

 <p>ARIZONA DEPARTMENT OF CORRECTIONS</p> <p>DEPARTMENT ORDER MANUAL</p>	<p>CHAPTER: 900</p> <p>INMATE PROGRAMS AND SERVICES</p>	<p>OPR:</p> <p>OPS</p>
	<p>DEPARTMENT ORDER: 911</p> <p><b><i>INMATE VISITATION</i></b></p>	<p>SUPERSEDES:</p> <p>DO 911 (04/21/08)</p>
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## PURPOSE

This Department Order establishes procedures authorizing family members and others to visit inmates for the purpose of maintaining family and community ties.

The above *Substantive Policy Statement* is advisory only. A *Substantive Policy Statement* does not include internal procedural documents that only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules made in accordance with the Arizona Administrative Procedure Act. If you believe that this *Substantive Policy Statement* does impose additional requirements or penalties on regulated parties you may petition the agency under Arizona Revised Statutes section 41-1033 for a review of the statement.

## RESPONSIBILITY

Except where noted, the Warden, unit Deputy Wardens, or the Associate Deputy Warden/Deputy Warden for Contract Beds, possess discretionary authority and shall be responsible for the management of Visitation in their area. Specific responsibilities include:

- Screening and approval of visitors.
- Placement of inmates into Non-Contact Visitation.
- Suspension of visits.
- Approval of special circumstance visitation.

## APPLICABILITY

This Department Order applies to all Department Prisons. Visitation for inmates assigned to Contract Beds shall be in compliance with this Department Order and any applicable Department contract.

## PROCEDURES

**911.01 VISITATION APPLICATION PROCESS** - Persons with a disability may request reasonable accommodation, e.g., a sign language interpreter, in accordance with Department Order #108, Americans with Disabilities Act (ADA) Compliance, by contacting the Department. Requests should be made as early as possible to allow time to arrange the accommodation.

### 1.1 Initial Processing

- 1.1.1 During intake processing, every newly committed inmate shall complete and submit a Visitation List, Form 911-1, to the designated staff. Inmates are permitted to have a maximum of 20 approved visitors on their Visitation List.
- 1.1.2 The submitted Visitation List shall list the full name, date of birth, address, phone number and relationship of each potential visitor.
- 1.1.3 Persons wishing to visit an inmate may complete and submit the Application to Visit an Inmate form on line at [www.azcorrections.gov](http://www.azcorrections.gov), or print, complete and mail the form as outlined in 1.1.3.3 of this section. In Contract Bed facilities or institutions not listed on the website as able to receive the electronic form the inmate shall be responsible for mailing an Application to Visit an Inmate, Form 911-4, to each person listed on the Visitation List.

- 1.1.3.1 Inmates shall be responsible for postage expenses associated with mailing the applications.
- 1.1.3.2 The Department shall pay the postage for mailing applications for all inmates verified as indigent by the appropriate Business Office.
- 1.1.3.3 All applications shall be legible, fully completed, signed by the potential visitor, and returned by 1<sup>st</sup> class mail to the unit where the inmate is assigned. Applications for minors shall be signed by the minor's parent or guardian.
- 1.1.4 Former Department employees:
  - 1.1.4.1 Shall be prohibited visitation with an inmate for a period of two years from the date of separation of employment, except when the inmate is an immediate family member or relative.
  - 1.1.4.2 Employees terminated or who resigned while under investigation for inappropriate behavior with an inmate are ineligible to visit any inmate for a period of five years from the date of separation from employment.
  - 1.1.4.3 Employees terminated or who resigned while under investigation for possession and/or introduction of contraband are permanently ineligible to visit any inmate.
- 1.2 Approval of Visitors - The Warden, unit Deputy Warden or Associate Deputy Warden, or for Contract Beds, the Associate Deputy Warden or Deputy Warden for Contract Beds, shall approve visitation for inmates assigned to the unit.
  - 1.2.1 An improper and/or incomplete visiting application shall be returned to the person submitting the application. The potential visitor shall have an opportunity to properly complete the returned visitor application(s) and return it through 1<sup>st</sup> class mail to the unit where the inmate is assigned.
  - 1.2.2 All visitor applications shall be forwarded to the receiving unit when an inmate is transferred.
  - 1.2.3 All visitor applications not received directly from the applicant through 1<sup>st</sup> class mail shall be denied.
  - 1.2.4 Staff shall verify the accuracy of all information provided on each visitor application submitted. A complete criminal history background check of all potential visitors, including infants and minors, using the Arizona Criminal Information Center/National Crime Information Center (ACIC/NCIC) system, shall be completed prior to submitting the application to the approving authority for final approval/disapproval of the visitation.
    - 1.2.4.1 All minors and infants shall be run through the ACIC/NCIC Wants and Warrants and Missing Persons data bases. Minors, ages 7 – 17, shall also be run through the Juvenile Online Tracking System (JOLTS).

- 1.2.4.2 All minors, or their parent or guardian, shall submit a copy of their birth certificate for review. The copy shall be retained on file for future reference.
  - 1.2.5 All Process Servers shall undergo a complete criminal history background check, using the ACIC/NCIC system, prior to approval being granted by the institution's Chief of Security, or, if applicable, the Deputy Warden for Contract Beds, to permit the process server access to the facility and/or inmate.
  - 1.2.6 A properly completed visitation application shall be processed and approved or denied within 60 days of receipt. If the visitation application cannot be finalized within this time frame, written notification explaining the delay, shall be provided the applicant within three work days after the expiration period.
  - 1.2.7 Approved minors, including the inmate's natural, step or adopted children, shall be permitted to visit when accompanied by an approved adult listed on the inmate's Visitation List, unless the inmate has lost or forfeited parental rights, or the minor is the victim of a crime perpetrated by the inmate. (See section 911.01, 1.4.1.2).
    - 1.2.7.1 A notarized letter from the parent or legal guardian, authorizing the visit, is required if the minor is escorted by someone other than a parent or legal guardian.
    - 1.2.7.2 Both the minor and the accompanying adult shall be listed on the inmate's approved visitation list prior to the visit.
    - 1.2.7.3 A copy of the minor's birth certificate is required to be on file prior to the visit.
    - 1.2.7.4 In instances where documented proof of the minor's legal marriage to the inmate is presented, the minor shall not require supervision by a parent or legal guardian.
  - 1.2.8 Visitors shall be approved for only one inmate's Visitation List. A person shall be permitted visitation with only one inmate, unless the person is an immediate family member to other inmates incarcerated in the Department's institutions. The person may be approved and placed on the approved Visitation List of each inmate verified as an immediate family member.
  - 1.2.9 A copy of all decisions related to visitation authorizations shall be retained in the inmate's visitation file.
  - 1.2.10 A current Visitation List for each inmate shall be maintained at the assigned unit and updated weekly, if necessary.
  - 1.2.11 Each inmate shall initially be provided a copy of the approved Visitation List. After authorized changes have been entered by staff, an updated copy of the visitation list shall be provided to the inmate in a timely manner.
- 1.3 Processing Visitation Applications - Visitation Staff shall:
- 1.3.1 Stamp the reverse side of the application "RECEIVED," including the date of receipt.

