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**DIVISION OF ADULT INSTITUTION  
JEFFERSON CITY CORRECTIONAL CENTER  
STANDARD OPERATING PROCEDURE**

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SOP13-3.1 Offender Visitation

Effective Date: October 19, 2020

*Signature on file*

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Billy Dunbar, Acting Warden

**GENERAL INFORMATION:** The standard operating procedure (SOP) is printed below the IS procedure sections of this document as deemed appropriate and are clearly marked, i.e. \*\*\*\***SOP**. Capital letters and bold print distinguish procedures. Exceptions to the IS procedure and justification for deviations are clearly noted within the capitalized/bolded SOP text, rather than outlined in the "GENERAL INFORMATION" section. This standard operating procedure is in compliance with the IS except when noted as described above.

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- 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 his<sup>1</sup> credentials.

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

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<sup>1</sup> 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.

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.

\*\*\*\*SOP DEFINITIONS:

- V. **Offender:** Any individual under the custody or supervision of any division of the department, including any person confined in a community supervision center.
- W. **Friend:** Is a specific offender that resides in the same housing unit or works at the same job site as another offender and hasn't had a visitor in 4 or more months and is being invited to attend a regular or food visit with another offender on visiting day.
- X. **Invite-A-Friend:** An incentive program designed to reward offenders for good behavior. It allows them to invite a friend to a regular visit or a food visit if they both meet the guidelines of the program.

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.

\*\*\*\*SOP: **Offenders shall remain at the table for the visit with the exception of; dressing out for medication, use of restroom, visiting the art display area, or having a photograph taken.**

- 3. Play areas and activities for children that promote family involvement will be provided.
  - a. Visitors will be responsible to keep children under their immediate supervision and control at all times.
  - b. Staff members will not be responsible for child care, but will monitor the area for safety and security issues.

\*\*\*\*SOP: **The sole responsibility for child care rests with the adult visitors, not the offender. Children must be accompanied by an adult visitor in all areas of the visiting room.**

- 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: **Items purchased for the visiting room shall be approved by the business office and bought from the Visiting Room Activities Committee (VRAC) funds. Adults and children shall be permitted to use the games. Only one game/deck of cards can be checked out at a time. The offender can take up to two drawings or colored pictures made in the visiting room back to the offender's living area. Offenders can't bring artwork from their cell to the visiting room.**

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

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**\*\*\*\*SOP: Use of Vending Machines - Vending machines in the visiting room are provided for the convenience of all guests visiting in the open visiting area of the visiting room. Only one (1) adult visitor from the table may go to the vending area at a time. Offenders are not allowed in the vending area nor, will they handle funds of any sort.**

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

**\*\*\*\*SOP: In the event the machine is not operable, visitors may exit the visiting room and retrieve necessary sanitary supplies from their locker in the reception area (front door) and use the ladies room in the reception area.**

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.
  - 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.

**\*\*\*\*SOP: Visits may be permitted in the transitional care unit (infirmary) as approved by medical staff and the warden/designee. These visits shall normally be limited to two visitors for one hour in duration. Offenders who are not on respiratory precaution or isolation status may visit in the visiting room if authorized by the physician. Offenders shall visit according to status, (i.e., administrative segregation status in the no-contact area, etc.).**

#### 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.

**\*\*\*SOP: Two officers shall be assigned and be present in the main visiting room at all times. A third officer shall be posted in the auxiliary visiting room when in use.**

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 Functional Unit Manager (FUM) where the offender is assigned shall be the designated visiting liaison. The liaison shall be available during normal business hours, and shall assist in meeting with visitors and responding to their questions and concerns. All unresolved visiting issues shall be directed to the Assistant Wardens office.**

#### 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.
  - b. Each block of time will be considered one visit.

**\*\*\*SOP: Visitors/offenders shall not be permitted to visit more than once a day unless authorized by the warden/designee.**

