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**DIVISION OF ADULT INSTITUTIONS  
TIPTON CORRECTIONAL CENTER  
STANDARD OPERATING PROCEDURE**

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SOP/IS13-3.1 Offender Visitation

IS Effective Date: March 01, 2017

SOP Effective Date: June 02, 2022

SIGNATURE ON FILE

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Brock Van Loo, Warden

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**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.

Only necessary processes which must be performed at the worksite shall be included. The titles of all forms and/or reference documents used in the process shall be included.

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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 shall 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 shall 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.

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- 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,

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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.

5. Forcible sodomy,
6. Statutory sodomy in the first degree,
7. Statutory sodomy in the second degree,
8. Child molestation in the first degree,
9. Child molestation in the second degree,
10. Deviant sexual assault when the victim was a child at the time of the commission of the offense,
11. Sexual misconduct involving a child,
12. Sexual contact with a student while on public school property,
13. Sexual misconduct in the first degree when the victim was a child at the time of the commission of the offense,
14. Sexual misconduct in the second degree when the victim was a child at the time of the commission of the offense,
15. Sexual abuse when the victim was a child at the time of the commission of the offense,
16. Enticement of a child,
17. Trafficking for the purpose of sexual exploitation when the victim was a child at the time of the commission of the offense,
18. Sexual trafficking of a child,
19. Sexual trafficking of a child under the age of twelve,
20. Incest,
21. Endangering the welfare of a child in the first degree when the endangerment is sexual in nature,
22. Child abuse when the abuse is sexual in nature,
23. Genital mutilation of a female child,
24. Use of a child in a sexual performance,
25. Promoting sexual performance by a child,
26. Promoting obscenity in the first degree,
27. Sexual exploitation of a minor,
28. Promoting child pornography in the first degree,
29. Promoting obscenity in the second degree,
30. Promoting child pornography in the second degree,
31. Possession of child pornography,
32. Furnishing pornographic material to a minor, or
33. Attempts to commit any of the above offenses when the victim was a child at the time of the commission of the offense.

Q. **Significant Other:** For the purpose of this procedure, significant other is one person selected by the offender who may visit during visiting times for immediate family members unless otherwise restricted by standard operating procedures.

R. **Special Visit:** A visit authorized due to unusual or special circumstances, at an unusual time, in a special area, or a visit from the media with a specific offender.

S. **Staff Member:** Any person who is:

1. employed by the department on a classified or unclassified basis (permanent, temporary, part-time, hourly, per diem) and is paid by the State of Missouri's payroll system;
2. contracted to perform services on a recurring basis within a department facility (i.e., medical services, mental health services, education services, vocational services, substance use treatment services, etc.) pursuant to a contractual agreement and has been issued a permanent department identification card;
3. a volunteer in corrections;
4. a student intern;

5. issued a department identification card or special access in accordance with the department procedure regarding staff member identification.
- T. **Trace Technology Search:** A search of a person, an object, or an area in which departmentally authorized trace technology equipment is used to determine whether traces of narcotics and/or explosives are present.
- U. **Visiting Liaison:** A case manager or higher ranking staff member assigned at each institution and treatment center to coordinate communication between the facility and visitors.

\*\*\*SOP DEFINITIONS:

- V. **Visiting Information Officer:** At TCC, the Control Center Sergeant is the designated Visiting Information Officer.

**III. PROCEDURES:**

A. VISITING ROOM

1. Visiting rooms should be arranged to provide a comfortable environment, as well as adequate supervision adapted to the degree of security required for that type of population.
2. Areas and activities may be provided to augment the visits whenever feasible.
3. Play areas and activities for children that promote family involvement shall be provided.
  - a. Visitors shall be responsible to keep children under their immediate supervision and control at all times.
  - b. Staff members shall not be responsible for child care, but shall monitor the area for safety and security issues.
  - c. Educational toys, books, puzzles, coloring books, crayons and games shall be provided per guidelines established in standard operating procedures (SOP). With approval from visiting staff members, artwork made in the visiting room shall be allowed to be brought back to the offender's living area.
4. Vending machines, microwaves and change machines should be available to visitors.
5. Sanitary supplies may be provided in the restrooms through a vendor supplied machine.
6. Baby changing facilities shall be provided.
7. A video security camera system shall augment security in the visiting room.
  - a. Cameras shall 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.