- 1.3.2 Compare the applicant's name against the submitted visitation list to ensure the potential visitor is identified on the inmate's visitation list.
  - 1.3.2.1 If an applicant is not identified on the inmate's visitation list, staff shall provide written notification to the inmate that an Application to Visit an Inmate has been received, but cannot be processed until a change is made to his/her visitation list.
  - 1.3.2.2 A copy of the notification shall be retained in the inmate's visitation file.
- 1.3.3 Initiate a criminal history background investigation for all potential visitors (including minors) by submitting a Criminal History Information Request, Form 121-1, or the ACJIS Information Request List, Form 121-6, to the Arizona Criminal Justice Information System (ACJIS) Terminal Operator.
  - 1.3.3.1 If the criminal history background investigation reveals no criminal history, the ACJIS operator shall record the results on the written request and return it to Visitation staff. The visitation supervisor shall check the ACJIS Information Request List for the clearances, verify the information and sign and date stamp the bottom of the form.
  - 1.3.3.2 If the criminal history background investigation reveals a warrant for arrest, the ACJIS operator shall provide the results to the local Criminal Investigations Unit (CIU) for further investigation. The results of this investigation shall be provided to the Warden or Deputy Warden that requested the background investigation.
  - 1.3.3.3 If the criminal history background investigation reveals a criminal history, the ACJIS operator shall forward all documentation to the Warden, unit Deputy Warden, or for Contract Beds, the Associate Deputy Warden, for review and final decision to approve or deny the application. The Warden, Deputy Warden or Associate Deputy Warden shall:
    - 1.3.3.3.1 Provide a listing of applicants approved for visitation to Visitation Staff.
    - 1.3.3.3.2 Notify Visitation Staff of all persons denied visitation due to criminal history background checks.
    - 1.3.3.3.3 Destroy all ACJIS related documentation after determining action to be taken.
- 1.3.4 Ensure that Criminal history information remains confidential.
- 1.3.5 Ensure that all inmates are provided written notification of all visitation actions. An updated copy of all approved changes to the inmate's visitation list shall be provided. The inmate shall be advised of his or her responsibility to inform the potential visitor of their visitation status.

- 1.3.6 Ensure that potential visitors are provided written notification when visitation is denied.
  - 1.3.6.1 Criminal history background information shall not be included in the written notification.
  - 1.3.6.2 A copy of the written notification shall be retained in the inmate's visitation file.
- 1.4 Denial or Removal of Visitors from Visitation List - The Warden, unit Deputy Warden, or for Contract Beds, the Associate Deputy Warden or Deputy Warden for Contract Beds, shall be responsible for:
  - 1.4.1 Denial of visitation or removal of a person(s) from an inmate's approved Visitation List, when the person:
    - 1.4.1.1 Poses a direct threat to the safety, security and/or orderly operation of the institution.
    - 1.4.1.2 Is the victim of the inmate. A person identified as the victim and who seeks visitation status with the inmate that victimized him/her, shall submit a written request listing the reason(s) for visitation. The entire circumstances shall be reviewed, prior to visitation being authorized. If the victim is a minor, the minor's parent(s) and/or legal guardian shall submit a notarized request listing the reason(s) for visitation. A minor identified as a victim of a sex offense shall not be permitted to visit that sex offender.
    - 1.4.1.3 Is discovered to have a previously undisclosed felony conviction or is convicted of a new felony.
    - 1.4.1.4 Has previously introduced illegal contraband into a correctional/confinement facility.
    - 1.4.1.5 Is listed as an approved visitor on another inmate's visitation list, except as outlined in section 911.01, 1.2.8.
    - 1.4.1.6 Has felony charges or other active warrants pending. The person shall be reconsidered for visitation after the criminal charges/warrants have been resolved, the appropriate documentation submitted, and a review conducted.
    - 1.4.1.7 Provided false information on the visitation application.
    - 1.4.1.8 Is currently suspended at **any** of the Department's institutions.
    - 1.4.1.9 Has been prohibited from visiting pursuant to section 911.06 of this Department Order.
    - 1.4.1.10 Has not been properly cleared due to Department employee(s) failure to follow policy.
  - 1.4.2 Ensuring that inmates are provided written notification of all visitation actions.
  - 1.4.3 Providing written notification of the action taken to any person denied or involuntarily removed from an inmate's approved Visitation List.

## 1.5 Visitation Denial/Removal Appeals

1.5.1 A person appealing the denial or removal of visitation privileges shall submit a written appeal, within 10 work days of the action taken, to the Warden of the institution where the inmate is assigned.

1.5.1.1 For inmates assigned to Contract Beds, the Deputy Warden for Contract Beds shall be responsible for reviewing the appeal and initiating appropriate action.

1.5.2 The Warden or the Deputy Warden for Contract Beds, if applicable, shall be responsible for providing written notification of the outcome of the appeal to the visitor within 10 work days of receipt of the written appeal. Appeal decisions shall be final.

1.5.2.1 When an appeal is denied, the person may not apply for Visitation reinstatement for a period of six months after the date of initial denial or removal action, or until the threat posed by the person ceases to exist.

1.5.2.2 Upheld appeals shall result in visitation being granted or reinstated immediately.

## 1.6 Visitation List Changes

1.6.1 An inmate may request the addition or deletion of approved persons to the Visitation List by submitting a Request to Change Visitation/Telephone Listing, Form 911-3, to Visitation staff.

1.6.2 After an approved person has been entered on an inmate's visitation list, the person shall not be removed by the inmate for a minimum period of 90 days.

1.6.3 A person seeking voluntary removal from an inmate's Visitation List shall submit a notarized request for removal. All voluntary removals shall remain in effect for a minimum of 90 days. The person who was removed shall not be placed on any inmate's visitation list during this period.

1.6.4 All persons under visitation suspension shall require written approval for reinstatement as described in the initial application process.

## 1.7 Visitation Files

1.7.1 Visitation staff shall establish and maintain an inmate visitation file for each inmate assigned to the unit and shall enter all required visitor/visit information in the Adult Information Management System (AIMS.) Each inmate's Visitation File shall contain the following information:

### 1.7.1.1 Section One

1.7.1.1.1 All Background Information Forms.

1.7.1.1.2 A Visitation List.

1.7.1.1.3 Visitation Waiver, Form 911-2 - All waivers.

- 1.7.1.1.4 Request To Change Visitation/Telephone Listing.
- 1.7.1.1.5 All visitation notifications relating to the approval, denial, or removal of visitation privileges.
- 1.7.1.2 Section Two - All completed Applications to Visit an Inmate.
- 1.7.1.3 Section Three
  - 1.7.1.3.1 All copies of inmate marriage certificates.
  - 1.7.1.3.2 All legal guardianship documentation, including notarized correspondence from a parent(s)/legal guardian(s) authorizing a minor to be escorted by another adult to visit an inmate.
- 1.7.1.4 Section Four
  - 1.7.1.4.1 Preliminary Notice of Visitation Suspension, Form 911-5. All copies.
  - 1.7.1.4.2 Documentation for all special circumstance visits.
  - 1.7.1.4.3 Special Visit Request, Form 911-6 - All requests.
  - 1.7.1.4.4 Inmate correspondence regarding visitation.
  - 1.7.1.4.5 Responses to inmate correspondence regarding visitation.
  - 1.7.1.4.6 Information Reports regarding an inmate's visitation.
  - 1.7.1.4.7 All visitor suspension correspondence.
  - 1.7.1.4.8 All inmate non-contact assignment correspondence.
  - 1.7.1.4.9 Visitor medical/special needs information.
- 1.7.2 A daily Visitor Sign-In, Form 911-8, shall be completed for each day visits are conducted. The daily record shall be retained a minimum of 30 days in a separate filing system by the unit.
- 1.7.3 A visitation file shall be established for all inmates, including inmates electing not to participate in visitation activity. The file shall contain all completed inmate Visitation Waivers.
- 1.7.4 Visitation staff shall maintain a permanent record log reflecting receipt and/or transfer of all inmate visitation files.
- 1.7.5 An inmate's visitation file shall be forwarded when the inmate is transferred to another unit. Upon notification, visitation staff shall deliver the visitation file to the institution Offender Information staff, who shall ensure the visitation file is transferred with the inmate.

- 1.7.6 When unforeseen emergency movement of inmates occur, visitation staff shall forward the visitation files to the inmate's receiving unit. This activity shall occur on the first work day following the emergency movement.
  - 1.7.6.1 If an inmate's visitation file was not forwarded with the transferring inmate, the receiving unit shall notify the sending unit, by email or fax, that the file was not transferred. A copy of the notification shall be retained for file.
  - 1.7.6.2 A temporary visitation file for each inmate shall be established when the inmate's permanent file is not available.
  - 1.7.6.3 All persons currently listed on AIMS as approved for visitation may visit the inmate at any Department unit without being subjected to re-qualifying through the Visitation Application process.

