
**DIVISION OF ADULT INSTITUTIONS
EASTERN RECEPTION, DIAGNOSTIC AND CORRECTIONAL CENTER
STANDARD OPERATING PROCEDURE**

SOP13-3.1 Offender Visitation

Effective Date: October 06, 2022

Signature on File

Richard Adams, Warden

GENERAL INFORMATION: The institution is in compliance with this institutional services procedure except as noted within the text of this SOP. Standard operating procedures are clearly marked in bold and identified as **SOP**.

I. PURPOSE: This procedure establishes guidelines for offender visits. Visiting is a privilege for the visitor and offender. The department strongly supports and encourages eligible offenders' use of the visiting privilege to assist the offender population in maintaining strong ties to the community.

A. **AUTHORITY:** Sections 217.040 and 217.175 RSMo

B. **APPLICABILITY:** Department staff members at any facility or institution under the jurisdiction of the division of adult institutions or the division of offender rehabilitative services. The chief administrative officer or designee of any facility housing offenders under the jurisdiction of the division of adult institutions or the division of offender rehabilitative services will develop standard operating procedures based on the guidelines established herein.

C. **SCOPE:** Nothing in this procedure is intended to give a protected liberty interest to any offender. This procedure is intended to guide staff member's actions.

D. **SPECIAL NOTICE:** Changes to this procedure and/or the standard operating procedures should, when possible, be posted in the visiting room and other areas accessible to all offenders 30 days prior to implementation of the changes.

II. DEFINITIONS:

A. **Bereavement Video:** A video of a funeral or a farewell from the bedside of a terminally ill person.

B. **Chief Administrative Officer (CAO):** The highest ranking individual at the worksite and in accordance with the CAO reference document available in the department's computer system. Exception: Staff members at the worksite who do not report to the worksite CAO will be accountable to the deputy or assistant division directors or central office section heads who are in their chain of command.

C. **Child:** Any person under the age of 18.

D. **Children's Division:** Division within the Department of Social Services.

E. **Clergy or Spiritual Advisor:** Community spiritual leader of any religious group formally authorized and empowered by a religious body to administer ordinances or sacraments, to perform mandatory rites, counsel, and to conduct religious or spiritual services and studies subject to institutional verification of his¹ credentials.

F. **Confidential Visits:** Authorized visits with legislators, attorneys, etc.

¹ All references in this procedure to the male gender are used for convenience only and shall be construed to include both female and male genders.

- G. **Department Computer System:** The computer systems used by department staff members such as, but not limited to the Missouri Corrections Integrated System (MOCIS), Investigation Reporting Intelligence System (IRIS), (OPII), Statewide Advantage for Missouri (SAMII), shared network drive, etc.
- H. **Facility:** Any location that houses offenders supervised by the department of corrections to include institutions, community supervision centers and community release centers.
- I. **Immediate Family:** For the purpose of this procedure, immediate family is defined as the offender's:
 - 1. spouse,
 - 2. parents or step parents, mother-in-law, father-in-law, and their spouses,
 - 3. siblings or step siblings and their spouses,
 - 4. grandparents or step grandparents and their spouses,
 - 5. great-grandparents or step great-grandparents and their spouses,
 - 6. legal guardian, primary support person and his spouse,
 - 7. children or stepchildren and their spouses,
 - 8. grandchildren or step grandchildren and their spouses, and
 - 9. great-grandchildren or step great-grandchildren and their spouses.
- J. **Institutional Training Officer:** A corrections training officer employed for the express purpose of providing practical and technical instructions at the institution.
- K. **No-Contact Visits:** Visits where physical contact between the visitor and offender is not permitted.
- L. **Order Restricting Visitation:** Official documentation from a criminal or juvenile court or the Children's Division that restricts any type of visitation between an offender and his victim who is under the age of 18.
- M. **Parenting Program Visit:** A visit conducted in conjunction with an approved institutional parenting program.
- N. **Primary Support Person:** One person designated by treatment or case management staff members and the offender to have served in the place of a mother or father prior to incarceration (foster parent, etc.).
- O. **Related Child:** The biological, adopted or step child of the offender.
- P. **Sexual Offenses Against a Child:** For the purposes of this procedure these offenses include prior and current offenses and similar old code offenses, including but not limited to:
 - 1. Forcible rape,
 - 2. Statutory rape in the first degree,
 - 3. Statutory rape in the second degree,
 - 4. Sexual assault when victim was a child at the time of the commission of the offense,
 - 5. Forcible sodomy,
 - 6. Statutory sodomy in the first degree,
 - 7. Statutory sodomy in the second degree,
 - 8. Child molestation in the first degree,
 - 9. Child molestation in the second degree,
 - 10. Deviant sexual assault when the victim was a child at the time of the commission of the offense,
 - 11. Sexual misconduct involving a child,
 - 12. Sexual contact with a student while on public school property,
 - 13. Sexual misconduct in the first degree when the victim was a child at the time of the commission of the offense,
 - 14. Sexual misconduct in the second degree when the victim was a child at the time of the commission of the offense,
 - 15. Sexual abuse when the victim was a child at the time of the commission of the offense,
 - 16. Enticement of a child,

17. Trafficking for the purpose of sexual exploitation when the victim was a child at the time of the commission of the offense,
18. Sexual trafficking of a child,
19. Sexual trafficking of a child under the age of twelve,
20. Incest,
21. Endangering the welfare of a child in the first degree when the endangerment is sexual in nature,
22. Child abuse when the abuse is sexual in nature,
23. Genital mutilation of a female child,
24. Use of a child in a sexual performance,
25. Promoting sexual performance by a child,
26. Promoting obscenity in the first degree,
27. Sexual exploitation of a minor,
28. Promoting child pornography in the first degree,
29. Promoting obscenity in the second degree,
30. Promoting child pornography in the second degree,
31. Possession of child pornography,
32. Furnishing pornographic material to a minor, or
33. Attempts to commit any of the above offenses when the victim was a child at the time of the commission of the offense.

- Q. **Significant Other:** For the purpose of this procedure, significant other is one person selected by the offender who may visit during visiting times for immediate family members unless otherwise restricted by standard operating procedures.
- R. **Special Visit:** A visit authorized due to unusual or special circumstances, at an unusual time, in a special area, or a visit from the media with a specific offender.
- S. **Staff Member:** Any person who is:
1. employed by the department on a classified or unclassified basis (permanent, temporary, part-time, hourly, per diem) and is paid by the State of Missouri's payroll system;
 2. contracted to perform services on a recurring basis within a department facility (i.e., medical services, mental health services, education services, vocational services, substance use treatment services, etc.) pursuant to a contractual agreement and has been issued a permanent department identification card;
 3. a volunteer in corrections;
 4. a student intern;
 5. issued a department identification card or special access in accordance with the department procedure regarding staff member identification.
- T. **Trace Technology Search:** A search of a person, an object, or an area in which departmentally authorized trace technology equipment is used to determine whether traces of narcotics and/or explosives are present.
- U. **Visiting Liaison:** A case manager or higher ranking staff member assigned at each institution and treatment center to coordinate communication between the facility and visitors.

III. PROCEDURES:

A. VISITING ROOM

1. Visiting rooms should be arranged to provide a comfortable environment, as well as adequate supervision adapted to the degree of security required for that type of population.
2. Areas and activities may be provided to augment the visits whenever feasible.

3. Play areas and activities for children that promote family involvement will be provided.

SOP: ERDCC Visiting Room Play Room Rules will be enforced for the play area.

- a. Visitors will be responsible to keep children under their immediate supervision and control at all times.

SOP: Children will not be left unattended in the play area at any time.

- b. Staff members will not be responsible for child care, but will monitor the area for safety and security issues.
- c. Educational toys, books, puzzles, coloring books, crayons and games will be provided per guidelines established in standard operating procedures (SOP). With approval from visiting staff members, artwork made in the visiting room will be allowed to be brought back to the offender's living area.