**Staff shall begin processing visitors into the visiting room one half hour before the scheduled visiting times. Visitors cannot be on institutional grounds or entry to the front lobby area before 9:00 a.m. for day visits, or 2:00 p.m. for evening visits. This institution reserves the right to limit the number of visitors allowed in the lobby area based on availability of space, staff traffic, etc. Visitors may not block the path of staff and others entering/exiting the administration building or its offices.**

#### **VISITORS WILL NOT BE PROCESSED AFTER:**

- 1) General Population (ITC) – 12:45 p.m., 5:45 p.m.
  - 2) Protective Custody – 12:15 p.m., 5:15 p.m.
  - 3) Administrative Segregation/TASC/Disciplinary Segregation & SSRU (due to the amount of time needed to escort and dress out) - 12:00 p.m. and 5:00 p.m.
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.
  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: Prior to any protective custody offender receiving a contact visit, the offender shall be given the opportunity to sign an Open Visiting Request (931-3774) indicating that they are aware that they shall be in contact with general population offenders and do not believe any harm shall come to them. The offender shall visit with General Population offenders if the waiver is signed. If an**

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**offender in the protective custody unit refuses to sign the waiver, he shall be required to visit on a no-contact basis. The form shall be kept on file in the visiting/dress out room for a period of five (5) years, at which time they shall be archived and a new form must be signed. Visits for protective custody offenders should be consistent with those of general population offenders.**

- 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.

**\*\*\*\*SOP: Due to space limitations, visits shall be limited to a total of three (3) visitors per offender, regardless of age, unless a Special Visit has been requested and authorized.**

- 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.

**\*\*\*\*SOP: The visiting room sergeant at the discretion of the shift commander can approve visitors leaving the visiting room floor for reasons other than medical needs.**

- c. Visitors cannot be on the facility's parking lot prior to 30 minutes before visiting starts.
- 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.
- h. Visitors are restricted to one visit per day unless special authorization has been granted through special visiting status.
- 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.

**\*\*\*\*SOP: In accordance with fire and safety rules, capacity shall be restricted to one hundred seventeen (117) persons; including staff, in the main visiting room and forty-five (45) in the auxiliary visiting room. The Warden reserves the right to limit the hours of visitation.**

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.

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

**\*\*\*\*SOP: General Population (GP) & HU-6 offenders shall be permitted eight (8) contact visits each month.**

**ADSEG offenders housed in HU 7 & 8 shall be allowed; eight (8), two hour no contact visits each month.**

**Any offender placed on room restriction, TASC, serving disciplinary segregation or assigned to administrative segregation during the month, shall be allowed a minimum of two (2), two hour no-contact visits while on that status, not to exceed eight total visits for the month.**

**If an offender is released from administrative segregation during the month, he shall be permitted to have additional visits. The visits shall amount to the established limits not to exceed eight (8) total visits, unless visiting sanctions apply.**

**Special security orders or dry cell status offenders shall not be allowed to visit without authorization from the warden/designee.**

**Close observation or suicide watch status offenders shall not receive visits without approval from mental health staff and authorization from warden/designee.**

**\*\*\*SOP: General Population offenders can have one visit, per day.**

- 1) **Contact visits:** A maximum of three (3) persons may visit an offender, at one time.  
**No Contact visits:** Are permitted only two (2) visitors at a time, (due to the lack of space in the no-contact area).  
**\*\*All minors (under the age of 18) must be accompanied by an adult. The only exception is when a minor is the spouse of the offender being visited.**
- 2) **Offenders/visitors are not permitted to visit with other offenders/visitors except as outlined in the visiting application process section (E-1) of this policy.**

**Offenders reporting to the visiting room dress out area for a visit shall be strip searched and dressed in state issued gray pants, white shirt, and provided shower shoes. Offenders are permitted to wear personal socks and under-shorts. Offenders on no-contact and contact visiting status shall not be allowed contact with each other in the dress out area. After completion of the visit, offenders shall be strip searched and personal clothing returned.**