#### B. VISITING ROOM STAFF MEMBERS

1. Staff members assigned to posts where they shall 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 shall 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 shall attend the training at least annually.
3. Visiting room officers shall be present at all times during visiting hours.

**\*\*\*SOP: The Visiting Information Officer shall address questions and concerns of the Visiting Room staff, the offenders and the visitors as needed.**

4. The chief administrative officer (CAO) may appoint a visiting liaison who shall 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 Assistant Warden shall be the Visiting Liaison.**

#### C. VISITING SCHEDULES

1. Institution SOP shall 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 shall be considered one visit.

**\*\*\*SOP: Visitors shall be limited to one continuous block of visiting within the established visiting room hours each day unless the visitor chooses to interrupt their visit by exiting the visiting room to take medication or for breastfeeding an infant as outlined in III.G.8.b of this procedure. If a visitor is directed by institutional staff to exit the visiting room for reasons other than inappropriate conduct, the Shift Supervisor may authorize reentry and continuation of the visit. The visitor shall be required to pass through the regular search procedures each time they enter the visiting room. If the visitor is allowed to reenter the visiting room during the same visitation time block, it shall only be counted as one visit (i.e. if a visitor left their vehicle unlocked and was directed to exit the visiting room to secure it).**

2. SOP for long term treatment centers shall 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.
  - 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: Regular visits are limited to four visitors per offender and may include up to three additional visitors who are age twelve or under.**

- b. If a visitor leaves the visiting room floor for reasons other than medical needs or as authorized by the Shift Supervisor, they shall not be allowed to re-enter the visiting room.
- c. Visitors cannot be on the facility's parking lot prior to 30 minutes before visiting starts.
- d. No adults, children or pets may remain in the vehicle while on institutional grounds.
- e. Visitors shall 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.

**\*\*\*SOP: A stamp shall be placed on the back of hand of all offender visitors with ultra-violet sensitive ink. The stamp design shall be varied daily for security reasons. Staff members shall ensure all official visitors have approved identification means or escort before allowing entry.**

**All visitors entering the visiting room shall place their hand under the ultraviolet light located inside the visiting room to ensure the visiting reception officer has stamped them. At the conclusion of the visit, the visitors shall be required to again place their hand under the light before they are allowed to exit the visiting room. Any discrepancies shall be reported to the visiting information officer immediately.**

- 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.

**\*\*\*SOP: The shift supervisor or higher ranking authority should be contacted to make this determination.**

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- 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 shall volunteer to leave so others can visit.
  - k. If the visiting room is full and no one volunteers to leave and there are other visitors waiting to visit, the CAO or designee may terminate visits after the visitor has visited for two hours.
    - (1) Visits may be terminated on a first in, first out basis.
2. When an offender is transferred to another facility, any visiting restrictions shall be continued at the receiving facility.
  3. Each offender shall be permitted a minimum of 8 visits per month unless restricted otherwise by procedure.

**\*\*\*SOP: Incentive programs may allow additional visits.**

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

**\*\*\*SOP: An offender may add visitors to his list at any time during the year until a maximum of 20 visitors are approved on the list. Any and all requests for changes by offenders must be submitted on the 931-0490 Visiting List - Changes/Removals form.**

- b. The offender may designate one significant other.
  - (1) This person shall 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 shall not be designated as a significant other unless authorized by the CAO.
  - (4) Ex-offenders, parolees, conditional releasees and probationers shall 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.

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 shall only be authorized at reception and diagnostic centers.
  - b. Background checks shall be conducted as outlined in SOP.
3. The offender shall 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 shall 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 shall then be required to provide a social security number for future visitation.
  - b. Visiting application forms returned to the offender shall not be accepted.
5. All visiting application forms shall be reviewed and approved or disapproved by appropriate staff members as indicated in SOP.

**\*\*\*SOP: All visiting applications which do not appear to meet standards for approval or which otherwise raise concerns shall be forwarded to the Assistant Warden for review and approval/disapproval. All applications which appear to meet standards and do not raise concerns shall be approved by the offender's assigned Functional Unit Manager.**

- a. If crucial information is missing from the visiting application form, or there is a question about the information presented, reviewing staff members shall, 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 shall 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.