SOP: Reasonable efforts will be made to maintain toys, games, books, puzzles, crayons and color pages for use by child visitors.

4. Vending machines, microwaves and change machines should be available to visitors.

SOP: A change machine is located in the front lobby area. No paper money will be allowed in the visiting room.

5. Sanitary supplies may be provided in the restrooms through a vendor supplied machine.

SOP: ERDCC does not provide these items.

6. Baby changing facilities will be provided.

7. A video security camera system will augment security in the visiting room.

- a. Cameras will be strategically placed to include monitoring offenders' and visitors' access to restrooms, as examples.

8. In the event an accident or injury to a visitor is witnessed by or reported to visiting room staff members, the visiting room officer shall complete a department accident/incident cause evaluation form, include statements from witnesses (oral or written) and provide all the documents to the safety manager.

SOP: In the event of an injury or accident to a visitor the shift supervisor will be immediately notified.

- a. If the accident or incident is believed to be a medical emergency, the visiting room officer shall contact the appropriate staff members and arrange for emergency services. The safety manager shall also be notified of the incident as soon as possible.

9. The CAO may authorize visiting in an institutional infirmary for offenders who cannot be moved to a visiting room with special security orders and direction.

B. VISITING ROOM STAFF MEMBERS

1. Staff members assigned to posts where they will interact with visitors should be carefully selected.

- a. Consideration shall be given to professional appearance, tact, alertness, grasp of regulations, sound judgment in sensitive situations and communication skills.
2. Staff members should receive relevant training as developed by the training academy.
 - a. The institutional training officer or designee will train all officers assigned to the visiting room focusing on offender and family dynamics, family values and the importance of family and pro-social relationships within 90 days of being assigned to the visiting room.
 - b. All officers will attend the training at least annually.
3. Visiting room officers shall be present at all times during visiting hours.
4. The chief administrative officer (CAO) may appoint a visiting liaison who will be the primary contact person for visitors who call the institution and have questions or complaints concerning visiting issues or request inquiries and complaints go through the offender's unit staff members.

SOP: The ERDCC Visiting Liaison will be the Assistant Warden of Reception & Diagnostic (R&D).

C. VISITING SCHEDULES

1. Institution SOP will establish visiting schedules based on the following minimum core hours.
 - a. Friday, Saturday, Sunday: Two separate four hour blocks of visiting shall be held; the first from 9:30 a.m. to 1:30 p.m. and the second from 2:30 p.m. to 6:30 p.m.

SOP: The visiting room schedule for general population offenders include the established minimum core hours. The visiting room schedule is as follows:

1. Friday/Saturday/Sunday between 9:30 am - 1:30 pm and 2:30 pm - 6:30 pm

Diagnostic offenders will be eligible for one (1) non-contact visit, not to exceed two (2) hours in duration, every 30 days, after they have been at ERDCC for a minimum of thirty (30) days. Visitors must be immediate family, primary support person or significant other. Visiting hours will be as follows:

Friday/Saturday/Sunday: 9:30 am – 1:30 pm and 2:30 pm -6:30 pm

Visiting room staff will stop processing visitors thirty minutes prior to the close of visiting hours. Visitation hours may be affected due to extenuating circumstances or delays in count procedures.

- b. Each block of time will be considered one visit.
2. SOP for long term treatment centers will establish visiting schedules based on the following minimum requirements.
 - a. Saturday, Sunday: between 9:00 a.m. and 5:00 p.m.

SOP: Not applicable. ERDCC does not have a treatment center.

3. Institutions may expand or modify these visiting hours with approval of the division director.

D. VISITING GUIDELINES

1. Visiting restrictions, such as number of visitors permitted at one time, length of visits, etc., may be imposed as needed due to inclement weather, the limitation of the visiting room facilities or staff member or other safety and security concerns.

SOP: Visiting restrictions may be imposed due to the available resources (i.e. space limitations, overcrowding, etc.) In addition, visiting may be closed temporarily for extraordinary reasons or institutional safety and security at any time. Visiting restrictions/closing requires approval of the chief administrative officer/designee. A written report concerning the visiting restriction/closing will be completed by the approving authority prior to the end of the shift.

- a. A visit shall be limited to 3 visitors per offender and may include up to 3 additional visitors who are the age of 5 and under. Institutions may allow additional visitors via the special visit process or by SOP.
- b. If a visitor leaves the visiting room floor for reasons other than medical needs or as authorized by the shift supervisor, they will not be allowed to re-enter the visiting room.
- c. Visitors cannot be on the facility's parking lot prior to 30 minutes before visiting starts.

SOP: Staff will begin processing visitors into the visiting room one half hour before the scheduled visiting times. Visitors cannot be on institutional grounds or enter the front lobby area before 9:00 a.m. for day visits, or 2:00 p.m. for evening visits. The institution reserves the right to limit the number of visitors allowed in the lobby area based on availability of space.

- d. No adults, children or pets may remain in the vehicle while on institutional grounds.
- e. Visitors will be permitted to enter on a first-come, first-serve basis.
- f. Visitors must comply with all search requirements in accordance with institutional services procedures regarding searches and in accordance with this procedure.
- g. Visitor processing should begin 30 minutes prior to the start of visiting, at 9:00 a.m. and 2:00 p.m.

SOP: Visitors must obtain a processing card upon arrival. Visitors will be processed in the order in which they obtain a number card. Once a visitor is processed, they will take a seat in the front lobby until the visiting room is open for visiting. If the visitor leaves and is not available when their number is called, they will forfeit their number and be moved to the end of the line.

- h. Visitors are restricted to one visit per day unless special authorization has been granted through special visiting status.

SOP: Attorneys may conduct legal visits with more than one offender per day.

- i. Visitors who demonstrate blatant symptoms of a contagious illness may be temporarily denied visitation to prevent the spread of illness such as pink eye, vomiting, etc.
- j. To ensure fairness and an ample opportunity for all visitors to receive visits, if the visiting room is full, visitors who are in the visiting room may be asked if they will volunteer to leave so others can visit.
- k. If the visiting room is full and no one volunteers to leave and there are other visitors waiting to visit, the CAO or designee may terminate visits after the visitor has visited for two hours.

(1) Visits may be terminated on a first in, first out basis.

2. When an offender is transferred to another facility, any visiting restrictions will be continued at the receiving facility.
3. Each offender will be permitted a minimum of 8 visits per month unless restricted otherwise by procedure.

SOP: Ad Seg offenders may receive 8 no-contact visits per month.

Phase 3 offenders may receive 4 contact visits and 4 no-contact visits per month.

- a. Weekend visits or visitors may be limited based on visiting room capacity and anticipated numbers of visitors.

SOP: Visiting will be processed on a first come first serve basis.

4. Offenders may have a maximum of 20 approved visitors on their visiting list at any time.

SOP: Reception and Diagnostic offenders will be allowed four immediate family members to be approved on their visiting list until they are transferred to a general population status.

- a. Offenders may make changes to the visiting list two times per year in April and October.

SOP: The request for visiting changes must be in writing to the case manager using Request for Visiting Changes Form. No changes will be made while an offender is in diagnostic status.

- b. The offender may designate one significant other.

- (1) This person will not be permitted to visit until the visiting application form is processed and the person has been approved to visit.

- (2) An offender may change the designated significant other two times per year in April and October.

SOP: The request to change the significant other must be in writing to the case manager using Request for Visiting Changes Form. No changes will be made while an offender is in diagnostic status.

- (3) Ex-staff members, volunteers and interns will not be designated as a significant other unless authorized by the CAO.

- (4) Ex-offenders, parolees, conditional releases and probationers will not be designated as a significant other unless authorized by the CAO or designee.