- 1) **Offenders may carry only the following items into the visiting room:**
  - A. **Wedding ring,**
  - B. **One religious medallion or religious necklace,**
  - C. **One medical alert necklace or bracelet,**
  - D. **Nitroglycerine tablets,**
  - E. **One pair prescription eyeglasses (non-prescription eyeglasses are not permitted),**
  - F. **One asthma inhaler.**
4. **Offenders may have a maximum of 20 approved visitors on their visiting list at any time.**
  - a. **Offenders may make changes to the visiting list 2 times per year in April and October.**
  - 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 2 times per year in April and October.
- (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 releasees 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.
  - a. Upon approval of the CAO, a clergy or spiritual advisor may be permitted to visit more than one offender.

**\*\*\*\*SOP: A visitor may visit 2 immediate family members simultaneously. The visitor must be listed on all offender's visiting lists. If there are more than two offenders housed at this institution and they are immediate family members, they shall be allowed to visit, however; they shall need to rotate out allowing only 2 offenders visiting at the same time.**

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.
  - a. Temporary visiting status will only be authorized at reception and diagnostic centers.

**\*\*\*\*SOP: When offenders arrive from a diagnostic center classification staff shall review the file to determine if a visiting questionnaire is in the file for the listed visitors. If a visiting questionnaire is not in the file, they shall inform the R&O complex secretary and they shall make the visitor inactive. Classification staff shall notify the offender of the change. All listed temporary visitors shall become inactive.**

- b. Background checks will be conducted as outlined in SOP.

**\*\*\*SOP: The unit secretary shall run a NCIC/MULES check on each completed visiting questionnaire when applicants are 16 years of age or older, they shall attach the results to the visiting inquiry for review by the appropriate caseworker. The Assistant Warden shall review the ones with pending charges and approve or deny.**

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: The visiting questionnaire must have an original signature. A fax, photocopy, or application mailed directly to the offender is not acceptable. The housing unit secretary shall review the visiting questionnaire for completeness, enter it as pending and forward it to the caseworker. The caseworker shall review and approve or deny. Denied applications shall be sent to the FUM for review. The FUM will approve or deny. If denied it shall be sent to the Assistant Warden for review.**

- 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.

- c. Misrepresentation of information on the visiting application form is reason for removal or denial of visiting status.

**\*\*\*SOP: When an application is denied, the Visitor Status form shall be completed by checking the appropriate box. The specific information shall not be shared with the offender or visitor.**

6. The CAO or designee will review the concerns submitted by staff members and determine whether the visiting status will be approved or denied.

**\*\*\*SOP: The reviewing staff member shall submit the memo recommending denial to the FUM. The FUM shall initial the memo and make additional comments before forwarding it to the Warden. The Warden may deny, approve or place restrictions on visiting privileges (e.g. no-contact based on security concerns) of a visiting application.**

- 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.

**\*\*\*SOP: The Caseworker/CCA involved in the initial review of the visiting questionnaire shall be responsible for the chronological entry.**

- 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.

**\*\*\*SOP: The visitor status form shall include the mailing address for the appropriate Deputy Division Director.**

- c. The offender will be responsible for notifying applicants who are approved or denied to visit.

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 Releasees or Parolees:

- a. A conditional releasee 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.

**\*\*\*SOP: Classification staff in the R&O unit shall review and document "adult only" in the visiting system any restrictions found. They shall notify the offender of the restricted visits and any children on their visiting list shall be changed to a denied status.**

- (2) 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.

- (3) 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.

**\*\*\*SOP:** When reviewing a visiting application of a prospective child visitor, staff shall first check the computerized visiting system and OPII for any restrictions. They shall also review the classification file for and previous, pending or present sex offenses against a child. If any such offenses are found, staff shall ensure that the appropriate notations are made. Any active visitor under of the age of 18, that has not been approved to visit by the warden/designee, shall be changed to a “denied” status. Staff shall advise the offender of the restriction, and direct him to send the visiting inquiry back to the child’s parent/guardian along with a signed copy of the “sexual offender visitation agreement-male”.