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- (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 shall 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 shall 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 shall document those concerns in a memorandum directed through the established chain of command to the CAO.
  - d. Misrepresentation of information on the visiting application form is reason for removal or denial of visiting status.
6. The CAO or designee shall review the concerns submitted by staff members and determine whether the visiting status shall be approved or denied.
    - a. All materials regarding denial shall be placed in the classification file. Documentation of the reason for the denial shall be noted in the department computer system.
    - b. Case management staff members shall notify the offender on the visitor status form of the approval or denial.
      - (1) The visitor status form shall include the reason for the denial and advise that the applicant may appeal the decision in writing to the deputy division director within 30 calendar days.
    - c. The offender shall be responsible for notifying applicants who are approved or denied to visit.
  7. Upon receipt of a written appeal, the deputy division director shall evaluate the denial.
    - a. After full review is made, the deputy division director shall 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 shall be included in the department computer system.
  10. When an offender is transferred to another facility, visiting application forms of approved visitors shall not be reprocessed.

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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 shall be placed in the offender's classification file.
    - b. The visitor's name shall be removed within 10 working days of receiving the request.
    - c. Offenders shall 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 shall not be permitted to visit offenders while under this status, unless approved by the staff member's CAO.

**\*\*\*SOP: All applications involving staff who are immediate family of an offender must be forwarded to the CAO for processing.**
  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 shall 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.

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- (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 shall 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 shall 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 shall 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.

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- (3) If no information is found to indicate the offender has a prior or current sexual offense against a child, the case manager shall make notation in the chronological data sheet form of the offender's classification file.
- b. Application Process:
- (1) The application process shall not begin until the offender is assigned from diagnostic status to a permanent facility.
  - (2) All visiting application forms of offenders who have a pending, prior or current sexual offense against a child must be carefully scrutinized to ensure that children are not approved to visit unless authorized as described within this procedure regarding the application process for sexual offenders of children.
  - (3) The offender shall 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 shall review the adult only restriction - agreement form with the offender. An adult only restriction – agreement form shall 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 shall be processed.
    - (B) Reviewing staff members shall witness the signature or refusal to sign.
  - (6) Any attempt to falsify records or wrongfully attempt to bring a child into the visiting area shall 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 shall 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 shall be submitted to the CAO or designee through the chain of command for a decision regarding visitation.  
  
**\*\*\*SOP: Classification staff shall forward the visiting application packet to the Assistant Warden for review.**
  - (2) The CAO or designee shall consider the following factors:
    - (A) nature and severity of the offense;

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- (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 shall determine whether the visiting status shall be approved or denied.
    - (A) Case management staff members shall notify the offender on the visitor status form of the approval or denial.
      - i. Offenders shall be responsible for notifying the custodial parent or legal guardian of the child that visitation has been approved or denied.
      - ii. The decision shall 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 shall be included in the department computer system. Case management staff members shall ensure that the name of the custodial parent or legal guardian is identified, along with the child visitor's name, in the comment section in the applicable department computer system as the adult required to accompany the child on the visit.
      - i. A copy of the signed adult only restriction – agreement form shall be maintained in the visiting records.
  - (2) If the CAO or designee denies the request, the custodial parent or legal guardian of the child can appeal the decision in writing within 30 calendar days via the deputy division director. The deputy division director shall evaluate the denial.
    - (A) After full review is made, the deputy division director shall advise the visitor of the decision in writing.
  - (3) When an offender's visiting status with children has been approved, that status shall 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 shall temporarily suspend visiting privileges until all pertinent information has been reviewed.
- \*\*\*SOP: Determination for suspension of visiting privileges shall be made by the Assistant Warden or higher ranking authority.**
- (B) If the CAO or designee believes sufficient information is available to change the visiting status, he shall 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 shall advise the offender the visitor may appeal the

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decision within 30 calendar days to the deputy division director. The deputy division director shall 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 shall 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) shall be present to directly supervise the visit.
    - (B) This should be processed as a special visit.
      - (i) Children's Division representatives should provide at least one business day's notice of this visit. They are not required to complete a background check but they are required to present their official state identification card at the time of visit.
    - (C) Unless a specific length of visit is designated by the court, a 2 hour limit shall be applied.
  - (2) If a child's therapist believes it to be in the best interest of the child's treatment for the child to visit when visitation has previously been denied, a court order must be obtained for the visit to occur.

