. Unapproved visitors may result in immediate termination or cancellation of the video visit.
7. Visitors shall not record, stream, transmit, disseminate, or share any portion of a video visit by any means. Visitors shall not take pictures or screen shots or store images or other data through any means during a video visit. Visitors shall report any misuse or unauthorised use of the technology for video visits.
8. Failure to comply with this Instruction by Detainees or their visitors may result in restrictions on video visits. Detainees who disobey this Instruction may also be subject to disciplinary sanctions pursuant to the Practice Direction on Discipline adopted pursuant to Detention Rule 63.

Disciplinary sanctions may include the reduction or unqualified removal of a Detainee's video visiting privileges.

9. Video visits may suffer from connectivity issues or other technical difficulties. In such cases, the video visit may be unavoidably terminated or cancelled.

Section 5 Authoritative Language and Entry into Force

1. The authoritative language of this Instruction is English.
2. This Instruction and any amendments shall enter into force on the day of adoption.

CHAPTER II TYPES OF VIDEO VISITS

Section 6 Family visits

1. All visitors must have permission to visit. As with in-person visits, Close Relatives are required to apply for and obtain a visiting permit in order to have a video visit with a Detainee. Pursuant to Detention Rule 2.2, Close Relatives are a spouse or partner, parent, child, grandchild, brother, sister (including half- or step-brothers and sisters), grandparent, and sons- and daughters-in-law.
2. The procedures on how to submit an application for a visiting permit and how to schedule a family visit are set out in the DMU Instruction on Visiting Procedures for Family Members and Other Personal Visitors and the House Rules.
3. Upon request and if practicable, the Chief Detention Officer may shorten the time-period in which a Close Relative is required to apply for a visiting permit or schedule a video visit. The Chief Detention Officer may also shorten the time-period in which a Detainee is required to notify the Administrative Office that he or she wishes to have a video visit with a Close Relative.
4. Close Relatives approved for a video visit shall be provided with information on connecting to the scheduled video visit. Upon request and if practicable, the Administrative Office may arrange for a video-link test session with Close Relatives prior to the scheduled video visit.
5. As with in-person visits, video visits with Close Relatives are limited to four Close Relatives and shall be conducted within the sight and hearing of Detention Officers. A Detainee may be required to remain seated during the video visit in a specific chair in the visiting room.
6. During a video visit, the computer keyboard and mouse shall be stored in a locked cabinet by the Detention Officers. Close Relatives shall not use any chat or other texting functions to communicate with a Detainee during a video visit. Any screen sharing function may be disabled.
7. A Detainee may not bring any items to a video visit with Close Relatives.

Section 7 Counsel visits

1. The procedures for arranging Counsel visits through the Administrative Office are set forth in Article 9 of the Practice Direction on Counsel Visits and Communications and the House Rules.
2. Counsel physically present in the Host State shall be provided with information on conducting video visits with a Detainee over a secure communication line at the Premises at Raamweg.
3. As with in-person Counsel visits, video visits with Counsel shall be conducted within the sight but not within the hearing of Detention Officers. A Detainee may be required to remain seated during the video visit in a specific chair in the visiting room.

Section 8 Consular visits


1. The procedure for consular representatives to obtain permission to visit are set forth in Article 20 of the Practice Direction on Visits and Communications.
2. Upon approval of the Registrar, a Detainee may have a video visit with his or her consular representative over a secure communication line at the Premises at Raamweg.
3. As with in-person consular visits, video visits with consular representatives shall be conducted within the sight, but outside the hearing, of Detention Officers. A Detainee may be required to remain seated during the video visit in a specific chair in the visiting room.

Section 9 Special visits

1. Visits with the ICRC and the Ombudsperson and other authorities are governed by Section V of the Practice Direction on Visits and Communications.
2. The Administrative Office shall arrange for a video visit with a Detainee upon request of the ICRC, the Ombudsperson, or the other authorities specified in Article 23.1 of the Practice Direction on Visits and Communications. Upon approval of the Registrar, such video visits may occur over a secure communication line at the Premises at Raamweg.
3. As with in-person special visits, video visits with the ICRC, the Ombudsperson, and the authorities in the preceding paragraph shall be conducted outside the sight and hearing of Detention Officers.

The Hague, Netherlands

6 September 2021



Dr Fidelma Donlon
Registrar