- (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.

**\*\*\*SOP:** The caseworker/CCA shall review the sexual offender visitation agreement with the offender and witness the offender’s signature. If the offender refuses to sign the agreement, staff shall make the appropriate entry in the offender’s classification file and file the agreement in the offender’s classification file. The offender shall be advised that future visiting inquiries for children shall be denied as “incomplete.” Any visiting inquiry, which is not accompanied by these documents, shall be returned to the parent/guardian as incomplete.

- (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.
- \*\*\*SOP: The approved visiting inquiry and accompanying documents shall be placed in the visiting section of the classification file. The caseworker/CCA shall inform the offender, make the entry in the classification file, ensure that appropriate entries are made in both the OPII system and computerized visiting system. In the comments section of the approved visitor's computer entry, clerical staff shall note that the offender and parent/guardian have signed the sexual offender visitation agreement. The caseworker/CCA shall enter under the comment section that the approved child must always be accompanied by the parent/legal guardian, and the name of said parent/guardian shall also be entered in the comment section.**
- (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.

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**\*\*\*SOP: The offender's assigned caseworker/CCA shall be responsible for advising the offender of the decision and entering all chronological and computer entries.**

- (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.

**\*\*\*SOP: Custody staff other than visiting room staff shall supervise the visit when no outside representation is present.**

- (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.

**\*\*\*SOP: The Warden shall forward the special visit request to the Assistant Warden, who shall make appropriate arrangements for the visit to occur.**

- (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.

G. VISITING RULES

1. Visiting rules and program information will be posted in the visiting rooms.
2. Visiting room rules will be made available to visitors upon request.

**\*\*\*\*SOP: Handouts of the visiting room rules are available to visitors and they are posted in the visiting room.**

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: Visitors should follow the Department of Revenue's process for obtaining a "Valid with-out photo identification card."**

**Due to some religious tenets, visitor beliefs prohibit them from taking any photographs. In these cases the following shall be followed:**

- 1) The visitor shall be required to complete and submit a visiting application. The application needs to explain the reason that they cannot get a non-photo ID.
- 2) The application shall be approved/denied by the CAO.
- 3) The approval/denial shall be documented in the Visiting Management System. IF approved, the visitor shall be contacted to supply identifiable information. (Information they should supply about their personal features; eye & hair color, height, weight, gender, beard, noticeable scars, or anything that stands out that shall help identify them. (Additional information they might supply could be walks w/cane, glasses or anything else that would help identify them from someone else).
- 4) Approved applications shall be copied and sent to the Officer at the front door, they shall keep a file of the approved applications so they can compare the signature on the application to the signature of the visitor when they sign in for a visit.

**If the application is approved the following procedure shall be followed at the front door to allow entrance.**

- 1) Check the Visiting Management System for documented identifiable information.
- 2) Compare the signature on the visiting application to the signature when they sign in.
- 3) Stamp the back of their hand with invisible ink.
- 4) The same staff that escorts them to the visiting room shall also escort them out at the end of the visit.

- 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: Visitors shall be processed at the front door and shall sign in on the Institutional Entry/Exit log prior to entrance into the visiting room.**

- 1) **Visitors shall be scanned by a hand held metal detector and the back of the visitors hand shall be stamped prior to admission to the visiting room.**
  - 2) **Visitors who exit the visiting room shall not be allowed to re-enter the visiting room except to retrieve/administer medication and/or sanitary supplies.**
- 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: If a storage locker is unavailable, visitors shall need to secure the item in their personal 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.
- c. 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.