- (5) A person can only be designated as a significant other on one visiting list.

E. VISITING APPLICATION PROCESS

1. Visitors may only visit one offender confined in the department unless the visitor is an immediate family member of more than one offender.

SOP: If more than one offender has an immediate family member in common and they wish to visit simultaneously, the offender shall submit a written request to unit staff stating their wish for a group visit. The FUM or designee will make a recommendation for approval or denial to the Assistant Warden. This will be judged on a case by case basis. The visiting room staff will be notified of approval or disapproval by the FUM or designee. The visitor must be on both offenders visiting lists.

- a. Upon approval of the CAO, a clergy or spiritual advisor may be permitted to visit more than one offender.
2. Up to 5 immediate family members may be approved to visit prior to receipt of the completed visiting application form during the first 2 weeks after the offender has arrived at a diagnostic center.

SOP: Reception and Diagnostic offenders are NOT eligible for a visit until they have been at ERDCC for a minimum of 30 days.

- a. Temporary visiting status will only be authorized at reception and diagnostic centers.
- b. Background checks will be conducted as outlined in SOP.
3. The offender will send the visiting application form to the prospective visitor or the prospective visitor may print the visiting application from the department's website.
 - a. Offenders may obtain visiting application forms from case management staff members.
 - b. The return address of the facility will be stamped on the visiting application form.
4. Prospective visitors must complete and sign the visiting application form and mail it back to the facility.
 - a. Anyone under 18 years of age must have a visiting application form completed and co-signed by the parent or legal guardian.
 - (1) Infants without a social security number may visit for up to six months, but will then be required to provide a social security number for future visitation.
 - b. Visiting application forms returned to the offender will not be accepted.
5. All visiting application forms will be reviewed and approved or disapproved by appropriate staff members as indicated in SOP.

SOP: All visiting applications will be reviewed and approved by the case management staff. Recommended denials (i.e. falsification of application, criminal history, victim of offender, etc.) will be sent to the Assistant Warden for final determination. Any recommended denials due to staff feeling the visitor will be detrimental to the rehabilitation of the offender or the security of the institution will be processed as indicated within this procedure.

SOP:

Reception and Diagnostic Offenders visiting process will be as follows after the initial approval of visitors as stated above:

- Each offender will be allowed to add four visitors to the visiting system once approved via the visiting application process. (Four immediate family members or three immediate family members and one significant other)
 - A maximum of two visitors, one at a time, with the exception of a child under the age of 18.
 - Visitors must be immediate family, primary support person, or significant other.
 - Once visitors have been approved and are on the offender's visiting list, it will be the offender's responsibility to notify the visitor when he is eligible for a visit.
- a. If crucial information is missing from the visiting application form, or there is a question about the information presented, reviewing staff members will, within 5 working days, advise the offender

that the application was not processed as it did not contain all the necessary information. The offender may receive another application to send to the visitor.

- (1) As an alternative, a phone call to obtain minor information is encouraged.
 - (2) This will not be considered misrepresentation of information and is not a denial of visiting status.
- b. Background checks through the Missouri Uniform Law Enforcement System (MULES) or the National Crime Information Center (NCIC) shall be conducted on all prospective visitors 18 years of age or older. Facilities may perform background checks on prospective visitors under the age of 18 as defined in SOP. Subsequent background checks may be conducted as directed by the CAO or designee.
- (1) MULES dissemination rules prohibit the sharing of information gained from criminal history checks with anyone outside of the department, including the offender and the prospective visitor.
 - (2) If the check shows an active warrant, the CAO or designee should notify the appropriate law enforcement officials.
 - (3) Visitors with warrants or pending charges will not be considered to visit until the warrants are cleared or charges are disposed of, unless approved by the CAO.
 - (4) If the visitor is from outside the United States, a MULES background check should be run using the name, date of birth, and passport number.
 - (5) Results of the background check will be documented on the visiting application form and signed and dated by the staff member running the check.
- c. When reviewing a visiting application form, staff members should consider the visitor's affect on the offender and facility operations and review the past and present history of the visitor including pending charges, prior convictions, prior department of corrections employment, whether the visitor is the offender's victim (if known), etc.
- (1) If a reviewing staff member believes the visitor would be detrimental to the offender's rehabilitation efforts or the safety and security of the facility, the staff member will document those concerns in a memorandum directed through the established chain of command to the CAO.
- d. Misrepresentation of information on the visiting application form is reason for removal or denial of visiting status.
6. The CAO or designee will review the concerns submitted by staff members and determine whether the visiting status will be approved or denied.
- a. All materials regarding denial will be placed in the classification file. Documentation of the reason for the denial will be noted in the department computer system.
 - b. Case management staff members will notify the offender on the visitor status form of the approval or denial.
 - (1) The visitor status form will include the reason for the denial and advise that the applicant may appeal the decision in writing to the deputy division director within 30 calendar days.
 - c. The offender will be responsible for notifying applicants who are approved or denied to visit.

SOP: Staff will not notify or discuss applicants who are approved or denied with any offender visitor.

7. Upon receipt of a written appeal, the deputy division director will evaluate the denial.
 - a. After full review is made, the deputy division director will advise the visitor of the decision in writing.
8. Visitors who are denied may reapply for visiting status after one year, unless they were denied for possible pending charges. Visitors who are denied for possible pending charges may reapply prior to one year if the charges were disposed of.
9. When approved to visit, the visitor's name and relevant information will be included in the department computer system.
10. When an offender is transferred to another facility, visiting application forms of approved visitors will not be reprocessed.
11. Any visitor may be requested to provide updated information should a need for such be identified.
12. A visitor who wishes to be removed from an offender's visiting list must request in writing that his name be removed.
 - a. A copy of the letter from the visitor will be placed in the offender's classification file.
 - b. The visitor's name will be removed within 10 working days of receiving the request.
 - c. Offenders will be notified on the visitor status form.
 - d. Visitors who request removal from an offender's visiting list cannot be added to another offender's list for a minimum of six months unless they are an immediate family member.
 - (1) The visitor must submit a new visiting application form to be reinstated on an offender's visiting list.
13. Staff Members:
 - a. A staff member may only visit an offender who is a member of his immediate family and with approval from the division director or designee in accordance with departmental procedures regarding staff member conduct.
 - b. The staff member must notify the CAO where he works and the CAO of the facility to which the offender is assigned.
 - (1) This information must be included on the visiting application form.
 - c. Staff members who have been placed on administrative leave pending investigation or who have been suspended will not be permitted to visit offenders while under this status, unless approved by the staff member's CAO.
14. Ex-Staff Members:
 - a. An ex-staff member, whose separation from service was not in good standing, who was under investigation or who had discipline pending at the time of departure from service will not be permitted to visit for a minimum of 5 years.