#### F. VISITING ORIENTATION

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

#### G. VISITING RULES

- 1. Visiting rules and program information shall be posted in the visiting rooms.
- 2. Visiting room rules shall be made available to visitors upon request.
- 3. Visitors 13 years of age and older shall be required to show a current school picture identification card that includes their name, or a valid federal or state Department of Revenue photo identification card before admission to the visiting area.
  - a. Persons whose religious tenets prohibit them from being photographed shall 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 shall develop SOPs specifying the entry/exit process for visitors with a valid state issued identification card from the Department of Revenue without photo.

**\*\*\*SOP: Offender visitors requesting to visit without a photo ID must receive written approval from the Assistant Warden prior to being allowed to visit. Once approved, the approval shall be noted in the applicable computer system. Upon entrance, the visitor shall provide a current, valid, identification card issued from a state Department of Revenue Service. Prior to allowing entry, visiting room officers shall be required to check for non-photo ID approval in the visiting management system. All visitors approved for entry without a photo ID shall be escorted in and out of the visiting room by a custody staff member. The custody staff member shall notify the Shift Supervisor when an individual approved for non-photo ID entry presents an ID with discrepancies such as inaccurate weight, height or age before allowing entry.**

- 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 shall 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 shall specify the method for processing and storing authorized items.

**\*\*\*SOP: Approved offender visitors bringing in documents for offender signature must receive approval from the Assistant Warden prior to the date of the visit. The visitor must take all of the documents with them upon exit from the visiting room.**

**Visitors may take offender personal property items out of the institution following a visit as outlined in SOP/IS22-1.1 Offender Property Control Procedures.**

**The visiting room staff shall search all items prior to allowing them to be brought into the visiting room.**

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

**\*\*\*SOP: Lockers shall be available for visitors to store their keys, purses and wallets. Electronic devices shall not be permitted into the institution. All electronic devices shall be secured in the visitor's vehicle.**

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

**\*\*\*SOP: If adequate locker space is unavailable, visitors shall be allowed to return unauthorized items to their vehicles to be secured prior to being processed through for a visit.**

- 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 shall receive notification that the visitor has 30 days in which to make arrangements to retrieve the item, or it shall be disposed of.

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- d. Children are encouraged to bring in report cards, school papers, and homework assignments, to share with the offender, but these items must be returned to the child at the end of the visit or disposed of in accordance with the visitor's wishes.
6. Each adult visitor may bring up to \$50.00 in currency when visiting.
- a. All money, both paper and coins, brought into the facility must be carried in clear or transparent packaging, provided by the visitor (for example: zip lock bag, plastic pouches, etc.).

**\*\*\*SOP: Due to vending machine capabilities, bills should be no larger than \$5.00. Staff members cannot handle any money or make change for visitors.**

**(1.) No wallets, billfolds or purses shall be permitted.**

- b. Only visitors may handle money in the visiting area.
  - c. Offenders are not allowed to visit the vending machines, unless authorized by SOP.
7. The following dress code must be followed at all facilities by every visitor.
- a. Visitors must dress appropriately, for the good order and security of the facility.
  - b. Clothing must not be excessively tight or baggy, transparent or otherwise revealing.
  - c. Clothing must not be gang related or camouflaged, must not have printed racial or ethnic slurs or obscenities, or depict or advocate the use of drugs or violence (either in written or picture form).
  - d. Skirts, dresses and shorts must be no shorter than the top of the knee cap when standing. No wrap around skirts or dresses are permitted.
    - (1) slit dresses and skirts are not permitted when the slit extends higher than 2 inches above the top of the knee.
    - (2) if a dress or skirt has fasteners, all fasteners shall remain closed so that the garment is not open more than 2 inches above the top of the knee.
  - e. Slacks or jeans – no holes or slits permitted.
  - f. Shirts, blouses and dress tops must cover the chest, back and stomach and have sleeves that cover the shoulders and underarms. Absolutely no display of cleavage or midriff is permitted.
  - g. Appropriate undergarments must be worn and not visible.
  - h. Shoes must be worn except by infants not walking.
  - i. Headgear is not allowed with the exception of approved religious headgear.
    - (1) Religious headgear may not be touched or removed by staff members.
    - (2) If the religious headgear does not clear the walk through metal detector, the hand held detector should be used.