## 911.02 VISITATION PROCESS

- 1.1 Visitors shall be required to register by fully-completing the daily Visitor Sign-In at the Visitation Office. Visitors removed from an inmate's visitation list, regardless of reason, are required to reapply with the Visitation Office and shall be required to complete a new Visitor Sign-In or once they are re-approved for visitation as outlined in section 911.01.
- 1.2 Visitation staff shall establish and maintain an AIMS visitation record for each inmate. The record shall contain each visitor's complete name and the date(s) of each visit.
- 1.3 Persons shall be denied visitation at all Department institutions if conditions outlined in section 911.01, 1.4.1.1 through 1.4.1.9, apply.
- 1.4 An inmate may refuse visitation from anyone, except a Department employee conducting official business or a person(s) acting under a court order. An inmate refusing visitation with any other persons shall be required to complete a Visitation Waiver for each instance of refusal.
- 1.5 Inmates may visit, space permitting, with a maximum of six persons at one time, regardless of age, during each visitation. Inmates requesting visitation with more than six persons at one time shall complete a Special Visit Request, in advance of the visit.
- 1.6 Visitors are prohibited from visiting more than one inmate during visitation, unless the other inmate is an immediate family member and the visitor is approved to visit the inmate as outlined in section 911.01, 1.2.8. Nor may inmates visit with another inmate's visitors, unless the inmates are immediate family members of the visitor, and the visitors have been approved to visit both inmates.
- 1.7 Only one group shall sit at a table, except when the Visitation Area is experiencing space shortages. Visitation staff may allow more than one group to occupy a table if it is unlikely to create a problem.
  - 1.7.1 In the event the Visitation Area is at maximum capacity, Visitation staff shall ask visitors, on a voluntary basis, to end their visit. If a sufficient number of visitors fail to volunteer, staff shall terminate visits, beginning with the first visitors processed, until the required seating/space is available for incoming visitors.
    - 1.7.1.1 Visitors shall be permitted a two-hour visitation period prior to termination due to capacity issues.

- 1.7.1.2 The Warden or unit Deputy Warden at remote facilities may alter minimum visitation time standards prior to terminating visits due to capacity issues. All changes to visitation periods shall be written and posted.
- 1.8 Breast-feeding during visitation is an acceptable practice when requested by the mother.
  - 1.8.1 Reasonable accommodation shall be made to provide privacy to the mother and infant in an area near, but separate from, the general visitation area.
  - 1.8.2 If a physically-separate area is unavailable or is not conducive to sound correctional practice, a privacy screen may be utilized within the general visitation area.
  - 1.8.3 For additional information, refer to the Visitation Post Order.
- 1.9 Visitation staff shall terminate visitation when an inmate or visitor becomes unruly and/or disruptive, with authorization from the shift commander, chief of security, or duty officer.
- 1.10 Denial of Entry - Approved visitors shall be denied entry to the unit and/or visitation area, if the person:
  - 1.10.1 Is currently suspended from visiting any Department institution.
  - 1.10.2 Fails to provide proper identification.
  - 1.10.3 Does not meet the Department's dress and/or grooming standards.
  - 1.10.4 Is reasonably suspected of being under the influence of an intoxicant.
  - 1.10.5 Possesses contraband or illegal contraband.
  - 1.10.6 Uses abusive language and/or engages in actions which disrupt the safety, security, and/or orderly operation of the unit.
  - 1.10.7 Is a minor/young child not accompanied by an adult listed on the inmate's approved visitation list.
  - 1.10.8 Is the subject of a Service Dog alert or a positive Ion Scan reading.
- 1.11 Visitor Identification - Adult visitors shall present acceptable evidence of identification upon entering and exiting the unit's visitation processing area.
  - 1.11.1 Identification shall include the visitor's name, a photograph, and date of birth.
  - 1.11.2 Acceptable photographic identification for adult visitors shall include, but is not limited to:
    - 1.11.2.1 Military Identification Card.
    - 1.11.2.2 Passport.
    - 1.11.2.3 Valid state driver's license.

- 1.11.2.4 Official photographic identification cards originating from any state or federal agency, including government employee identification cards and Immigration and Custom Enforcement Agency (ICE) documentation cards.

## 1.12 Conduct in the Visitation Area

- 1.12.1 Inmates and visitors shall conduct themselves in accordance the rules of conduct outlined in section 911.10 of this Department Order.
- 1.12.2 Reporting Misconduct - An Information Report and/or Disciplinary Report, documenting unusual and/or misconduct incidents occurring in the Visitation Area, shall be submitted by the observing staff member(s).
  - 1.12.2.1 Suspensions and appeals due to misconduct shall be handled as described in section 911.06.
  - 1.12.2.2 All violations and warnings shall be noted and entered on the AIMS Offender Comments/Visitation screen on a daily basis.

## 1.13 Allowable Property

- 1.13.1 Visitors shall be permitted only the items listed below in visitation areas. All other items shall remain secured in the visitor's vehicle.
  - 1.13.1.1 Personal identification.
  - 1.13.1.2 Prescription medication, in the original container, and only in a limited amount needed during the visitation period.
  - 1.13.1.3 One unopened package of cigarettes. A flameless electric cigarette lighter shall be located in the designated smoking sections of the visitation area. The lighter shall be protected from the weather and shall be out of children's easy reach. The lighter shall be identified by a sign that includes a warning to keep children away.
  - 1.13.1.4 Possession of coins totaling a maximum of \$20.00 per visitor.
  - 1.13.1.5 One wedding/engagement ring, one religious medallion, one wristwatch and one pair of earrings or two observable body piercing adornments. The visitor shall wear all items brought into visitation throughout the visit.
  - 1.13.1.6 Two vehicle keys or one key and a vehicle remote control entry device.
  - 1.13.1.7 One handheld baby carrier per infant. The carrier shall be subjected to a thorough search prior to entry. Strollers or carriers with wheels shall not be permitted. Toys shall be prohibited, except as outlined in 1.16.2.1.1 through 1.16.2.1.3 of this section.

- 1.13.1.8 One clear plastic diaper bag, per infant, that shall be subjected to a thorough search prior to entry. A diaper bag may contain only the following items:
  - 1.13.1.8.1 Three clear-plastic baby bottles of milk/formula or equivalent size unopened, commercially sealed containers of juice.
  - 1.13.1.8.2 Four small plastic containers of soft food or baby food such as Tupperware containers.
  - 1.13.1.8.3 One diaper for each hour of visitation.
  - 1.13.1.8.4 One unopened container of baby sani-wipes.
  - 1.13.1.8.5 One blanket, measuring no larger than 4' by 4'.
  - 1.13.1.8.6 One small plastic spoon used to feed an infant.
  - 1.13.1.8.7 One baby pacifier.
  - 1.13.1.8.8 One change of baby clothing.
  - 1.13.1.8.9 One baby bib.
  - 1.13.1.8.10 One small tube of diaper rash medication.
- 1.13.2 Inmate permitted items in the visitation area:
  - 1.13.2.1 An inmate is required to wear and provide the Department-issued identification (ID) card at all times, including during the visitation period.
  - 1.13.2.2 An inmate may take in/out of the visitation area the following items only:
    - 1.13.2.2.1 One-wedding/engagement ring, one religious medallion, and a small amount of required medication.
    - 1.13.2.2.2 A locker key or room key, if applicable.
    - 1.13.2.2.3 A reasonable quantity of tobacco products sufficient for the length of the visit. Absolutely no tobacco products shall be permitted to return to the unit from the visitation area.
    - 1.13.2.2.4 One pair of regular prescription eyeglasses or reading eyeglasses. Sunglasses are prohibited unless prescription sunglasses are authorized.
  - 1.13.2.3 An inmate is prohibited from possessing any coins or currency. An inmate shall be permitted to take absolutely no money in or out of the visitation area.

1.13.2.4 Only vending machine items and the permitted tobacco products may be exchanged between an inmate and visitor during visitation. All other exchange of personal property and items is prohibited.

1.13.2.5 With the exception of tobacco products, each visitor shall leave the visitation area with the exact property items possessed at the time the visitor was processed to visit.

1.14 Food and Beverage

1.14.1 Visitors are prohibited from taking any food or beverages into the visitation area, except as outlined in this section and section 911.08 of this Department Order.