- b. Ex-staff members, whose separation from service has been verified as in good standing, may be considered for approval to visit an offender 6 months after separation from service.
15. Probationers:
- a. A probationer who has not served time in any state or federal corrections facility may be considered for approval to visit immediate family members.
 - b. An offender on supervised probation must have the written approval of the probation and parole officer prior to being considered for approval to visit.
 - (1) If the offender is on unsupervised probation, the offender must have written documentation that the probation is unsupervised.
 - c. A probationer who has served time or been assigned to any state or federal corrections facility, who is not currently incarcerated, but remains under supervision may be considered for approval to visit an immediate family member after 6 months from release from a facility.
 - (1) The offender must have the written approval of his probation and parole officer prior to being considered for approval to visit.
16. Conditional Releases or Parolees:
- a. A conditional release or parolee under supervision from any state or other government entity may be considered for approval to visit immediate family members after 6 months from release from a facility.
 - (1) The offender must have the written approval of his probation and parole officer prior to being considered for approval to visit.
17. Ex-Offenders:
- a. An ex-offender who has been previously incarcerated in any state or federal corrections facility and is no longer under any supervision may be considered for approval to visit immediate family 6 months after final discharge.
 - (1) Ex-offenders may be considered for approval to visit an offender other than immediate family 5 years from final discharge.
18. Offenders released on appeal bonds will not be permitted to visit.
19. An offender released on a court order is an ex-offender unless the court also orders the record to be expunged, in which case he is considered the same as any other member of the general citizenry.
20. Sexual Offenders of Children:
- a. Records Search:
 - (1) When an offender is received at a reception and diagnostic center, diagnostic staff members will make a review of the file and if a conviction or charge of a sexual offense(s) against a child is found, it should be so noted within the file.
 - (A) The receiving facility still has an obligation to thoroughly review the file upon the offender's reception to the permanent facility.
 - (2) If such information is located, the case manager will document that visits are restricted in:

- (A) the chronological data sheet form of the classification file,
 - (B) on the cover of the classification file, and
 - (C) the department computer system.
- (3) If no information is found to indicate the offender has a prior or current sexual offense against a child, the case manager will make notation in the chronological data sheet form of the offender's classification file.
- b. Application Process:
- (1) The application process will not begin until the offender is assigned from diagnostic status to a permanent facility.
 - (2) All visiting application forms of offenders who have a pending, prior or current sexual offense against a child must be carefully scrutinized to ensure that children are not approved to visit unless authorized as described within this procedure regarding the application process for sexual offenders of children.
 - (3) The offender will not be permitted to visit children who are victims of their sex offense.
 - (4) Offenders may be approved to visit children who are immediate family after a review of risk towards the child. No contact visiting may be considered.
 - (5) When an offender requests a visiting application form to send to a custodial parent or legal guardian for completion on behalf of a child, the case manager will review the adult only restriction - agreement form with the offender. An adult only restriction – agreement form will accompany the visiting application form for each prospective child visitor.
 - (A) The offender must sign the form indicating agreement to abide by all stipulations of the contract before the form will be processed.
 - (B) Reviewing staff members will witness the signature or refusal to sign.
 - (6) Any attempt to falsify records or wrongfully attempt to bring a child into the visiting area will result in termination of visiting status.
 - (7) The visiting application form must be completed in full by the child's custodial parent or legal guardian and the adult only restriction - agreement form carefully reviewed and signed.
 - (A) A certified official copy of the prospective child visitor's birth certificate must accompany the initial visiting application form and a copy of the marriage certificate in cases of step relationships, or other court documents specifying legal guardianship.
- c. Review Process:
- (1) Upon receipt of the visiting application form, case management staff members will review the application and signed adult only restriction-agreement form and conduct further review to verify the child's relationship to the offender. A packet will be submitted to the CAO or designee through the chain of command for a decision regarding visitation.
 - (2) The CAO or designee shall consider the following factors:
 - (A) nature and severity of the offense;
 - (B) previous visit history;

- (C) programs in which the offender has participated and progress;
 - (D) whether the child is the offspring of the offender, but the offense was against another child of the offender; and
 - (E) the nature of the crime and victim's age at the time of the offense.
- d. Approval or Denial Process:
- (1) The CAO or designee will determine whether the visiting status will be approved or denied.
 - (A) Case management staff members will notify the offender on the visitor status form of the approval or denial.
 - i. Offenders will be responsible for notifying the custodial parent or legal guardian of the child that visitation has been approved or denied.
 - ii. The decision will be noted in the chronological data sheet form of the offender's classification file.
 - (B) If the CAO or designee approves the request, the child visitor's name and relevant information will be included in the department computer system. Case management staff members will ensure that the name of the custodial parent or legal guardian is identified, along with the child visitor's name, in the comment section in the applicable department computer system as the adult required to accompany the child on the visit.
 - i. A copy of the signed adult only restriction – agreement form shall be maintained in the visiting records.
 - (2) If the CAO or designee denies the request, the custodial parent or legal guardian of the child can appeal the decision in writing within 30 calendar days via the deputy division director. The deputy division director will evaluate the denial.
 - (A) After full review is made, the deputy division director will advise the visitor of the decision in writing.
 - (3) When an offender's visiting status with children has been approved, that status will not change unless an incident in the visiting room has occurred or other circumstances or information becomes available that would warrant a new review and possible denial of the visiting status.
 - (A) The CAO or designee will temporarily suspend visiting privileges until all pertinent information has been reviewed.
 - (B) If the CAO or designee believes sufficient information is available to change the visiting status, he will compile all supporting documentation and inform the established parent in writing that the child's visiting status is being terminated and advise the offender of the circumstances. The CAO or designee will advise the offender the visitor may appeal the decision within 30 calendar days to the deputy division director. The deputy division director will review all materials and make a recommendation to the division director.
 - (C) The division director shall review the request and information to determine whether visiting should be permitted.
 - (D) The offender's visiting privileges with children will remain suspended until the appeal process is completed.

- e. Court Ordered Visitation:
 - (1) If a court order is received ordering a child to receive a visit with an offender who has previously been denied child visitation, the child's therapist may be present and if applicable, a Children's Division representative.
 - (A) If no outside representation is available, a department staff member (other than a visiting room officer) will be present to directly supervise the visit.
 - (B) This should be processed as a special visit.
 - (i) Children's Division representatives should provide at least one business day's notice of this visit. They are not required to complete a background check but they are required to present their official state identification card at the time of visit.
 - (C) Unless a specific length of visit is designated by the court, a 2 hour limit shall be applied.
 - (2) If a child's therapist believes it to be in the best interest of the child's treatment for the child to visit when visitation has previously been denied, a court order must be obtained for the visit to occur.

F. VISITING ORIENTATION

- 1. Visiting orientation for offenders will be included in the reception and orientation programs.
- 2. Orientation for offender family members and friends will be offered at the male diagnostic centers for first time offenders.

SOP:

- a. **Friends & Family orientation meetings will be held twice per month for the family members of offenders who are incarcerated for the first time in the Department of Corrections. Only visitors listed on the approved visiting schedule are allowed to attend the family orientation meetings and visit with the offender.**
- b. **Staff members conduct an informational orientation program for the offender's family members. The program is held on selected Wednesdays from 5:00 pm to 6:00 pm in the visiting room.**
- c. **Offenders and family members will then be able to visit for one hour (non-contact). A total of ten offender/family members will be scheduled from 6:00 pm to 7:00 pm; and ten offenders/family members will be scheduled from 7:00 pm to 8:00 pm. Family scheduled from 7:00 pm to 8:00 pm will be required to leave the institution from 6:00 pm – 7:00 pm, and then come back for their visit.**
- d. **Visitors cannot be "written in" on the schedule. A visitor of an offender cannot replace a visitor that did not show up, nor should visitors be allowed to visit if they fail to attend or arrive too late to attend the orientation meeting.**
- e. **Scheduling of time slots will be on a first-come, first-serve basis. ALL early slots will be filled first, and then the later slots will be scheduled.**
- f. **Two visitors allowed per offender which should be immediate family members, primary care person or significant other. No children under the age of 18 are allowed unless married to the offender.**

G. VISITING RULES

1. Visiting rules and program information will be posted in the visiting rooms.

SOP: Offenders and visitors are expected to comply with all visiting room rules.

2. Visiting room rules will be made available to visitors upon request.
3. Visitors 13 years of age and older shall be required to show a current school picture identification card that includes their name, or a valid federal or state Department of Revenue photo identification card before admission to the visiting area.

- a. Persons whose religious tenets prohibit them from being photographed will be required to:

- (1) obtain prior approval to visit from the CAO or designee; and
- (2) present a valid state issued identification card from the Department of Revenue without photo.

(A) Institutions will develop SOPs specifying the entry/exit process for visitors with a valid state issued identification card from the Department of Revenue without photo.