(3) A visitor may be asked to remove their religious headgear for searches if it fails to pass security clearance.

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

**\*\*\*SOP: Visitors wearing approved religious headgear shall be processed through the metal detector with the headgear in place. If the metal detector sounds an alarm, the visitor shall be asked to remove their headgear for visual inspection by staff. The portable metal detector wand may be used. Once the inspection is completed and passed, the visitor may then place the religious headgear back on their head. At no time shall staff handle the religious headgear.**

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

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

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 shall not be permitted in the visiting room.

m. The following items shall 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.

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

**\*\*\*SOP: Prescription medication not needed to maintain the visitor's life, as well as needles and syringes brought into the institution must be secured in a locker located next to the Reception Desk. When needed, the visitor shall be escorted to the locker to retrieve the needle, syringe or prescription medication and escorted back to the visiting room when finished. Used needles and syringes must be secured in the visitor's vehicle and shall not be disposed of in any institutional trash receptacle.**

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

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

- a. The only physical contact permitted at any other time is holding hands.
- b. Offenders and their visitors may not feed each other or share beverages.
- c. Children 6 years of age and under may be permitted to sit on the lap of the offender unless special concerns are noted or as otherwise defined in this procedure regarding child sex offenders.

11. Children shall be accompanied and supervised at all times by an adult visitor.

12. Visitors and offenders shall not be allowed in the restroom at the same time.

**\*\*\*SOP: Prior to being allowed entry or exit from the visiting room, all offenders including visiting room porters shall be strip searched in the strip search/dressing room (no exceptions).**

13. Sexual Offender of Children's Visiting Room Behavior:

- a. Visiting room staff members shall ensure that the offender and adult visitors abide by all visiting room regulations and follow the signed adult only restriction – agreement form.
- b. The offender shall not be permitted to have contact with other children in any visiting area.

**\*\*\*SOP: Offenders must remain at their assigned table and shall not be allowed in the children's play area.**

- c. If, at any time, visiting room staff members observe the offender or the visitor violating the terms of the contract, he shall immediately suspend the visit pending further direction from the Shift Supervisor or designee.
  - (1) If the offender violates the contract, a conduct violation report should be written in accordance with institutional services procedures regarding conduct violation reporting.
  - (2) If the visitor violates the contract or allows the offender to violate any portion of the contract, a report outlining the misconduct shall be prepared by visiting room staff members prior to leaving duty.
    - (A) The report shall 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 shall 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.

**\*\*\*SOP: The shift commander shall initiate the call to the Department of Social Services Child Abuse Hotline. The shift commander shall notify the duty officer and provide a written report to the CAO.**

#### 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 shall be held for general population and protective custody offenders who have met the behavioral and programming expectations established in SOP.

**\*\*\*SOP: General population offenders may be eligible for two food visits per year during the months of April and October. These offenders must meet the following criteria:**

1. **Offenders cannot be assigned to TASC, disciplinary segregation, administrative segregation or have a disciplinary visiting restriction.**

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2. **Offenders must not have received any conduct violations for 90 days prior to the date of the intended visit. Calculation begins at receipt of last conduct violation. Visiting room/reception staff shall have access to this information via the computer system.**
  3. **Visitors must be on the offender's approved visitor list.**
  4. **Incentive programs may allow additional food visits per month/year.**
    - a. **Offenders in the general population who remain conduct violation free for the previous (6) six consecutive calendar months, and who are under no disciplinary visiting restrictions, may be approved for a food visit every calendar month. If an offender is found guilty of a conduct violation, his monthly food visits shall be terminated until he has once again served six consecutive, calendar months conduct violation free. However, if the offender's monthly food visits are terminated, the offender may still be eligible for the standard two food visits per year offered to the general population.**
    - b. **Offenders who graduate with their high school equivalency or from a vocational education program may request one food visit to be scheduled a minimum of seven calendar days in advance through their assigned Case Manager.**
    - c. **Once the offender meets the requirements for incentive food visits, the following must occur:**
      - (1) **The offender must apply with his case manager a minimum of seven calendar days prior to the date of the proposed incentive food visit.**
      - (2) **After eligibility has been determined the case manager shall fill out a 931-0276 Special Visit Request and forward to the functional unit manager for approval.**
      - (3) **The functional unit manager shall forward all approved Special Visit Requests to the visiting room officer. For offenders who are approved to receive a food visit every calendar month, documentation of such continuous approval shall be sent to the Visiting Room Staff upon initial approval by the functional unit manager. The approved application(s) shall be placed in the folder at Search Station. The functional unit manager shall likewise notify the visiting room staff if the offender should lose authorization for the monthly incentive food visits.**
      - (4) **The visiting reception officer shall note on the form, as well as in the computer visitation system, whether a food visit did/did not occur and return the form to the applicable functional unit manager.**
      - (5) **The food visit documentation shall be filed in the visiting section of the offender's classification file.**
  - a. **Incentive programs must be consistent with the custody level of the facility and type of offender population housed at the facility.**
  - b. **Incentive programs must be approved by the deputy division director;**
  - c. **Food may be prepared at home, catered by or purchased from a vendor.**
    - (1) **All food must comply with security regulations.**