1.14.2 Vending machines may be provided for hot/cold beverages and snacks for inmate and visitor convenience in the visitation area.

1.15 Visitor Dress Code

1.15.1 All clothing shall be clean, worn in good repair, be non-offensive, and within the bounds of common decency.

1.15.2 Visitors shall not wear any article of clothing fabricated with spandex-like material or clothing that is orange in color. Sheer, see through and/or open-netted clothing is prohibited.

1.15.3 Visitors are prohibited from wearing any brown-colored clothing that resembles the clothing worn by Department security staff, including khaki-colored clothing, solid light tan or light brown-colored shirts or dark brown-colored pants or slacks.

1.15.4 A visitor who has been determined, during initial registration, not to be in compliance with the Visitor Dress Code shall be given an opportunity to leave the prison grounds and return dressed appropriately, in compliance with the dress code requirements. No additional opportunities to gain compliance shall be extended for that specific visitation day.

1.15.5 The dress code for female visitors (age eight and over) is:

1.15.5.1 Shorts shall be knee length, when standing. Jogging shorts, cut-offs, or hip huggers are prohibited.

1.15.5.2 Skirts and dresses shall be knee length, when standing. Slits in skirts and dresses shall not extend above mid-thigh when seated.

1.15.5.3 Sleeveless tops or dresses; tank, tube, and halter tops; tops that are strapless; tops that allow display of bare midriff; mesh clothing; body suits; and swimsuits are prohibited.

1.15.5.4 Tops of clothing shall be no lower than the person's collarbone in the front and back.

1.15.5.5 Undergarments shall be worn at all times.

1.15.5.6 Shoes shall be worn at all times.

- 1.15.6 The dress code for male visitors (age eight and over) is:
  - 1.15.6.1 Shorts shall be knee length, when standing. Jogging shorts, cut-offs, or hip huggers are prohibited.
  - 1.15.6.2 Shirts shall be worn at all times. Muscle shirts; sleeveless shirts; tank-style shirts; mesh shirts; or shirts that display bare midriff are prohibited.
  - 1.15.6.3 Undershorts shall be worn at all times.
  - 1.15.6.4 Shoes shall be worn at all times.

#### 1.16 Visitation Area Recreational Activities

- 1.16.1 Recreational opportunities for visitors shall be provided in contact visitation areas.
- 1.16.2 In accordance with Department Order #303, Bank Accounts/Petty Cash System, table/board games shall be purchased with available Activities and Recreation Funds.
  - 1.16.2.1 Authorized recreational items are:
    - 1.16.2.1.1 Appropriate board games such as "Candyland," "Chutes and Ladders," "Connect 4," Memory games, Dominos, Scrabble and "Pictionary."
    - 1.16.2.1.2 Simple playing card games such as "Uno," "Racko," "Old Maid," "Skip Bo" and regular playing cards.
    - 1.16.2.1.3 Small simple illustrated children books.
  - 1.16.2.2 Prohibited recreational items include:
    - 1.16.2.2.1 Any toy or game containing or having any metal or glass pieces as its parts.
    - 1.16.2.2.2 Games that include play/fake currency.
    - 1.16.2.2.3 All stuffed animals, "Nerf-type" sports equipment, and animated books.
    - 1.16.2.2.4 All items designated by the Warden or unit Deputy Warden or where specific written justification for exclusion has been provided.

- 1.17 Visitor Guidelines -To enhance visitation, Attachment C, Visitor Guidelines, provides basic information concerning proper identification and dress code requirements, searches, allowable property and visitor conduct. A duplex-sided copy of the attachment shall be made available to all inmates and visitors. Inmates are responsible for providing a copy of the attachment to prospective visitors when mailing the Application to Visit an Inmate.

**911.03 SEARCHES**

1.1 Visitor Searches - All visitors, their personal possessions, and vehicles are subject to search by one or more of the methods listed below.

1.1.1 All visitors and their possessions are subject to physical search by staff, electronic metal detection devices, barrier sniff screening (Narcotics Detection) by a Department Service Dog, and/or Ion Scanning.

1.1.1.1 All visitors and their possessions shall successfully pass scanning by electronic detection devices/equipment.

1.1.1.1.1 All visitors shall remove their shoes. All shoes shall be passed through and clear the metal detector and shall be physically inspected/searched before returning to the visitor. Special attention shall be paid to athletic shoes worn by visitors, inspecting the inner sole and heel of the shoe to ensure no contraband is concealed.

1.1.1.1.2 If a visitor does not pass the scan, they will be notified they can return to their vehicle and remove any objects which may alert the scanner and return to pass through the electronic metal detector a second time.

1.1.1.1.3 If they do not clear the electronic metal detector on the second attempt, staff may elect to hand wand the area activating the electronic metal detector.

1.1.1.1.4 If they do not clear the electronic metal detector after hand wand, they will be asked to leave the facility and not accessed to visitation for the day.

1.1.1.1.5 Under NO circumstances will a minor child (anyone under the age of 18) be searched with a hand wand. If the minor child does not pass the electronic metal detector, the child and accompanying guardian may be allowed to leave and return for a second attempt. If the minor child can not pass the electronic metal detector after the second attempt, they will not be allowed to visit.

- 1.1.1.2 A visitor, with a special medical condition possibly affecting the reading of electronic detection equipment, shall advise Visitation staff prior to undergoing scanning by electronic detection devices/equipment. Examples may include a prosthesis, an embedded metal surgical pin or plate. The visitor shall be required to provide documentation of the existing medical condition prior to the second visit.
- 1.1.2 Visitors refusing to submit to a search shall be denied visitation. The Duty Officer, or in the absence of the Duty Officer, the Shift Commander shall be notified of all Service Dog alerts, positive Ion Scan readings and contraband recoveries.
- 1.1.3 All persons denied visitation shall be required to depart Department property immediately.

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## 1.2 Inmate Searches

- 1.2.1 Prior to entering the visitation area, all inmates shall be thoroughly pat-searched by staff.
- 1.2.2 When reasonable suspicion exists that an inmate may be the recipient of contraband during visitation, a strip search shall be conducted prior to the inmate entering the visitation area to preclude entry of items facilitating the introduction of contraband, including the use of lubricants and balloons.
- 1.2.3 Upon completion of visitation, all inmates shall be strip searched by staff prior to exiting the visitation area and returning to their unit.

## 1.3 Vehicle Searches - All vehicles on Department property are subject to search. The owner/user shall be present during the search.

- 1.3.1 A Service Dog or Ion Scanning shall be deployed to screen the vehicle, when available.
  - 1.3.1.1 All vehicle occupants shall be required to exit the vehicle.
  - 1.3.1.2 If contraband or illegal contraband is detected during the search of a vehicle, staff shall confiscate the item(s). When illegal contraband is detected, the appropriate CIU shall be notified immediately. CIU shall be responsible for determining if local law enforcement is to be notified.
    - 1.3.1.2.1 The person(s) responsible for the illegal contraband shall be denied visitation by the on-site Duty Officer.
    - 1.3.1.2.2 A Preliminary Notice of Visitation Suspension shall be issued to the person(s), pending review by the unit Deputy Warden. The owner/user and the vehicle shall be required to depart Department property immediately.
    - 1.3.1.2.3 All other occupants in the vehicle will be suspended for the day.
  - 1.3.1.3 A Department Service Dog alert or positive Ion Scan reading involving a vehicle in which no contraband is found shall result in all occupants of the vehicle being suspended for the day.
  - 1.3.1.4 In accordance with Department Order #708, Searches, if a visitor is the subject of a Service Dog alert or a positive Ion Scan reading, and extraordinary circumstances exist, the Warden may authorize non-contact visitation for the visitor who is the subject of the alert or the positive reading. Examples of extraordinary conditions include an alert or positive scan on an out-of-state visitor or an individual who is seriously ill or impaired, etc.

1.4 Reporting and Documenting Incidents - An Information Report and all related documents pertaining to the incident shall be completed and forwarded to the unit Deputy Warden. The unit Deputy Warden shall review all information related to the Service Dog alert or positive Ion Scan reading, including Ion Scan printouts, and within five work days, provide the affected person(s) with written notification of the outcome of the review.