SOP: Visiting staff will assure the state issued identification card (ID) is legitimate and not expired. Staff will verify the height, weight, and eye color listed on the ID card appear to align with the visitor's. A signature sample may be requested to compare with the one on the ID. At least one other type of proof of identity showing the visitor's name will be requested (i.e. credit card).

- b. Persons from outside the United States can show a valid passport with photo.
4. Visitors under 18 years of age, unless married to the offender, must be accompanied by an adult who is on the visiting list.
5. Visitors will not bring any personal property into a facility except as needed for the duration of the visit and as allowed in this procedure.

- a. SOP will specify the method for processing and storing authorized items.

SOP: Only approved items will be allowed. All approved items brought in by the visitor will be processed through the metal detector prior to entering the institution. All unauthorized items must be secured in the visitor's vehicle. Vehicles are to be secured at all times while on state property. No unattended children or pets can be left in the vehicles while on state property.

- b. No wallets, billfolds, keys, photographs, purses, phones, and other electronic devices will be permitted inside the visiting room, but may be stored in the assigned visitor's locker, if available.

- (1) If adequate storage lockers are not available, SOP will provide further clarification of property allowed in the visiting room.

SOP: Lockers will be available for visitors to store their keys, purses and wallets. No electronic devices will be allowed to be stored in the lockers. All electronic devices will be secured in the visitor's vehicle.

- c. The facility is not responsible for personal items belonging to a visitor.

- (1) If a visitor leaves a personal item at the facility or in the assigned storage locker, the offender will receive notification that the visitor has 30 days in which to make arrangements to retrieve the item, or it will be disposed of.
- d. Children are encouraged to bring in report cards, school papers, and homework assignments, to share with the offender, but these items must be returned to the child at the end of the visit or disposed of in accordance with the visitor's wishes.
6. Each adult visitor may bring up to \$50.00 in currency when visiting.
 - a. All money, both paper and coins, brought into the facility must be carried in clear or transparent packaging, provided by the visitor (for example: zip lock bag, plastic pouches, etc.).
SOP: All paper money must be changed into coins in the front lobby. Paper money will not be allowed in the visiting room.
 - b. Only visitors may handle money in the visiting area.
 - c. Offenders are not allowed to visit the vending machines, unless authorized by SOP.
7. The following dress code must be followed at all facilities by every visitor.
 - a. Visitors must dress appropriately, for the good order and security of the facility.
 - b. Clothing must not be excessively tight or baggy, transparent or otherwise revealing.
 - c. Clothing must not be gang related or camouflaged, must not have printed racial or ethnic slurs or obscenities, or depict or advocate the use of drugs or violence (either in written or picture form).
 - d. Skirts, dresses and shorts must be no shorter than the top of the knee cap when standing. No wrap around skirts or dresses are permitted.
 - (1) slit dresses and skirts are not permitted when the slit extends higher than 2 inches above the top of the knee.
 - (2) if a dress or skirt has fasteners, all fasteners will remain closed so that the garment is not open more than 2 inches above the top of the knee.
 - e. Slacks or jeans – no holes or slits permitted.
 - f. Shirts, blouses and dress tops must cover the chest, back and stomach and have sleeves that cover the shoulders and underarms. Absolutely no display of cleavage or midriff is permitted.
 - g. Appropriate undergarments must be worn and not visible.
 - h. Shoes must be worn except by infants not walking.
 - i. Headgear is not allowed with the exception of approved religious headgear.
 - (1) Religious headgear may not be touched or removed by staff members.
 - (2) If the religious headgear does not clear the walk through metal detector, the hand held detector should be used.
 - (3) A visitor may be asked to remove their religious headgear for searches if it fails to pass security clearance.

(A) If the visitor agrees, they will be taken to a private area by a staff person of the same gender. The staff person will request the visitor remove the religious headgear for inspection to identify the source of alarm or establish there are no prohibited items.

(4) If religious headgear includes a cloth veil covering the face leaving the eyes exposed the visitor will be asked by an officer of the same gender to uncover their face for positive identification, with reasonable privacy given. The visitor will then be permitted to wear it for the visit. Positive identification must be made going in and coming out of the visiting room.

j. Jewelry may be worn, but a visitor may be required to remove it if it presents a safety or security concern.

SOP: No jewelry that could be considered an electronic device (i.e. smart watches) or that creates a security concern will be allowed.

k. Wigs, extensions or hairpieces are authorized unless an overt security threat is evident.

(1) A visual search of hair pieces may occur, as considered necessary.

l. Non-prescription sunglasses will not be permitted in the visiting room.

m. The following items will be allowed per infant:

(1) 1 clear carryall for infant supplies,

(2) 6 cloth or disposable diapers,

(3) 1 single layer baby blanket,

(4) 1 change of infant clothing,

(5) 3 clear plastic baby bottles of prepared formula, juice or water,

(6) 1 clear plastic no-spill toddler cup,

SOP: Clear cup must be empty

(7) 3 unopened plastic vendor containers of baby food,

(8) 1 plastic pacifier, plastic teether and rattle,

(9) 1 small plastic feeding spoon, and

(10) 1 unopened package of wet wipes.

8. During visitation periods, visitors will be allowed to breastfeed infant visitors:

a. in a private area where breastfeeding can occur with little disruption,

SOP: A separate, private area will be provided in the visiting room lobby area for breastfeeding. The visitor and any unaccompanied minors will be allowed to exit the visiting room and return to the visiting lobby area to use the designated breastfeeding area. The visitor will be allowed to return to the visiting room, upon completion of breastfeeding, to complete their visit. If the visitor leaves the visiting room lobby area, they will not be allowed

to return to the visiting room. No extra time will be added to the visit to compensate for time used for breastfeeding.

- b. by leaving and returning with no loss of visitation privileges,
- c. by use of breast milk in bottles, or
- d. in the visiting room if the mother and child are separated from offenders and other visitors so there is minimal chance of an exposed breast.

SOP: Mothers may not breast feed in the visiting room, as there is no private area separate from offenders. A separate, private area will be provided in the visiting room lobby for breastfeeding.

- (1) If the breastfeeding is conducted in a manner that is disruptive to offenders or visitors or violates visiting rules, the visit will be terminated and further action considered.
9. Medications and medical equipment needed to maintain the visitor's life (such as nitroglycerine, oxygen or asthma inhaler) may be retained by the visitor.
- a. The visitor must inform the visiting room officer of the need for the medication or medical equipment.
 - (1) Medications should be clearly labeled with the visitor's name.
 - b. Visitors who have surgically implanted metal hardware must submit a written statement from a physician.
 - c. Visitors who have special needs (for example: wheelchairs, service animals, etc.) are encouraged to contact the facility in advance of a visit so any special arrangements to assist the visitor can be made.

SOP: Visitor is responsible for their special equipment. ERDCC will not provide wheelchairs for visitors.

- (1) A visitor with special needs shall not be denied entrance to a facility for only failing to provide advance notice of his visit.
- (2) Unless specifically noted elsewhere in policy or procedure, staff members shall not inquire as to the nature and extent of a person's disability, or request a written statement from a physician or other proof of disability.
- (3) If a visitor seeks to bring a power-driven mobility device (for example: a motorized wheelchair) into a facility, staff members may ask for credible assurance that the power-driven mobility device is to assist the person in managing his mobility disability. Credible assurances shall include the following:
 - (A) a valid state-issued proof of disability (including a disability parking placard), or
 - (B) a verbal representation, not contradicted by observable fact, that the other power-driven mobility device is being used for a mobility disability.
- (4) If a visitor seeks to bring a service animal into a facility, the animal must be allowed into the facility under the following conditions:
 - (A) Staff members may only ask the following questions. A negative answer to either question may result in the animal being excluded from the facility.

- i. Is the service animal required because of a disability?
- ii. What work or task has the service animal been trained to perform?