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- (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.
- 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.

**\*\*\*SOP: Staff members shall take care not to destroy the visual appeal of the food item.**

- (1) Staff members conducting the search must wear appropriate gloves and a hair net or cap;
  - (2) Any food not easily searched may be denied.
- e. Food may be only consumed by the offender and his visitor and may not be shared with others.
- f. Leftover food items must be discarded in appropriate receptacles, by the visitor, after the visit, or removed from the facility with the visitor.
2. Children's Birthday Celebration:
- a. Offenders and visitors may celebrate a child's birthday during a regular visit.
    - (1) Celebrations should occur within the month of the birth date.
    - (2) The child must be aged 12 or under.
    - (3) The child must be the offender's child, sibling, grandchild, great-grandchild or equivalent step relationship.
  - b. The offender must submit a request to case management staff members at least two weeks prior to the child's birthday.
  - c. Case management staff members shall 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 shall notify the visiting room supervisor who shall ensure the birthday cake is permitted.

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- 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.
    - (4) Inspection of the cake may include a physical search that entails cutting or piercing the cake to ensure no contraband is introduced into the facility.
  3. Special visiting room activities may be arranged at the discretion of the CAO.

#### I. PARENTING PROGRAM VISITS

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

#### J. SPECIAL VISITS

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

**\*\*\*SOP: The following procedures shall be followed:**

- a. **The offender shall make the request for a special visit through his assigned Case Manager.**
- b. **The Case Manager shall fill out the special visit request form with the information supplied by the offender.**
- c. **Once this request is filled out, it shall be forwarded to the Assistant Warden for approval.**
- d. **The Assistant Warden shall document this information in the computer visiting system and notify the visiting room staff whether approved or denied.**
- e. **Should an emergency situation occur and the need of a special visit arise during non-business hours, the Shift Supervisor in consultation with the duty officer, shall coordinate the visit.**
  - (1.) **In such cases, the Shift Supervisor shall write a report of the incident and copy the Assistant Warden and the OSA/designee**

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(2.) If the special visit is approved, the visiting room staff shall place this information into the computer visiting system.

K. CONFIDENTIAL VISITS

1. Confidential visits for an offender and his attorney shall be arranged in accordance with the institutional services procedure on access to attorneys and courts.
2. Confidential visits for an offender and outside law enforcement agencies shall be arranged in accordance with departmental procedure on investigation unit and responsibilities.
3. Confidential visits with legislators shall be arranged through the CAO or designee.
4. All other confidential visits shall 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, shall be documented on the special visit request form and in the department computer system.

**\*\*\*SOP: Confidential visits with attorney or outside agency personnel shall be arranged through the Assistant Warden.**

- a. **The Assistant Warden shall review the 931-0276 Special Visit Request form with the information received from the attorney, law enforcement personnel, or outside agency personnel making the request. Requests for visits shall be in writing on appropriate letterhead, FAX copies may be accepted.**
- b. **The request for a confidential visit must originate from the outside party and not the offender.**
- c. **Confidential visits may be conducted in the conference room located inside the visiting area or other areas as approved by the CAO.**
- d. **The special visit request form shall be entered into the computer visiting system after the request is approved.**
- e. **The request shall then be distributed and filed as indicated on the form.**