1.4.1 All incidents shall be fully-documented on an Information Report.

1.4.2 Circumstances of the incident shall be entered on the appropriate AIMS screen.

#### **911.04 NON-CONTACT VISITATION**

1.1 The unit Deputy Warden shall determine visitation status relative to non-contact visitation. Deciding factors shall include consideration of:

1.1.1 Past behavior of the inmate and/or visitor during visitation.

1.1.2 An inmate's disciplinary record.

1.1.3 Other available information relating to sound correctional practice.

1.2 Non-contact visitation may be imposed:

1.2.1 To maintain the safety, security, and orderly operation of the unit.

1.2.2 For the well-being of visitors, staff, and inmates.

1.2.3 When an inmate is suspected of trafficking in contraband.

1.2.4 For repeated violation of visitation rules.

1.2.5 For purposes of investigation, when a visitor is found to possess a substance believed illicit or unauthorized.

1.2.5.1 Placement on non-contact visitation status, for investigative purposes, shall not exceed 30 calendar days.

1.2.5.2 Final determination that a substance(s) is illicit or unauthorized shall result in an additional suspension of the person(s) visitation, in accordance with section 911.06, 1.7 and 1.8.

1.3 An inmate may be placed on non-contact visitation status for suspected drug activity until an investigation has been completed and appropriate disciplinary action taken.

1.3.1 Non-contact visitation for suspected drug activity shall not exceed 30 calendar days.

1.3.2 Should the substance(s) be determined to be illicit or unauthorized, further suspension of visitation shall be enacted in accordance with section 911.06, 1.7 and 1.8.

1.4 An inmate who refuses to provide a urine specimen or whose urine specimen tests positive for drugs shall be placed on Non-Contact Visitation status, regardless of any disciplinary action.

- 1.5 The unit Deputy Warden shall establish a review date for each inmate assigned non-contact visitation status and the date shall be entered in AIMS.
- 1.6 Inmate populations designated for non-contact visitation are:
  - 1.6.1 Special Management Units.
  - 1.6.2 Inmates in or on Detention status.
  - 1.6.3 Reception Centers.
  - 1.6.4 Central Unit - Florence.
  - 1.6.5 Special Management Area - Perryville.
  - 1.6.6 Those in any other status designated by the Warden or unit Deputy Warden.
- 1.7 An inmate shall be provided written notification of placement on non-contact visitation status in a timely manner (See Attachment A.)
  - 1.7.1 The written notification shall contain a statement advising that the inmate has 14 calendar days to provide information, which may impact the decision, to the unit Deputy Warden.
  - 1.7.2 Inmates assigned to a unit identified in 1.6.1 through 1.6.6 of this section shall not receive written notification of placement on non-contact visitation status.
- 1.8 An inmate placed on non-contact visitation status shall remain on that status until removed by the unit Deputy Warden where the inmate is assigned.
- 1.9 A decision by the unit Deputy Warden for placement into non-contact visitation may be appealed to the Warden within ten work days of the date of the notice. A decision by the Warden is final and cannot be appealed.
- 1.10 Visitation staff shall maintain a record of all inmates designated as non-contact visitation status. The record shall reflect the date of placement on non-contact visitation status for each inmate. Visitation staff shall submit, by the 28<sup>th</sup> day of each month, to the Warden through the chain of command, an informational memorandum listing all inmates currently on non-contact visitation status for the month. Information required includes:
  - 1.10.1 Inmate's full name.
  - 1.10.2 Inmate's Arizona Department of Corrections (ADC) number.
  - 1.10.3 Initial placement date.
  - 1.10.4 Review date.
  - 1.10.5 Status termination date.
  - 1.10.6 Reason or purpose for status.
- 1.11 Visitation staff shall document the non-contact visitation status for each inmate, including appropriate information being entered in AIMS on Offender Comments and Visitation screens.

- 1.12 All non-contact visitation is subject to space limitations, and prior reservations are required. The location and duration of the visitation shall be determined by the unit Deputy Warden.

## 911.05 SPECIAL CIRCUMSTANCE VISITATION

- 1.1 Hospitalized Inmates - Visits for hospitalized inmates shall be permitted when specifically authorized, in writing, by the Warden or unit Deputy Warden, with the concurrence of the attending physician and the Facility Health Administrator.
- 1.2 Law Enforcement Visitation - A law enforcement official(s) seeking to interview an inmate on official business shall be required to present proper identification (e.g., badge and identification card) for review by the Criminal Investigations Unit (CIU) staff prior to being granted visitation.
  - 1.2.1 CIU staff shall:
    - 1.2.1.1 Determine and document the purpose of the visit.
    - 1.2.1.2 Provide the law enforcement official(s) with appropriate Departmental policies and procedures for review prior to granting visitation to ensure the law enforcement official(s) is knowledgeable and in compliance with Department Orders during the interview process, specifically as it relates to providing/supplying an inmate an item(s) not issued or authorized by the Department.
  - 1.2.2 Law enforcement officers serving as routine transportation officers, are exempt from requirements of 1.2.1 through 1.2.1.2 of this section.
  - 1.2.3 Should the Department be a party to a criminal or civil investigation, where a law enforcement official(s) is requesting admittance to conduct interviews with staff and/or inmates, or is requesting access to investigative reports, the official(s) shall be referred to the Department's Inspector General. Interviews shall not be conducted, nor reports released, until the request(s) has been authorized by the Inspector General.
  - 1.2.4 Federal Bureau of Investigation agents, or other federal agency employees requesting visitation for conducting an interview(s) with Department staff or inmates for the purpose of investigating an alleged civil rights violation(s) are required to advise and consult with the Director, pursuant to the United States Code 42, Civil Rights Institutional Persons Act, Sub-chapter 1997b. The agent(s) shall be referred to the Inspector General. Admittance and/or interviews shall not be granted until the request(s) has been authorized by the Inspector General.
- 1.3 Special Needs Inmate Visitation - A special visitation area shall be designated for an inmate with special management needs, such as those inmates assigned to the Department's Reception Centers, the Special Management Units, Death Row, Administrative Detention, Protective Segregation, and Special Programs Unit.
  - 1.3.1 Special Management Units are mandated as non-contact visitation for all visitations.
  - 1.3.2 All inmates pending Protective Segregation classification action shall be closely supervised and physically separated from all other inmate visitation while participating in visitation activities and during escorts to and from visitation.

- 1.4 Religious Visitation - Religious visits shall be conducted in accordance with Department Order #904, Inmate Religious Activities/Marriage Requests.
- 1.5 Department Employee Visitation - Department employees, conducting official business, shall contact appropriate unit staff to schedule a visit with an inmate.
- 1.6 Court Order Visitation - Persons acting under a court order shall contact the appropriate unit staff to arrange/schedule a visit with an inmate. A copy of the court order shall be provided to appropriate unit staff for inclusion in the inmate's Visitation, Institution and Master files.
  - 1.6.1 Court ordered visitation will be facilitated on the 1<sup>st</sup> and 3<sup>rd</sup> Friday of each month.
  - 1.6.2 Department of Economic Security (DES) caseworkers must call the unit where the inmate is assigned to request a visitation time slot at least seven days prior to the Friday visit. DES caseworkers must bring their state identification card (with photo) to gain access to the facility.
- 1.7 Special Visitation - Inmates shall submit a Special Visit Request to their assigned Correctional Officer III at least 15 days prior to the date of the requested visit.
  - 1.7.1 Only the unit Deputy Warden may authorize special visits for:
    - 1.7.1.1 Exceptionally large families to facilitate all members visiting as a group with the inmate.
    - 1.7.1.2 Out-of-state visitors.
    - 1.7.1.3 Visitors unable to visit on a regular basis.
  - 1.7.2 Inmates shall complete a Special Visit Request prior to the visit and the Special visitors shall be required to clear the ACIC/NCIC criminal history background check.
- 1.8 Legal Visits - Legal visits shall be conducted in accordance with Department Order #902, Inmate Legal Access to the Courts. As noted in Department Order #915, Inmate Phone Calls, inmates may include foreign consulates on their Visitation List.
- 1.9 Holiday Visits - Visitation may be scheduled during the normal work week when the following holidays occur during a week day. For information regarding food visits and dates held see Department Order #809, Earned Incentive Program.
  - 1.9.1 New Years Day
  - 1.9.2 Valentine's Day
  - 1.9.3 Mother's Day
  - 1.9.4 Memorial Day
  - 1.9.5 Independence Day (4<sup>th</sup> of July)
  - 1.9.6 Labor Day
  - 1.9.7 Veteran's Day

