

Frequently Asked Questions

COVID-19

The Harris County Sheriff's Office is working diligently to maintain a high level of public service during the Novel Coronavirus Disease (COVID-19) pandemic. Ensuring the public safety – including the safety of Sheriff's Office employees and the inmates entrusted into our care – is our top priority. The following are answers to frequently asked questions about how COVID-19 is impacting Sheriff's Office operations.

Q: How has COVID-19 impacted law enforcement services?

A: At this time, the COVID-19 pandemic has had little impact on patrol and criminal investigation activities. Deputies continue to patrol our streets and neighborhoods, responding to calls for service that require a law enforcement presence. Investigators are still responding to crime scenes, particularly those involving violence.

In order to minimize unnecessary physical contact with our community, the Sheriff's Office is restricting public access to storefronts and substations. Residents may still access reports online.

Offense/Incident reports: https://harriscountyso.org/Records/HCSO_RAR_IFrame_02.aspx

Accident reports: <https://cris.dot.state.tx.us/public/Purchase/app/home/welcome>

The Sheriff's Office has also increased the number of deputies tasked with taking non-emergency reports by phone at 713-221-6000 and via the department's [website](#).

Types of reports that may be taken by phone or online include:

- Burglary (only to add property)
- Criminal mischief/vandalism
- Theft (under \$750)
- Fraudulent use of ID
- Forgery
- Credit card abuse
- Property lost/found
- Missing person/runaway
- Terroristic threat
- Stolen vehicle
- Telephone harassment

Q: What is being done to protect Sheriff's Office deputies, detention officers, and other staff members?

A: All Sheriff's Office staff members have been encouraged to follow the latest guidance from the [CDC](#) and [Harris County Public Health](#).

In addition to this guidance, the Sheriff's Office has provided deputies and jail staff access to Personal Protective Equipment that includes face masks, eye goggles, gloves, and body suits. Patrol deputies have been given cleaning materials that they are using to disinfect their vehicles any time they are called upon to transport a suspect.

Watch this [video](#) to learn more about how patrol deputies are protecting themselves and the community.

In the jail, cleaning crews have increased the frequency of cleaning operations. In addition, all employees and volunteers entering the jail system are being checked for fever each time they enter the building.

Q: Have there been any confirmed cases of COVID-19 at the Harris County Jail?

A: No

Q: How has COVID-19 impacted jail visitation?

A: Jail visitation has been suspended indefinitely.

Attorney-client interviews and other essential visits are not be affected. In order to assure family and friends are being able to communicate with their love ones, a free calling program has been implemented for our facilities.

- Phone service provider Securus will offer each inmate two free calls per week while visitation is suspended.
- The calls will be the same standard length that inmates received during normal operations.
- To set up an account with Securus you need to know the inmate's SPN number, you can also visit https://www.harriscountyso.org/JailInfo/inmate_info_inmate_phonecalls.aspx or call Securus at 1-800-844-6591.

Inmates housed at the Joint Processing Center (JPC) will have the option do to video visitations – this service is only available for inmates housed at the JPC.

The public can access video visitation from using a home computer and a webcam, from Monday through Friday from 4 p.m. until 9 p.m. and Saturdays and Sundays from 8 a.m. until 9 p.m. To obtain more information about our off-site video visitation please visit https://www.harriscountyso.org/JailInfo/inmate_info_inmate_visitation.aspx.

You can learn more about efforts to address the health of inmates in jail by watching this [video](#).

Q: What else is being done to limit inmate exposure to COVID-19?

A: New House Medical Screenings are conducted during the booking process. Inmates possibly affected and/or showing symptoms will be separated and quarantined. The inmate will continuously receive medical attention.

Inmates scheduled to be released from custody will be released as normal. If they were housed in a quarantined cellblock, they will be advised of the medical conditions and recommended actions to take after release.

Q: What if I have concerns about a friend or loved one in the jail?

A: Additional staff members have been assigned to field calls on the Inmate Care Concern phone line at (713) 274-7477, Monday through Friday from 7 a.m. to 5 p.m. Inmate Care Concerns may also be submitted [online](#).