Ohio | Department of Youth Services

Mike DeWine, Governor
Ryan Gies, Director

DATE: April 2, 2020

TO: Families/Guardians of DYS Youth

FROM: Ryan Gies, Director
Julie Walburn, Assistant Director

SUBJECT: GTL Video Visitation

We would like to inform you that we will be rolling out GTL video visitation on Monday, April 6. Registration will begin Friday, April 3, 2020. This program will serve as our long-term video visitation option.

REGISTRATION:
Go to https://odys.gtlvisitme.com/app. You will need to register yourself and all visitors participating in the visitation. Select the facility where your loved one is located. Search for your youth, and add them. Click "Schedule" to begin the scheduling process. Each visit will cost $2.00 for 20 minutes. Enter your credit card or debit card information to complete the scheduling process. You will receive a confirmation email and receipt for your visit. Sign in to the visitation scheduling site 15 minutes prior to your scheduled visit. Test your connection and follow the steps to start your visit.

GUIDELINES:

- Each youth may receive one video visit per day; two per week
- There is a 20-minute limit per call, $2.00 per call
- Family members/guardians must be 18 or older to schedule a visit
- Immediate family members/guardians must be on the approved visitor list. Approved visitors are defined by policy 175-MAL-04 (i.e. parents/legal guardian(s), stepparents (if currently married to a parent), spouse, siblings, half siblings, or children of the youth and the children's guardians). If you are not currently an approved visitor, please contact your youth's facility for more information on how to become approved
- Violation of the rules for video visitation are the same as in-person
- All calls are recorded for monitoring purposes

All phones will be cleaned and sanitized between uses.

Also, please note that we are offering one free Zoom video visit per youth during the Coronavirus response. Please visit www.dys.ohio.gov/Families/Visitation for more information. Additionally, GTL is providing two (2) free five (5) minute phone calls per week per youth until April 30.

For additional information about GTL video visitation and scheduling, please go to https://odys.gtlvisitme.com/app and click on the FAQs box in the upper right-hand side of the screen. More visitation information may be found on our website at www.dys.ohio.gov/Families/Visitation. If you have questions, you may call our support line at 614-466-8954 or email communications@dys.ohio.gov and a staff member will respond as soon as possible.

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