## 911.06 SUSPENSION OF VISITATION

- 1.1 Cause for suspension includes:
  - 1.1.1 Introduction and/or attempted introduction of contraband or illegal contraband, or discussion of contraband introduction.
  - 1.1.2 Escape, attempted escape, or discussion of escape.
  - 1.1.3 Any action, attempted action, or discussion of action(s) that may jeopardize the unit safety and/or security. This includes infractions of the inmate disciplinary system.
  - 1.1.4 Any criminal activity, attempted criminal activity or discussion of criminal activity.
  - 1.1.5 Any discussion of graphic, detailed descriptions of sexual acts.
  - 1.1.6 Any misconduct, attempted misconduct or discussions of misconduct, as outlined in section 911.02 of this Department Order.
  - 1.1.7 A Service Dog alert or positive Ion Scan reading.
- 1.2 Visitation Suspension Periods (See Attachment B):
  - 1.2.1 Suspension periods for a Service Dog Alert or positive Ion Scan reading are:
    - 1.2.1.1 First Incident - Visitor shall be suspended for the day.
    - 1.2.1.2 Second Incident - Suspension for 30 days and 90 days of non-contact visitation status for the visitor following reinstatement.
      - 1.2.1.2.1 If the visitor visits more than one inmate, the non-contact visitation shall also apply to visits with other inmates.
      - 1.2.1.2.2 When a non-contact status visitor visits and inmate, the visit shall be non-contact, even if an inmate's other approved visitors are present.
    - 1.2.1.3 Third Incident - Suspension for 90 days and 180 days of non-contact visitation status for the visitor if visitation privileges are reinstated.
    - 1.2.1.4 Fourth Incident - Suspension for one year and indefinite non-contact visitation status for the visitor if visitation privileges are reinstated.
  - 1.2.2 Suspension periods for possession of contraband and/or violation of standards of behavior are:
    - 1.2.2.1 First Incident - Suspension for a 90 days and 180 days of non-contact visitation status for the visitor following reinstatement.
    - 1.2.2.2 Second Incident - Suspension for 180 days and one year of non-contact visitation status for the visitor following reinstatement.

- 1.2.2.3 Third incident - Suspended indefinitely and indefinite non-contact visitation for the visitor if visitation privileges are subsequently reinstated. The Warden or unit Deputy Warden may impose permanent suspension of visitation.
- 1.2.3 Suspension period for possession of illegal contraband. Suspension for 180 days, minimally, and one year of non-contact visitation status for the visitor if visitation privileges are subsequently reinstated. Indefinite suspension and/or non-contact visitation status for the visitor may be considered based on the circumstances and type of illegal contraband detected.
- 1.3 Visitor appeals relating to visitation suspensions shall be addressed to, reviewed by, and decided by the Warden and not be a designee. The Warden shall forward the appeal to the appropriate Regional Operations Director for review. The Regional Operations Director's decision is final.
- 1.4 Inmate visitation suspensions may be addressed through the inmate disciplinary system. Inmate appeals involving visitation suspensions may be addressed through the inmate disciplinary system appeals process.
- 1.5 Suspension of a person(s) visitation privileges shall also result in that person's telephone privileges being suspended. Suspension of visitation and telephone privileges shall be handled in the same manner.
  - 1.5.1 When the telephone number of a suspended telephone call recipient is the same as another approved person, the unit Deputy Warden or designee may permit an inmate to call the person not under suspension at that number, provided that person is an immediate family member.
- 1.6 The visitor may submit a written statement to the Warden or unit Deputy Warden for review within five work days of the incident.
- 1.7 After reviewing all available information, the Warden or Deputy Warden shall determine appropriate action based on the specific circumstances and/or types of contraband detected.
- 1.8 A suspension may be extended, based on the issues and circumstances related to the incident. For standards of behavior, refer to Department Order #915, Inmate Phone Calls.
- 1.9 Visitation and/or telephone privileges may be reinstated at the completion of the person's suspension period. A new visitation application shall be completed and shall be approved by the Warden or unit Deputy Warden prior to reinstatement.

## **911.07 SECURITY REQUIREMENTS**

- 1.1 The Warden or unit Deputy Warden at any Department facility may suspend all visitation activities upon determining the safety, security, and/or orderly operation of the unit is jeopardized.
- 1.2 Physical Security Requirement - The Warden and unit Deputy Warden shall ensure:
  - 1.2.1 Visitation areas and buildings conform to physical security, access controls and security supervision consistent with the control needs of the inmate population of the unit being served.

- 1.2.2 Sufficient security staff is assigned to ensure the safe, secure and orderly operation of each visitation area.
- 1.2.3 40 hours of formalized, on-the-job training, including 16 hours of AIMS computer training, is provided to staff newly-assigned as a Visitation officer.
- 1.3 In visitation areas where contact visitation occurs, the inmate and visitor restrooms shall be equipped with exterior locking mechanisms at the discretion of the Warden or unit Deputy Warden. Visitation staff shall control access to the restrooms.
- 1.4 Shift Commanders shall tour the visitation area, minimally once per shift during scheduled visiting hours.
- 1.5 On-site duty officers shall conduct a tour of the visitation area, at least once during scheduled visiting hours.
- 1.6 Computer terminals shall be secured from both public and inmate access. Visual display monitors at the visitation registration offices shall be located and positioned to preclude viewing by inmates and/or visitors.

**911.08 VISITATION PRIVILEGES – REGULAR, HOLIDAY AND FOOD VISITS** - This section establishes procedures for the provisions of an inmate’s earned incentive plan based on the inmate’s Earned Incentive Program Phase and custody level as outlined in Department Order 809, Earned Incentive Program.

- 1.1 Visitation periods will be in four-hour blocks each weekend, starting at 8:00 A.M. to 12:00 P.M. and 12:00 P.M. to 4:00 P.M. Frequencies for regular visitation, holiday visitation and food visitation will be based on the inmate’s Phase level as outlined in this section.
- 1.2 Food for the food visitation will be provided by the inmate’s visitors (home cooked or family purchased), for all inmate custody levels except Maximum Custody, and on the approved holiday food visits according to the inmate’s Phase. See Department Order #809, Earned Incentive Program, for holiday visitation hours and restrictions.
- 1.3 Maximum Custody Inmates - Maximum custody inmates shall be allowed to visit a maximum of one, 2-hour block per week. Visitation shall be by appointment only. All maximum custody inmate visitations shall be for one block, and is always non-contact, regardless of what phase the inmate is in.
- 1.4 Close Custody Inmates - See Department Order #809, Earned Incentive Program, Attachment B, for information regarding food visits for inmate in Close Custody.
  - 1.4.1 Phase 1 - Close custody inmates shall be allowed to visit one block per week.
  - 1.4.2 Phase 2 - Close custody inmates shall:
    - 1.4.2.1 Be allowed to visit two blocks per week.
    - 1.4.2.2 Be allowed food visitation on the following two holidays:
      - 1.4.2.2.1 Mother’s Day.
      - 1.4.2.2.2 Labor Day.
  - 1.4.3 Phase 3 - Close custody inmates shall:

- 1.4.3.1 Be allowed to visit three blocks per week.
- 1.4.3.2 Be allowed food visitation on all the following recognized holidays:
  - 1.4.3.2.1 Valentine's Day.
  - 1.4.3.2.2 Mother's Day.
  - 1.4.3.2.3 Labor Day.
  - 1.4.3.2.4 Veteran's Day.