**\*\*\*SOP: School materials brought into the institution for offenders to view shall be subject to a trace technology search. The following restrictions shall apply regarding children's school items allowed in the visiting room:**

- 1) **Children's school material, as listed above, shall number no more than five (5) items to share with the offender.**
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.).
    - b. Only visitors may handle money in the visiting area.
    - d. Offenders are not allowed to visit the vending machines, unless authorized by SOP.

**\*\*\*SOP: The vending machines contain a limited supply. Visitors shall be allowed to bring in no more than \$50.00 total per inmate, regardless of the amount of visitors in the group. Paper money must be in \$1.00 or \$5.00 denominations. All coins must be loose or wrapped in clear/transparent packaging. No pennies.**

7. The following dress code must be followed at all facilities by every visitor.

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**\*\*\*SOP: Failure to adhere to visiting room dress code shall result in the visitor being barred entry into the institution until compliance with the dress code is established.**

- 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).

**\*\*\*SOP: Visitors actively serving in any of the five branches of the United States Armed Forces shall be authorized to enter wearing full military uniform. Proper military identification is required for a visitor to be allowed entry in uniform.**

- 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.

**\*\*\*SOP: Skirts, dresses, and shorts must not rest higher than two (2) inches above the top of the knee when sitting.**

- 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.

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

**\*\*\*SOP: All items shall be searched prior to being allowed to be brought into the visiting room. This may include the use of a hand-held metal detector and/or x-ray machine.**

- 8. During visitation periods, visitors will be allowed to breastfeed infant visitors:
  - a. in a private area where breastfeeding can occur with little disruption,
  - 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.
    - (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.

**\*\*\*SOP: A written statement from a physician is required. Visiting room staff shall forward all physician statements to the Assistant Warden's office for entry into the visiting system. The statement shall then be forwarded to the complex staff for filing in the appropriate offender's classification file. If a visitor claims to have a pacemaker, the visitor shall be asked to consent to a frisk search. If a visitor cannot be electronically searched, and refuses to be frisk searched, the visit shall be denied. If a frisk search is agreed to, it must be performed by a staff member of the same gender and an IOC must be submitted to the chief of custody outlining the circumstances of the frisk search.**

- 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.
  - (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.
      - 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: Used syringes/needles shall be placed in a biohazard sharps container by the visitor provided by the front desk officer. This container shall be stored in a locker in the lobby and marked with a biohazard sticker. Medical staff shall be contacted to retrieve the container when it is full, and properly dispose of the syringes/needles.**

- 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.

**\*\*\*SOP: The greeting and departing embrace and close-mouthed kiss shall be no longer than two (2) seconds in duration.**

- a. The only physical contact permitted at any other time is holding hands.
- b. Offenders and their visitors may not feed each other or share beverages.

**\*\*\*SOP: Bagged food items such as chips and popcorn shall be fully opened and laid out on the tables so its contents are in open sight.**

- 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.

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.

**\*\*\*SOP: Offenders must use the restroom in the dress out area and shall be strip searched prior to utilizing the restroom and closely observed by a male visiting room officer.**

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.

**\*\*\*SOP: The shift supervisor shall ensure that all custody staff working the visiting room are thoroughly familiar with the terms of the Adult Only Restriction – Agreement.**

- 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.

**\*\*\*SOP: The offender shall be issued a conduct violation for rule #20 disobeying an order.**

- (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: Offenders who are 180 days violation free may be afforded the opportunity for three (3) food visits per calendar year. One food visit request shall be allowed during each of the following segments:**

- 1) **January-April;**
- 2) **May-August;**
- 3) **September-December.**

**Food visits may be requested during any normal visiting session; however, staff shall approve and schedule a maximum of ten (10) food visits per visiting session.**

**It is the offender's responsibility to notify their visitors of their eligibility for food visits. Offenders must submit their request to participate in food visits to assigned classification staff prior to their scheduled food visits. All requests must be submitted no sooner than thirty (30) calendar days and no later than twenty-one (21) days prior to the offender's scheduled food visits. Offenders shall be advised of the approval/denial of a request at least five (5) business days prior to the requested date for the food visit, so arrangements may be made with the visitor(s).**

**Each offender may only submit one (1) request for approval at a time. An additional request 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 shall not be allowed, but shall be counted as one of the offender's three opportunities for a food visit and the offender's name shall not be replaced on the list. Furthermore, 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 shall still be counted as one of the offenders three opportunities for a food visit.