(B) The department is not responsible for the care or supervision of service animals. When service animals are present in department facilities, they must adhere to the following requirements. Failure to do so shall result in the service animal being excluded from department facilities.

SOP: Service animals will be taken to the designated area to relieve themselves, by the owner. Owners will pick up waste and dispose of in appropriate receptacle. Any instances of an animal relieving themselves in the visiting room will be addressed by the owner or associated offender.

- i. Service animals must be under the handler's control at all times.
- ii. Service animals must remain under control, and the animal's handler must take effective action to control it.

(C) The department shall allow the use of a miniature horse as a service animal so long as allowing the horse is reasonable considering the following factors:

- i. the type, size, and weight of the miniature horse, and whether the facility can handle these features;
- ii. whether the handler has sufficient control of the miniature horse;
- iii. whether the miniature horse is housebroken; and
- iv. whether the miniature horse's presence in the facility compromises legitimate safety requirements that are necessary for safe operation.

d. Medically necessary syringes, insulin and needles will be secured in the visitor's locker, if available.

SOP: Visitors will be allowed to temporarily leave the visiting room for insulin injections, etc. The visitors will be instructed to take the needles and syringes with them when they leave the institution. Staff assigned to the front lobby area shall inspect the immediate area to ensure needles and syringes were not discarded within the institution.

e. Other medication will not be permitted on facility grounds.

10. Offenders and visitors will be allowed one greeting and departing embrace and brief close-mouthed kiss.

a. The only physical contact permitted at any other time is holding hands.

SOP: Hands must be above the table where visiting room staff can see them at all times.

b. Offenders and their visitors may not feed each other or share beverages.

c. Children 6 years of age and under may be permitted to sit on the lap of the offender unless special concerns are noted or as otherwise defined in this procedure regarding child sex offenders.

SOP:

- d. **All visitors will sit square to the table with both legs under the table, with no placement of hands under the table at any time.**
 - e. **No offenders are allowed at the vending machines. The visitor will be allowed to use the vending machines. One visitor (over the age of 18) at a time, with their children, will be permitted to visit the vending machines.**
 - f. **Offenders with a disabled visitor may go to the vending machines.**
- 11. Children will be accompanied and supervised at all times by an adult visitor.
 - 12. Visitors and offenders will not be allowed in the restroom at the same time.
 - 13. Sexual Offender of Children's Visiting Room Behavior:
 - a. Visiting room staff members will ensure that the offender and adult visitors abide by all visiting room regulations and follow the signed adult only restriction – agreement form.
 - b. The offender will not be permitted to have contact with other children in any visiting area.
 - c. If, at any time, visiting room staff members observe the offender or the visitor violating the terms of the contract, he will immediately suspend the visit pending further direction from the shift supervisor or designee.
 - (1) If the offender violates the contract, a conduct violation report should be written in accordance with institutional services procedures regarding conduct violation reporting.
 - (2) If the visitor violates the contract or allows the offender to violate any portion of the contract, a report outlining the misconduct will be prepared by visiting room staff members prior to leaving duty.
 - (A) The report will be submitted to the CAO via the chain of command in accordance with this procedure.
 - (3) If visiting room staff members believes the child is in undue distress, they may temporarily suspend visitation pending further direction from the shift supervisor or designee.
 - (A) The shift supervisor or designee may terminate the visit.
 - (B) The visiting room staff members and the shift supervisor will submit a report to the CAO prior to leaving duty.
 - (C) The CAO may suspend all visits.
 - (4) If abuse is suspected or identified, appropriate contact shall be made to the Children's Division via a child abuse hotline call.

H. INCENTIVE VISITING PROGRAMS

- 1. Each facility and treatment center shall develop incentive visiting programs to increase the number and/or types of visits permitted. A minimum of 2 food visits per year will be held for general population and protective custody offenders who have met the behavioral and programming expectations established in SOP.

SOP: Applicable housing units for permanent assigned offenders will be established for incentive visiting programs.

SOP:

- Offenders must submit their request to participate in food visits to assigned classification staff no sooner than 30 calendar days and no later than 21 days prior to the desired food visit.
- Food Visits may be scheduled during any normal visiting session, however, staff shall approve and schedule a maximum of eight (8) food visits per visiting session.
- Food visits will take place on the left side of the visiting room at tables signed as 20 through 27.
- Applications should include two alternate session choices for the desired weekend in case the first selection is already filled.
- Offenders will be advised of the approval/denial of a request at least five business days prior to the requested date for the food visit, so arrangements may be made with the visitor(s).
- It is the offender's responsibility to notify their visitors of the approved date/session AND inform them that there are no reserved tables.
- Each offender may only submit one request for approval at a time. Additional requests may not be submitted until after completion of the date of the initial approved food visit.
- If the offender becomes ineligible for a food visit before the approved food visit date, the food visit will not be allowed, but will be counted as one of the offender's two opportunities for a food visit and the offender's name will not be replaced on the list.
- If an approved food visit does not take place for any reason (i.e. visitors do not show up on the approved date/session, etc.), this will still be counted as one of his allowable food visits.

Offenders are expected to follow the incentive plan guidelines as they relate to visiting privileges.

- 1) Offenders will have to be assigned to ERDCC General Population for at least six months (time spent in R&D will not be counted).
- 2) An offender will be disqualified for a food visit if he receives a conduct violation within six months of his requested or approved food visit. Any major violation or violation of rule #11, possession/use of an intoxicating substance will disqualify the offender for one year.
- 3) Offenders currently under visiting restrictions will not receive a food visit.
- 4) Offenders in administrative segregation, TASC, disciplinary segregation confinement, Base Line, Phase III, and those on room cell/activity restriction will not receive food visits.
- 5) Offenders assigned to administrative segregation within six months of their scheduled visit will not be eligible to receive a food visit.

Offenders who meet the following criteria *{and are assigned to an honor wing}* may qualify for up to two additional food visits per calendar year:

- 1) If violation free for 12 months – one additional food visit;
- 2) If violation free for 24 months – two additional food visits

Case managers should ensure offenders qualify prior to sending to the housing unit that processes food visits.

- a. Incentive programs must be consistent with the custody level of the facility and type of offender population housed at the facility.
- b. Incentive programs must be approved by the deputy division director;
- c. Food may be prepared at home, catered by or purchased from a vendor.

SOP: Visitors will not be permitted to leave the visiting room to purchase additional food.

- (1) All food must comply with security regulations.

SOP: All food will be unwrapped or opened, removed from the original container and placed in a clear plastic container. All food will be processed through the metal detector and physically searched by staff.

- (A) **All meats, seafood, etc. must be sliced and/or shelled prior to arrival at the institution. Offenders will be allowed to have ribs, steaks and other meats with bones with the exception of whole chickens or turkeys.**
- (B) **BBQ sauce, mustard, salad dressing, ketchup, etc. must be in the original sealed, plastic container and will be run through the x-ray machine.**
- (C) **Items not allowed in the visiting room must be taken out of the institution prior to the visit.**

- (2) A total of 4 containers may be brought for each authorized food visit.

SOP: All containers must be constructed of clear plastic only.

- (3) Containers for home prepared or store-bought foods may be no larger than a 9 x 9 x 4, and must be constructed of clear plastic only.
- (4) Food brought from vendors must be in the original container (no glass, metal, aluminum pans or foil).

SOP: All food must be in a clear plastic container.

- (5) In addition to the above 4 containers, paper, plastic or styrofoam disposable dinnerware and eating utensils are allowed and must be provided by the visitor.
- (6) The following items may not be brought in for food visits:

- (A) fresh fruit items;
- (B) Jell-O or ice cream; or
- (C) beverages.