1.5 Medium Custody Inmates

- 1.5.1 Phase 1 - Medium custody inmates shall be allowed to visit one block per week.
- 1.5.2 Phase 2 - Medium custody inmates shall:
  - 1.5.2.1 Be allowed to visit three blocks per week.
  - 1.5.2.2 Be allowed food visitation on the following two holidays:
    - 1.5.2.2.1 Mother's Day.
    - 1.5.2.2.2 Labor Day.
- 1.5.3 Phase 3 - Medium custody inmates shall:
  - 1.5.3.1 Be allowed to visit four blocks per week.
  - 1.5.3.2 Be allowed food visitation on the following recognized holidays:
    - 1.5.3.2.1 Valentine's Day.
    - 1.5.3.2.2 Mother's Day.
    - 1.5.3.2.3 Labor Day.
    - 1.5.3.2.4 Veteran's Day.

1.6 Minimum Custody inmates

- 1.6.1 Phase 1 - Minimum custody inmates shall be allowed to visit one block per week.
- 1.6.2 Phase 2 - Minimum custody inmates shall:
  - 1.6.2.1 Be allowed to visit three blocks per week.
  - 1.6.2.2 Be allowed food visitation on the following two holidays:
    - 1.6.2.2.1 Mother's Day.
    - 1.6.2.2.2 Labor Day.
- 1.6.3 Phase 3 - Minimum custody inmates shall:

- 1.6.3.1 Be allowed to visit four blocks per week.
- 1.6.3.2 Be allowed food visitation on the following recognized holidays:
  - 1.6.3.2.1 Valentine's Day.
  - 1.6.3.2.2 Mother's Day.
  - 1.6.3.2.3 Veteran's Day.
  - 1.6.3.2.4 Labor Day.
- 1.7 Food Visit Regulations – Families shall provide all food for the food visits, either home cooked or purchased by the family.
  - 1.7.1 No beverages shall be allowed into visitation on food visit days. Beverages may be purchased as normal inside of visitation.
  - 1.7.2 All food containers and utensils, per group, must fit into one ice chest/container, which shall be no larger than 25-quart size.
  - 1.7.3 No more than two different groups of visitors may visit the same inmate at the same time and no more than two different ice chests/containers may be with an entire group of visitors during the visit.
  - 1.7.4 Permissible food items shall be pre-cooked and/or properly prepared prior to arrival, wrapped in plastic or wax paper, or stored in a plastic see-through container.
  - 1.7.5 No food shall be cut on site. All food must cut and pre-packaged into serving portions prior to arrival.
  - 1.7.6 Allowable items are as follows:
    - 1.7.6.1 Meat - must be prepared and properly packed prior to entering the unit. Meat shall be deboned, sliced, shredded, diced, or minced.
    - 1.7.6.2 Salad - must already have the dressing on it.
    - 1.7.6.3 Vegetables - shall be shredded, sliced, or diced. No corn-on-the-cob, but corn may be brought in a see through plastic container.
    - 1.7.6.4 Baked potatoes - shall be cut in half prior to entering the unit.
    - 1.7.6.5 Fruits - shall be peeled and quartered/sliced. No whole fruit will be permitted.
    - 1.7.6.6 Pre-cooked casseroles - in serving portions.
    - 1.7.6.7 Tamales - must be husked and cut in half.
    - 1.7.6.8 Bread - must be pre-sliced.
    - 1.7.6.9 Cheese - must be sliced or grated.
    - 1.7.6.10 Tortillas.

- 1.7.6.11 Pre-packaged chips. Must be transferred into a clear plastic container or bag.
- 1.7.6.12 Pie(s) and cake(s) - must be pre-cut into serving portions.
- 1.7.6.13 Ice cream - must be in original sealed/unopened container not to exceed one pint per person.
- 1.7.6.14 Ice - limited to one 8-pound bag.
- 1.7.6.15 Condiments - (salt, pepper, etc....) in pre-packaged, single serving packets.
- 1.7.6.16 Utensils - forks and spoons only; shall be light-weight and disposable (plastic).
- 1.7.6.17 Paper plates and cups only. No Styrofoam
- 1.7.7 Prohibited items are as follows:
  - 1.7.7.1 Glass, metal, or non see-through containers.
  - 1.7.7.2 Appliances of any type.
- 1.7.8 All food not consumed during the visit shall be removed by the visitor.

## 911.09

**OUT-OF-STATE VIDEO VISITS** - This process is applicable only for Arizona inmate being housed out-of-state at contracted facilities for video visits with approved visitors in state.

- 1.1 Location – Any approved visitor may participate in video visitation at either ASPC-Tucson or ASPC-Perryville based on the visitor’s location preference.
  - 1.1.1 All ASPC-Tucson video visits shall be conducted in Building 47, on the Main Prison Complex.
  - 1.1.2 All ASPC-Perryville video visits shall be conducted in the South Lobby, on the Main Prison Complex.
- 1.2 Scheduling
  - 1.2.1 Visitors shall:
    - 1.2.1.1 Schedule a video visit by contacting 520-574-7330, between the hours of 9:00 A.M. and 3:30 P.M. (MST), Friday through Monday, excluding holidays.
    - 1.2.1.2 Specify whether they wish the video visitation location to be conducted at either Perryville or Tucson.
  - 1.2.2 Video visits shall be scheduled for one visit at a time and no more than one week in advance.
    - 1.2.2.1 Visitation sessions shall be scheduled for one 30-minute session.

- 1.2.2.2 Technical difficulties may result in the actual session being less than 30 minutes. Additional or make-up sessions shall be determined on a case-by-case basis and at the sole discretion of the On-Site Duty Officer.
- 1.2.3 Inmates shall be permitted one 30 minute video visit per weekend schedule. At the discretion of the visitation officers, visitation periods may be extended or a second visitation period permitted based on the availability and demand.
- 1.2.4 The Department coordinator shall coordinate the visitation schedule with the respective out-of-state coordinator to ensure that the inmate is advised and will be available for the scheduled visit.
- 1.2.5 The Department coordinator shall e-mail and fax the visitation schedule to:
  - 1.2.5.1 Each video visitation coordinator at the out-of-state facility by Friday of each week.
  - 1.2.5.2 The Complex Visitation Officers at ASPC- Perryville and ASPC-Tucson.
- 1.3 Visitor Dress Code and Behavior – Visitor’s attire and behavioral conduct shall be in compliance with section 911.02 of this Department Order.
- 1.4 Visitation Process
  - 1.4.1 Visitation shall be held on Saturdays, Sundays and designated holidays between the hours of 7:30 A.M. and 3:45 P.M. (MST).
  - 1.4.2 Only visitors on an inmate’s approved visitation list will be authorized to visit.
  - 1.4.3 Visitors shall arrive at Complex Visitation no less than 30 but not more than 45 minutes prior to the scheduled visit for processing.
  - 1.4.4 After completing the sign in process, visitors shall be directed to the Complex Visitation Officer. The Complex Visitation Officer shall ensure visitors:
    - 1.4.4.1 Have been processed through the visitation office.
    - 1.4.4.2 Are authorized to visit.
    - 1.4.4.3 Are appropriately dressed.
    - 1.4.4.4 Are assigned to the corresponding video visitation station as noted on the scheduling roster.
  - 1.4.5 Visits shall be conducted at a visitation station under staff supervision. A maximum of four visitors including children shall be permitted in the booth at one time.
  - 1.4.6 All visits will be 30 minutes in duration, unless otherwise directed by the Warden, Deputy Warden of Operations or the On-Site Duty Officer. In the event the connection is interrupted due to technical difficulties, the visit may be extended the equal amount of time for which the connection was interrupted. (See 1.2.2.2 of this section.)

1.5 Treatment of Equipment

1.5.1 The Complex Visitation Officer shall:

1.5.1.1 Be responsible for all assigned inventorial and capital equipment.

1.5.1.2 Notify his/her first line supervisor upon discovery of missing or broken equipment, and shall submit a work order and information report prior to the end of shift.