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

- 1) Offenders shall have to be assigned to JCCC for at least ninety (90) days prior to scheduled food visits.
  - 2) An offender shall be disqualified for a food visit if he receives a conduct violation in the last 180 days prior to his scheduled food visit. A violation of rule #11 will disqualify the offender for one (1) year.
  - 3) Offenders must have a job or school assignment, be assigned to the PC unit, or have a verified limited medical or mental health condition. (Also see, IS/SOP 18-1.1 Required Activities and IS/SOP 18-5.3 Enhanced Care Unit).
  - 4) Offenders currently under visiting restrictions shall not receive a food visit.
  - 5) Offenders in administrative segregation, TASC, disciplinary segregation confinement, and those on room cell/activity restriction shall not receive food visits.
  - 6) Offenders assigned to administrative segregation within the one hundred-eighty (180) days prior to their scheduled visit shall not be eligible to receive a food visit.
- a. Incentive programs must be consistent with the custody level of the facility and type of offender population housed at the facility.

\*\*\*SOP: JCCC offers an incentive visit referred to as "Invite-A-Friend".

- 1) A friend may be any offender in general population or protective custody who has not received a visit in four or more months and is otherwise eligible for contact visits.
- 2) The friend and offender must be one year free of a conduct violation
- 3) The friend must currently have a job, be in school, special programming, PC, or be disabled.
- 4) A friend may only participate (or be listed as a friend) with one offender at a time.
- 5) The offender may invite a friend to accompany him on any of the offender's eligible 3 food visit per calendar year.
  - a. If the offender chooses to end the visit, the visit shall end and both shall leave.
  - b. If the friend chooses to end the visit, the offender may stay and the friend shall leave.
- 6) The offender or friend may choose to stop participating at any time.
- 7) The offender may change the designated friend every six months, (even if the friend chooses to stop participating prior to the six month period).
- 8) The friend shall be permitted to participate in the program if he meets the program guidelines.
- 9) The friend must meet the criteria for food visits prior to participating in food visits.
- 10) The CAO/designee may disapprove for safety/security concerns of the institution.

To Invite-A-Friend:

1. The offender should complete a Special Visit Request form 931-0276. In the reason for visit section they should select the other unusual circumstances box and on the lines provided; include the name of the expected visitor and the invited offenders name and number
2. Submit it to the classification staff for review
3. The offender and friend must be from the same housing unit or work at the same job site
4. Complex staff shall review all requests and determine eligibility.
5. Complex staff shall forward to the Function Unit Manager (FUM) for approval/denial
6. The approval/denial shall be returned to the complex staff.
  - a) If approved, an entry shall be made in the computer for both offenders as a special visit as DESIG. SUPPORT



- b) **If denied, complex staff shall notify the offender**
- c) **All approved/denied documentation shall be placed in the classification file.**

b. Incentive programs must be approved by the deputy division director;

**\*\*\*SOP: Offenders shall be eligible for one extra visit per month if:**

- 1) **They are violation free for one year;**
- 2) **Offenders residing in a good conduct wing in a general population housing unit, or productively engaged in the ITC program shall be eligible for an additional incentive visit, not to exceed a total of 10 visits a month, provided they meet the above criteria.**
- 3) **The extra visit can be a food visit if, all requirements are met**

**The offender shall be responsible to inform his caseworker in writing when he believes he is eligible for bonus visits. If confirmed, the caseworker shall ensure that clerical enters the extra visit(s) in the computer and files the offender's request in the classification file.**

c. Food may be prepared at home, catered by or purchased from a vendor.