**\*\*\*SOP: When law enforcement and court personnel appear at TCC to serve court documents to offenders:**

- a. **Whether the staff receives advanced notice or not, they shall remain courteous, professional and make every effort to ensure the offender is brought to the process server as rapidly as possible. Offenders do not have the option of refusing to be served.**
- b. **During business hours, calls from law enforcement and court personnel wishing to serve documents to offenders at TCC shall be directed to the Assistant Warden or other member of administration. During non-business hours these calls shall be directed to the Shift Supervisor.**



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- c. **When supervisory staff are notified that law enforcement or other authorized process servers wish to serve documents to offenders, they shall ensure that the offender(s) to be served is located and escorted to the Visiting Room at the specified time.**
  - d. **If there is sufficient time, a call-out (appointment notice) should be placed with Control Center to ensure the offender(s) is in the institution and available at the date and time the process server is expected to arrive.**
  - e. **The Visiting Room shall be the primary location to conduct the serving of the court documents. The parole hearing room may also be used if visitation is in progress. If neither of these locations is available, the serving process may be conducted in the air lock adjacent to the Control Center.**
  - f. **It shall not be necessary for law enforcement or other authorized process servers to have a memo on file from the TCC administration to allow them into the institution to conduct their duties. Once their identity is established, they may be allowed inside with a TCC staff member escort.**
  - g. **While serving documents on the offender(s), process server may also retain possession of any radios, phones, etc. that they may have. Firearms, knives, or other weapons, however, should be secured in their vehicles.**

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 shall 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 shall send the video to the visiting liaison with a written memo stating it is acceptable.
  - a. The visiting liaison shall 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 shall 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 shall occur in a confidential setting or at a time when other visitors are not present.
    - (2) A visiting room staff member or chaplain shall 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 shall be made to shield the television from other offenders and visitors and the sound shall be maintained at a low level.

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**\*\*\*SOP: The parole hearing room located within the visiting area shall be utilized for viewing such videos.**

- (4) When the viewing is completed, if the visit is to continue, a visiting room officer shall secure the video pending completion of the visit.
- (5) When the visit is completed, the video shall 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 shall make arrangements.
  - (2) When viewed, the visiting liaison shall 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 shall notify the CAO or designee who shall make the final decision.
  - a. The chaplain shall 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 shall maintain a no-contact visiting area.
3. The method in which no-contact visits shall be conducted should be established in SOP.

**\*\*\*SOP: Visiting procedures as outlined in SOP/IS21-1.1 TASC, SOP/IS21-1.2 Administrative Segregation, SOP/IS21-1.3 Protective Custody and SOP/IS21-1.4 Disciplinary Segregation shall be followed if the offender is confined to the segregation unit. Visiting room officers shall escort general population offenders with non-contact visiting restrictions from the search room to the non-contact visiting room. All offenders assigned to the segregation unit shall be on non-contact visiting status and shall be restrained in wrist restraints and waist chains. Leg restraints shall be removed from offenders assigned to segregation before entering the non-contact visiting room. If security concerns**

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dictate, a Shift Supervisor may authorize that the offender remain in leg restraints. General population offenders on non-contact visiting status shall not be restrained. All non-contact visits shall be limited to two hours in length with a maximum of two visitors. Offenders on dry cell status, suicide watch or under special security orders shall not be eligible for visits while on such status without authorization from the CAO.

1. The Administrative Segregation Unit classification staff are to be notified in advance of visits for offenders temporarily located at TCC but who are permanently assigned to other institutions (sleepers). The Functional Unit Manager shall verify that the offender is eligible for a visit and generate documentation to the visiting room staff approving the visit. If the visiting room staff does not have documentation approving the visit, the offender shall not be allowed the visit. All visits for offenders on sleeper status shall be a non-contact.

- a. Offenders assigned to segregation shall 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.
4. Offenders on no-contact visiting status may be permitted, with CAO or designee approval, contact visits with:
  - a. attorneys or their authorized representatives as established in institutional services procedures regarding access to attorneys;
  - b. elected officials, law enforcement, or their authorized representatives; and
  - c. clergy persons or spiritual advisors as established in institutional services procedures regarding clergy persons or spiritual advisor visits.