SOP:

- (D) **frozen desserts**
- (E) **chips**
- (F) **candy/candy bars**
- (G) **gum**

- d. Inspection of food items may include a physical search of the food items that entails cutting, stirring, piercing or separating an item to ensure no contraband is introduced into the facility.
 - (1) Staff members conducting the search must wear appropriate gloves and a hair net or cap;
 - (2) Any food not easily searched may be denied.
 - e. Food may be only consumed by the offender and his visitor and may not be shared with others.
 - f. Leftover food items must be discarded in appropriate receptacles, by the visitor, after the visit, or removed from the facility with the visitor.
2. Children's Birthday Celebration:
- a. Offenders and visitors may celebrate a child's birthday during a regular visit.
 - (1) Celebrations should occur within the month of the birth date.
 - (2) The child must be aged 12 or under.
 - (3) The child must be the offender's child, sibling, grandchild, great-grandchild or equivalent step relationship.
 - b. The offender must submit a request to case management staff members at least two weeks prior to the child's birthday.
SOP: The request shall be submitted using a special visit request form.
 - c. Case management staff members will verify the child's birth date and the child's relationship to the offender as established on the visiting application form.
 - d. Case management staff members will notify the visiting room supervisor who will ensure the birthday cake is permitted.
 - e. The offender is responsible for making arrangements with the visitor for a cake.
 - (1) The cake may be prepared at home or purchased from a vendor but can be no larger than 12 x 16 inches, single-layered only.
 - (2) The cake may not contain any decoration except icing. It may not contain any plastic decorations, candies, sprinkles or candles.
 - (3) The cake must be stored in the original vendor's container of cardboard or a plastic see-through container.
SOP: Cakes must be in a clear plastic container.
 - (4) Inspection of the cake may include a physical search that entails cutting or piercing the cake to ensure no contraband is introduced into the facility.
3. Special visiting room activities may be arranged at the discretion of the CAO.

I. PARENTING PROGRAM VISITS

- 1. In conjunction with an approved institutional parenting program, an offender may be allowed to have visit(s) with their child who is on the offender's approved visiting list as outlined in SOP.

SOP: ERDCC does not offer any applicable parenting programs.

J. SPECIAL VISITS

1. The CAO or designee may approve special visits for the following reasons:
 - a. the visitor must travel 250 miles, one way, or more;
 - b. other unusual circumstances (i.e. the offender has not received a visit in one year or more, terminal illness of the offender or family member, sleeper status, etc).
2. Requests for special visits should be submitted by the offender at least 5 business days in advance, when possible.

SOP: Offenders are requested to provide a two week notice when possible.

3. Requests for special visits will be documented on the special visit request form and in the department computer system.

SOP: Media visits that are recommended by the Public Information Office will be processed by the warden's office as a Special Visit in accordance with departmental procedures regarding external communications.

K. CONFIDENTIAL VISITS

1. Confidential visits for an offender and his attorney will be arranged in accordance with the institutional services procedure on access to attorneys and courts.

SOP: Attorneys shall request confidential visits by contact with the litigation office and provide 24 hour notice. Upon arrival, the attorney will present their bar identification card with their driver's license. If the attorney requests the offender be allowed to bring legal documents the offender is not allowed to take the documents back to his cell (offenders are not allowed to take anything back to their cell from the visiting room). The attorney has to take the documents with them; if the offender wants the documents back, the attorney has to mail the documents to the offender.

2. Confidential visits for an offender and outside law enforcement agencies will be arranged in accordance with departmental procedure on investigation unit and responsibilities.

SOP: Law enforcement visits will be processed through the investigator's office.

3. Confidential visits with legislators will be arranged through the CAO or designee.
4. All other confidential visits will be arranged and approved by the CAO or designee.
5. Confidential visits shall be visually monitored to ensure safety and security, but staff members shall not interfere with the confidential nature of the visit.
6. Confidential visits, with the exception of visits with outside law enforcement agencies, will be documented on the special visit request form and in the department computer system.

SOP: Confidential visits with family services, social security, etc. will be scheduled by the case managers in the housing unit the offender resides in and processed as a Special Visit.

L. BEREAVEMENT VIDEO

1. When an immediate family member visitor wishes to share a bereavement video, the visitor should send the video to the chaplain.

- a. The chaplain will view the video within 3 working days to ensure the content is appropriate.
 - b. The video may only contain a maximum of one hour of video footage.
2. If acceptable, the chaplain will send the video to the visiting liaison with a written memo stating it is acceptable.

SOP: The chaplain will keep the video for the offender to view, unless the offender wishes to view the video with family in the visiting room.

- a. The visiting liaison will contact the offender to determine whether he wishes to view the video during a visit.

SOP: The chaplain will notify the offender to determine whether he wishes to view the video during a visit.

- b. If the offender wishes to view the video with immediate family visitors, the visiting liaison will arrange a time for the offender and visitors to view the video, and advise of any limit to the number of visitors who may be present.

SOP: If the offender wishes to view the video with the visitor, the chaplain will notify the visiting liaison to schedule the visit.

- (1) If possible, the viewing will occur in a confidential setting or at a time when other visitors are not present.

- (2) A visiting room staff member or chaplain will be present during the viewing.

- (3) If a private setting or time cannot be arranged, the viewing may take place in the visiting room.

(A) Every effort will be made to shield the television from other offenders and visitors and the sound will be maintained at a low level.

- (4) When the viewing is completed, if the visit is to continue, a visiting room officer will secure the video pending completion of the visit.

- (5) When the visit is completed, the video will be returned to the visitor to be removed from the facility, as he is exiting the visiting room.

- c. The offender may choose to view the video privately.

- (1) The visiting liaison will make arrangements.

- (2) When viewed, the visiting liaison will make arrangements for the visitor to pick up the video at the next visit, or for the offender to send the video out at his cost.

3. If the video is not acceptable, the chaplain will notify the CAO or designee who will make the final decision.

- a. The chaplain will return the video to the visitor with a letter signed by the CAO or designee stating the reason it is not acceptable.

M. OFFENDER RESTRICTION OF VISITING PRIVILEGES

1. An offender's visiting privileges may be restricted for a specified period of time due to sanctions imposed:

- a. in accordance with institutional services procedures regarding conduct rules and sanctions;
 - b. as a result of confinement to a segregation unit;
 - c. as determined necessary for the safety, security and general welfare of the facility, offenders, staff members or visitors and approved by the CAO or designee;
 - d. in accordance with guidelines of visiting restrictions/sexual offenders of children;
 - e. while on sleeper status or other special security orders, unless approved by the CAO or designee; and/or
 - f. while on suicide watch unless recommended by the chief of mental health or designee and approved by the CAO or designee.
2. Every facility will maintain a no-contact visiting area.
 3. The method in which no-contact visits will be conducted should be established in SOP.
 - a. Offenders assigned to segregation will remain mechanically restrained during no-contact visits when the offender is secured in a single no-contact booth whether the booth is equipped with a handcuff port or not. When a telephone is available to the offender in the no-contact booth for communication with their visitor, consideration should be given to the offender's ability to hold a telephone to his ear.

SOP:

- b. Non-contact visits for segregation offenders will be limited to two visitors, one at a time, with the exception of a child under the age of 18. These visits will be conducted via telephone in the visiting area constructed for such visits.**
 - c. Non-contact visits for diagnostic offenders will occur in the non-contact visiting area and limited to two visitors, one visitor at a time, with the exception of a child under the age of 18.**
 - d. If two visitors present for a visit which is non-contact status, the second visitor must wait in the front reception area until the visitor leaves the visiting room.**
4. Offenders on no-contact visiting status may be permitted, with CAO or designee approval, contact visits with:
 - a. attorneys or their authorized representatives as established in institutional services procedures regarding access to attorneys;
 - b. elected officials, law enforcement, or their authorized representatives; and
 - c. clergy persons or spiritual advisors as established in institutional services procedures regarding clergy persons or spiritual advisor visits.