- (1) All food must comply with security regulations.
- (2) A total of 4 containers may be brought for each authorized food visit.
- (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).
- (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: THE ADDITIONAL FOOD GUIDELINES SHALL BE FOLLOWED:**

- 1) **All drinks must be purchased in the visiting room.**
- 2) **Whole birds are not allowed, i.e. chicken, turkey, etc. No shelled seafood items (i.e. lobster, crab legs, mussels, etc.)**
- 3) **All meats, breads, cakes, pies, etc. must be sliced before entering the institution.**
- 4) **No condiments shall be allowed to be brought in.**

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.

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**\*\*\*SOP: All food must be in a single layer in approved container or wrapped in plastic wrap. No cardboard boxes or Styrofoam storage containers.**

- 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 offender shall submit a written request to classification staff two weeks in advance by completing the Special Visit Request Form, and classification staff shall forward the form to the Assistant Warden's office. The visitor and child must be on the offender's approved visiting list. The offender may not be on any visiting restrictions at time of the proposed visit.**

- 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.
  - (3) 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.

**\*\*\*SOP: The cake must be sliced prior to entry into the facility. The cake shall be searched for contraband and screened by the x-ray machine. Ice cream is not permitted.**

2. Special visiting room activities may be arranged at the discretion of the CAO.

**\*\*\*SOP: All necessary arrangements for approved activities shall be carried out by Complex 5 staff under the supervision of the Visiting Room Liaison (Housing Unit 5 FUM).**

## 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: The Institutional Activities Coordinator (IAC) shall schedule the parenting programs.**

- 1) Offender's shall submit the names of children they want to attend
- 2) The IAC office shall verify that the child is on the offender's approved visitor list
- 3) The IAC office shall submit a request to the Deputy Warden of Operations for approval

#### 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).

**\*\*\*SOP: Other unusual circumstances include:**

- 1) A request for more than three visitors at one time;
- 2) The visitor is home on leave while on military status;
- 3) There is a death in the offender's immediate family;

**Special visits should only occur on regular visiting days and during visiting hours, unless otherwise approved by the warden. An offender requesting a special visit should submit the request to the Assistant Warden, through the FUM. A special visit shall be counted against the normal allowed number of visits with exception of legal visits.**

2. Requests for special visits should be submitted by the offender at least 5 business days in advance, when possible.
3. Requests for special visits will be documented on the special visit request form and in the department computer system.

**\*\*\*SOP: Once a special visit has been approved the Assistant Warden shall be responsible for making the necessary arrangements and forward the Special Visit Request form to clerical staff where the offender resides to be filed in the classification file.**

#### 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: Approval and arrangements for confidential visits shall be in accordance with IS8-1.2 Access to Attorneys. The Special Visit Request Form should be completed for any type of confidential visit.**

- 1) Such visits shall normally be conducted in the confidential visiting area, but may be held in the no-contact visiting area.
- 2) These visits should be normally held when visiting room staff is available.
- 3) Confidential visits shall not count toward established limits.
- 4) After completion of the visit, the special visit form shall be maintained in the confidential visit file in the office of the deputy warden of operations.
- 5) Confidential visits for offenders assigned to administrative segregation shall be in accordance with SOP21-1.2 Administrative Segregation.
- 6) The attorney shall not purchase items (food or drink) from the vending machine for the offender to consume.

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: The institutions investigator shall make arrangements for these visits.**

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.

#### 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.
  - a. The visiting liaison will contact 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.
    - (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.

**\*\*\*SOP: The bereavement tape shall be secured in a locker in the reception area until the visitor departs the facility.**

- (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.