**\*\*\*SOP: Offenders on non-contact status must be approved for contact visits by the Assistant Warden or higher ranking authority.**

#### N. VISITOR RESTRICTION OF VISITING PRIVILEGES -TRACE TECHNOLOGY SEARCH

1. Visitors may undergo trace technology equipment searches as authorized by the department or division directors in accordance with institutional services procedures regarding searches.
2. Failure to submit to a trace technology equipment search shall be documented and result in a no-contact visit, if space is available.
3. Unconfirmed positive tests shall not result in a visiting restriction.
4. Confirmed positive tests shall result in a no-contact visit, if space is available.
5. Future visitation privileges shall not be restricted or limited by confirmed positive trace technology equipment searches.
6. All visiting restrictions shall be entered into the department computer system.
7. When a confirmed positive test occurs, the investigation unit shall be notified.

- a. SOP shall establish specific notification processes.

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: Any visit may be terminated by the Shift Supervisor on the basis of cause. If deemed necessary, the Shift Supervisor may contact the duty officer for final determination. The Shift Supervisor shall submit a report to the Assistant Warden specifying the visitor, offender and reason for denial/termination, with a copy to the offender's classification file.**

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;

**\*\*\*SOP: TCC Visiting Room Rules (Reference).**

- 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, shall 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 shall 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 shall update information in the department computer system.
  - c. The deputy division director shall 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 shall not be permitted to visit and shall not be approved for visiting status at another facility.
5. At the conclusion of the suspension, the visitor may reapply for visiting privileges.

**IV. REFERENCES:**

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

**\*\*\*SOP REFERENCES:**

**S. TCC Visiting Room Rules**

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

- A. Original Effective Date: July 5, 2002
- B. Revised Effective Date: March 26, 2003
- C. Revised Effective Date: March 19, 2004
- D. Revised Effective Date: April 1, 2004
- E. Revised Effective Date: January 15, 2007
- F. Revised Effective Date: September 23, 2007

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- 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 HISTORY:**

- A. Original Effective Date: April 1, 1995;
- B. Revised Effective Date: August 15, 1996
- C. Revised Effective Date: August 3, 1998.
- D. Revised Effective Date: August 25, 1999
- E. Revised Effective Date: January 1, 2000
- F. Revised Effective Date: February 1, 2001
- G. Revised Effective Date: May 3, 2002
- H. Revised Effective Date: July 5, 2002
- I. Revised Effective Date: October 4, 2002
- J. Revised Effective Date: November 20, 2002
- K. Revised Effective Date: March 25, 2003
- L. Revised Effective Date: July 18, 2003
- M. Revised Effective Date: August 25, 2003
- N. Revised Effective Date: September 24, 2003
- O. Revised Effective Date: November 3, 2003
- P. Revised Effective Date: January 27 2004
- Q. Revised Effective Date: March 19, 2004
- R. Revised Effective Date: April , 2004
- S. Revised Effective Date: June 16, 2004
- T. Revised Effective Date: June 15 2005
- U. Revised Effective Date: July 8, 2005
- V. Revised Effective Date: March 15 2006
- W. Revised Effective Date: October 27, 2006
- X. Revised Effective Date: January 15, 2007
- Y. Revised Effective Date: May 7, 2007
- Z. Revised Effective Date: January 6, 2008
- AA. Revised Effective Date: February 1, 2008
- BB. Revised Effective Date: March 31, 2008
- CC. Revised Effective Date: January 5, 2009
- DD. Revised Effective Date: March 19, 2010
- EE. Revised Effective Date: September 06, 2010
- FF. Revised Effective Date: October 30, 2010
- GG. Revised Effective Date: January 14, 2011
- HH. Revised Effective Date: January 27, 2011
- II. Revised Effective Date: July 03, 2012
- JJ. Revised Effective Date: October 1, 2014
- KK. Revised Effective Date: January 15, 2012
- LL. Revised Effective Date: March 25, 2015
- MM. Revised Effective Date: March 31, 2015
- NN. Revised Effective Date: May 6, 2016
- OO. Revised Effective Date: December 13, 2016
- PP. Revised Effective Date: April 23, 2017
- QQ. Revised Effective Date: June 16, 2017
- RR. Revised Effective Date: July 6, 2018
- SS. Revised Effective Date: October 2, 2019

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- TT. Revised Effective Date: November 28, 2020**
  - UU. Revised Effective Date: April 21, 2022**
  - VV. Revised Effective Date: June 02, 2022**