N. VISITOR RESTRICTION OF VISITING PRIVILEGES -TRACE TECHNOLOGY SEARCH

1. Visitors may undergo trace technology equipment searches as authorized by the department or division directors in accordance with institutional services procedures regarding searches.
2. Failure to submit to a trace technology equipment search will be documented and result in a no-contact visit, if space is available.

3. Unconfirmed positive tests will not result in a visiting restriction.
4. Confirmed positive tests will result in a no-contact visit, if space is available.
5. Future visitation privileges will not be restricted or limited by confirmed positive trace technology equipment searches.
6. All visiting restrictions will be entered into the department computer system.
7. When a confirmed positive test occurs, the investigation unit will be notified.
 - a. SOP will establish specific notification processes.

SOP: Notification will occur via the chain of command to the investigative unit.

O. VISITOR SUSPENSION OR TERMINATION OF VISITING PRIVILEGES

1. Visits may be terminated or denied at any time by the CAO or designee without prior advance notice to the offender or visitor due to the visitor or offender's behavior.
2. Visiting privileges of a visitor may be suspended for a specified period of time up to one year based on, but not limited to:
 - a. a determination that continued relationships would be detrimental to the offender's rehabilitative effort;
 - b. the visitor or offender's actions;
 - c. refusal to submit to a search, in accordance with institutional services procedures regarding searches;
 - d. violation of the sexual offenders of children visiting guidelines; and/or
 - e. any other safety and security concerns.
3. Any specific visit may be denied or terminated by the CAO or designee on the basis of, but not limited to:

SOP: The shift supervisor may also deny or terminate any specific visit on the basis of, but not limited to:

- a. improper conduct;
- b. failure to follow visiting rules and regulations;
- c. refusal to submit to a search, in accordance with institutional services procedures regarding searches;
- d. suspected use of alcohol or narcotics;

SOP: A supervisor should immediately be called to the scene to assist in determining if reasonable suspicion exists to indicate intoxication. Reasonable suspicion may exist when any one or more of the following are observed:

- 1. Slurred speech;**
- 2. Odor of alcoholic beverage on breath;**
- 3. Unsteady walking and movement;**
- 4. Physical or verbal altercation;**

5. Other circumstances which would substantiate reasonable suspicion.

SOP: When circumstances indicate that the visitor is under the influence of any intoxicating substance, they will be informed they must exit state property. Effort will be made to encourage the visitor not to drive. If this is not possible, local law enforcement officials should be contacted, relaying a description of the visitor and vehicle. Under no circumstances will any attempt be made to forcibly detain the visitor. All parties involved will submit a report of the incident to the shift supervisor.

- e. unacceptable language, loud or boisterous talk, cursing, threatening or rude gestures toward staff members or others, or any conduct that is morally offensive to others;
 - f. any improper dress of the visitor;
 - g. blatant symptoms of a contagious illness (i.e. pink eye, vomiting, etc.) and/or
 - h. any breach of safety and security.
4. If the denial or termination results in a suspension of visiting privileges, written notification of the suspension citing the specific reason for suspension, will be sent to the visitor within 5 working days with copies to the offender, offender's classification file and the deputy division director.
- a. The notification will advise the visitor that he may appeal the suspension to the deputy division director within 30 calendar days and should include any statement or documents the visitor believes to be relevant.
 - b. Case management staff members will update information in the department computer system.
 - c. The deputy division director will respond in writing within 30 calendar days of receipt of the appeal.
 - (1) If the deputy division director does not reverse or alter the decision, the visitor will not be permitted to visit and will not be approved for visiting status at another facility.
5. At the conclusion of the suspension, the visitor may reapply for visiting privileges.

SOP:

P. Visiting Photos:

1. **Photo vouchers for visiting pictures will be purchased through the canteen. Vouchers are only good for the offender who purchased them. A limit of 5 photos per offender per visit. Recreation picture vouchers are not accepted in the visiting room.**

Rules for photos include:

- a. **Offenders will be standing only, there will be no sitting, kneeling or laying during photo taking. Offender will be allowed to kneel when necessary to include offender and small children in photo (no other adults in photo).**
- b. **No hand signs**
- c. **No kissing or hugging during photo, arm may be placed around shoulder; however, hands must remain in sight at all times.**
- d. **No obscene gestures**

IV. REFERENCES:

- A. 931-0229 Chronological Data Sheet
- B. 931-0260 Visiting Application
- C. 931-0276 Special Visit Request
- D. 931-0426 Department Accident/Incident Cause Evaluation
- E. 931-3914 Visitor Status
- F. 931-4452 Adult Only Restriction – Agreement
- G. D1-11.3 Records Retention
- H. D2-11.10 Staff Member Conduct
- I. D2-11.13 Staff Searches
- J. D2-13.1 Volunteer Procedure
- K. D2-14.1 Staff Identification
- L. D5-3.3 Clergy Person/Spiritual Advisor Visits
- M. D5-4.1 Missouri Sex Offender Program (MoSOP)
- N. IS7-1.4 Classification Files
- O. IS8-1.1 Access to Attorneys and Courts
- P. IS19-1.1 Conduct Rules and Sanctions
- Q. IS19-1.2 Conduct Violation Reporting
- R. IS20-1.3 Searches

SOP:

- S. Request for Visiting Changes**
- T. Visiting Room Rules**
- U. Request for Food Visit**
- V. Checklist for Additional Food Visit**
- W. ERDCC Visiting Room Play Area Rules**

- V. **HISTORY:** Previously covered under division rule 118.020; Original rule effective November 1, 1980; Revised May 1, 1986; September 20, 1989; December 14, 1989; December 1, 1990; January 20, 1992; January 15, 1992; and February 1, 1992. Original institutional services procedure IS13-3.1 effective April 1, 1995; revised August 15, 1996, August 3, 1998; rescinded April 20, 1999. Original department procedure D5-3.1 effective April 20, 1999, revised February 1, 2001 and May 3, 2002; rescinded July 5, 2002. D5-3.4 Visiting Restrictions – Sexual Offenders of Children was replaced by this procedure.

- A. Original Effective Date: July 5, 2002
- B. Revised Effective Date: March 26, 2003
- C. Revised Effective Date: March 19, 2004
- D. Revised Effective Date: April 1, 2004
- E. Revised Effective Date: January 15, 2007
- F. Revised Effective Date: September 23, 2007
- G. Revised Effective Date: January 6, 2008
- H. Revised Effective Date: December 20, 2008
- I. Revised Effective Date: September 1, 2010
- J. Revised Effective Date: October 30, 2010
- K. Revised Effective Date: October 15, 2012
- L. Revised Effective Date: March 1, 2017

SOP:

- A. Original Effective Date: April 21, 2003**
- B. Revised Effective Date: August 25, 2003**
- C. Revised Effective Date: November 24, 2003**
- D. Revised Effective Date: March 1, 2005**
- E. Revised Effective Date: August 29, 2005**
- F. Revised Effective Date: April 9, 2007**

- G. Revised Effective Date: July 19, 2007**
- H. Revised Effective Date: November 30, 2008**
- I. Revised Effective Date: July 25, 2008**
- J. Revised Effective Date: January 1, 2010**
- K. Revised Effective Date: September 15, 2010**
- L. Revised Effective Date: November 30, 2010**
- M. Revised Effective Date: September 1, 2011**
- N. Revised Effective Date: November 30, 2012**
- O. Revised Effective Date: September 30, 2014**
- P. Revised Effective Date: August 31, 2015**
- Q. Revised Effective Date: May 15, 2017**
- R. Revised Effective Date: April 03, 2018**
- S. Revised Effective Date: August 26, 2018**
- T. Revised Effective Date: November 02, 2018**
- U. Revised Effective Date: March 16, 2020**
- V. Revised Effective Date: September 12, 2022**
- W. Revised Effective Date: October 6, 2022**