**\*\*\*SOP: The no-contact visiting area should be used for offenders who are designated for no-contact or have sanctions limiting their contact visits. No more than two (2) visitors at one time may visit an offender in the no-contact visiting area. Visiting room staff reserves the right to limit the number of visitors in this area due to overcrowding, etc.**

- 1) **The following offenders should receive no-contact visits:**
    - a. Those assigned to administrative segregation or serving disciplinary segregation;
    - b. Those assigned to temporary administrative segregation confinement (TASC);
    - c. Those offenders on room/activity restriction as a result of a conduct violation;
    - d. Those found guilty of a conduct violation and have received a no-contact sanction;
    - e. Any offender requiring a higher degree of security, as determined by procedures;
    - f. Those assigned to protective custody with unsigned enemy waivers (administrative or otherwise) of offenders assigned to general population or approved for contact visits;
    - g. Any offender who is issued a conduct violation for violating any of the visiting rules shall be restricted to no-contact visits pending the disposition of the disciplinary hearing. The two-hour time limit shall not apply in such cases.
  - 2) **It is the responsibility of the offender on no-contact visiting status to notify his visitor(s) of his status.**
  - 3) **No-contact visiting status on all offenders shall be entered into the computer visitor system.**
- 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.

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**\*\*\*SOP: Offenders assigned to segregation shall report to the visiting room wearing orange jump suits. They shall be stripped out prior to and upon return to their respective housing units.**

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;

**\*\*\*SOP: Offenders visiting in the no-contact visiting area shall be kept in constant view by custody staff. Refer to IS IS8-1.1 Access to Attorneys and Courts.**

- 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.

**\*\*\*SOP: Visits outlined in a, b, & c shall not be charged against an offender's allocated number of monthly visits.**

**With the approval of the Deputy Warden of offender management or their designee, mechanical wrist restraints may be removed during visits with legal counsel or during other special visits (media, etc.) for visits held out of the no-contact visiting area.**

- 1) Attorneys may request mechanical wrist restraints be removed; approval shall be obtained from the deputy warden of offender management or their designee.
- 2) If mechanical wrist restraints are removed, the offender shall be placed in leg restraints.
- 3) At no time shall the offender be totally unrestrained.

#### 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.

**\*\*\*SOP: Searches shall also be in accordance with SOP20-1.3 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: Refer to the notification procedures outlined in SOP20-1.3 Searches.**

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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.

**\*\*\*SOP: The chief administrative officer's designees are the Deputy Wardens, Assistant Warden and Duty Officer. The shift supervisor should consult with the duty officer before terminating a visit, except in the event of a serious security concern that requires immediate action.**

- 1) **If a visit is terminated, a report shall be prepared outlining the details of the termination, before the end of the shift. The report shall be sent to the Warden, the Assistant Warden and the Major.**
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:
  - 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;
  - 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.

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**\*\*\*SOP: Careful consideration should be made when determining whether a suspended visitor's approval for visitation would be detrimental to the offender's rehabilitation efforts or the safety and security of the facility.**

**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

**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: This procedure was preceded by the standard operating procedures (SOP) of the Missouri State Penitentiary (MSP) and the previous Jefferson City Correctional Center (JCCC). MSP was established in 1833 and officially opened on February 29, 1836. In February 1991, MSP was renamed to JCCC. In November 2002, JCCC was renamed as MSP for historical purposes, and to make way for the development of a brand new institution established as Jefferson City Correctional Center (JCCC). This standard operating procedure is new, and not dependent on any previous MSP OR JCCC standard operating procedures.**



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- A. Original Effective Date: September 10, 2004
  - B. Revised Effective Date: September 30, 2005
  - C. Revised Effective Date: January 6, 2008
  - D. Revised Effective Date: September 28, 2009
  - E. Revised Effective Date: August 5, 2011
  - F. Revised Effective Date: October 15, 2012
  - G. Revised Effective Date: March 12, 2013
  - H. Revised Effective Date: March 30, 2019
  - I. Revised Effective Date: November 1, 2019
  - J. Revised Effective Date: February 15, 2020
  - I. Revised Effective Date: October 19, 2020