1.5.1.3 Maintain a usage log and annotate the condition of equipment at the end of each visitation day.

1.5.2 If a visitor is observed tampering with any part of the video visitation equipment, the visit shall be terminated and the visitor suspended as follows:

1.5.2.1 First offense shall result in a 30-day suspension.

1.5.2.2 Second offense shall result in a 90-day suspension.

1.5.2.3 Third offense shall result in an indefinite suspension with a 180-day review.

1.5.2.4 Any damage causing the video visitation equipment to be inoperable by a visitor shall automatically result in an indefinite suspension with a 180-day review.

1.5.2.5 The offending visitors shall be held financially responsible for the cost of all repairs or replacement of damaged equipment.

**911.10 SIGNAGE**

1.1 **SECTION DELETED**

1.1.1 **SECTION DELETED**

1.2 Each visitation room shall prominently post the following rules for visitors and inmates:

1.2.1 Conduct by inmates and visitors shall be quiet and orderly at all times.

1.2.2 Visitors and inmates are responsible for the conduct of young children and minors and shall be required to monitor and exercise proper control of them during the visit.

1.2.3 A brief kiss and/or embrace shall only be permitted at the beginning and end of the visitation period.

1.2.4 Inmates and visitors shall maintain a distance of at least two feet from any fence.

1.2.5 All clothing shall remain properly fastened at all times.

- 1.2.6 Inmates and visitors shall remain in an upright position.
- 1.2.7 Visitors or inmates shall not place their hands inside the other's clothing.
- 1.2.8 The following conduct is prohibited during visitation:
  - 1.2.8.1 Exposing the genitals or breasts.
  - 1.2.8.2 Lying on the floor or ground, upon seats or tables or under tables, or attempting to conceal the visitor and/or inmate from staff.
  - 1.2.8.3 Sitting on a visitor's lap or holding the visitor on the inmate's lap, with the exception of the inmate's young child.
  - 1.2.8.4 Gyrating or thrusting with the pelvic regions, in a standing or sitting position.
  - 1.2.8.5 Sitting with legs entwined or overlapping with another person's legs.
  - 1.2.8.6 Fondling and/or touching the breasts, buttocks, and/or genital area of another person in any manner.
  - 1.2.8.7 Using hostile, vulgar, or profane language, unruly behavior, engaging in activities that disrupt or disturb others, creating loud noises, creating unsanitary conditions, etc. Information detected during the monitoring of an inmate telephone call, relating to misconduct occurring during visitation, shall be documented as outlined in section 911.02, 1.12.2.
  - 1.2.8.8 Straddling bench seats.
  - 1.2.8.9 Parent or legal guardian failing to properly control or accompany minors/young children while on prison property, including parking lot areas, approach walks, lobby areas, restrooms, and visitation areas.
  - 1.2.8.10 Walking side-by-side with arms around the visitor, e.g., arms around waist or shoulders. Inmates may hold one hand of a visitor while walking side-by-side.
  - 1.2.8.11 Inmates and visitors failing to keep their hands visible at all times.
  - 1.2.8.12 Engaging in cuddling activities, laying heads on the shoulders of each other, massaging one another, etc.

## IMPLEMENTATION

The Visitation Schedule shall be posted in the registration, visitation and inmate housing areas.

## DEFINITIONS

**CONTACT VISITATION** - A visit between an inmate and his/her visitor that is conducted under staff supervision in an open area, allowing for limited physical contact and movement within the area.

**CONTRABAND** - Any item considered a detriment to the safety, security, and orderly operation of the unit. Contraband includes, but is not limited to:

- Any item which could be used as an aid to escape.
- Any item which could be used to disguise or alter an inmate's appearance.
- Any item of clothing or other item(s) for personal use or consumption that is not preauthorized through security or the unit's property room.
- Cameras, video, audio or other related equipment.
- The introduction and/or possession of any separate components that may aid in the use of wireless devices and/or multimedia storage devices. This includes, but may not be limited to:
  - Cell phone chargers.
  - Mobile chargers.
  - Cell phone batteries.
  - Any other item that staff reasonably determines may aid in the use of wireless devices and/or multimedia storage devices.

**ILLEGAL CONTRABAND** - Any item, the possession of which in the community or on prison grounds is a felony or misdemeanor, i.e., weapons, explosive devices, drugs, wireless communication devices, multimedia storage devices or other statutorily prohibited item(s).

**INFANT** - A newborn child to 24 months of age.

**MINOR** - A person between 7 and 17 years of age.

**NON-CONTACT VISITATION** - A visit between an inmate and visitor conducted with a barrier between them, thereby preventing any physical contact.

**RELATIVE OR IMMEDIATE FAMILY** - An inmate's spouse; parent or stepparent; grandparent; mother-in-law or father-in-law; sibling; natural, adopted or step child; aunt or uncle; godparent or any other person who had the primary responsibility of raising the inmate in the absence of parents.

**VISITATION LIST** - Each inmate's list of approved visitors, consisting of no more than 20 persons, including immediate family members, other relatives and friends.

**YOUNG CHILD** - A person from birth through six years of age.

{Original Signature on File}

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**Charles L. Ryan**  
**Director**

**ATTACHMENTS**

Attachment A - Sample Letter, Non-Contact Visits  
Attachment B - Visitor Suspension Sanction Chart  
Attachment C - Visitor Guidelines

**FORMS LIST**

911-1, Visitation List  
911-2, Visitation Waiver  
911-3, Request to Change Visitation/Telephone Listing  
911-4, Application to Visit an Inmate  
911-5, Preliminary Notice of Visitation Suspension  
911-6, Special Visit Request  
911-8, Visitor Sign-In

DEPARTMENT ORDER 911  
ATTACHMENT A

ARIZONA DEPARTMENT OF CORRECTIONS

UNIT

DATE:

TO:

FROM: (Unit Deputy Warden)

SUBJECT: NOTIFICATION OF TEMPORARY NON-PUNITIVE ASSIGNMENT TO  
NON-CONTACT VISITATION STATUS PENDING ADMINISTRATIVE REVIEW

In accordance with Department and Institution Orders concerning an incident occurring on (Insert Date), you have been placed on temporary non-punitive, Non-Contact Visitation status. This placement is the result of the following:

**(INSERT SUFFICIENT INFORMATION TO ALLOW FOR A RESPONSE,  
e.g., having marijuana in your possession, using cocaine,....)**

Due to the seriousness the incident posed to the safety, security, and/or good order of the Unit, this temporary status has been imposed pending administrative review.

The administrative review shall include a determination to reinstate, modify, or revoke authorization permitting you to participate in Contact Visitation. You hereby have an opportunity to provide any relevant information which could assist in this decision. This information must be submitted in written form, mailed to this office, in compliance with Department Order #916, Staff/Inmate Communications, and received no later than fourteen (14) calendar days from the date of this memorandum. **Following receipt of your written response to this notice, you will be provided written notice of the decision within 30 days.**

For your information, all Non-Contact Visitation is subject to space limitations and staff availability. It is your responsibility to notify your visitors of your temporary visitation status. Should visitors wish to visit you on this status, please advise them to call your Unit's Visitation Officer, 24-hours-in-advance, for proper scheduling purposes.

A decision regarding Non-Contact Visitation may be appealed to the Complex Warden within ten (10) work days. The decision of the Warden is final.

**DISTRIBUTION:**

Inmate - Original  
Visitation File

**DEPARTMENT ORDER 911  
ATTACHMENT B**

**VISITOR SUSPENSION SANCTION CHART**

	<b>Suspension</b>	<b>Non-Contact</b>
Alert/Ion Scan - First Incident	Visit suspended for that day	N/A
Alert/Ion Scan - Second Incident	30 days	90 days
Alert/Ion Scan - Third Incident	90 days	180 days
Alert/Ion Scan - Fourth Incident	One year	Indefinite

Contraband - First Incident	90 days	180 days
Contraband - Second Incident	180 days	One year
Contraband - Third Incident	Indefinite	Indefinite

Illegal Contraband - First Incident	180 days	One year
Illegal Contraband - Second Incident	Indefinite	Indefinite
Illegal Contraband - Third Incident	Indefinite	Indefinite

**ARIZONA DEPARTMENT OF CORRECTIONS**  
**VISITOR GUIDELINES**

Effective (October 5, 2009)

The following information is intended to serve as a guideline to assist you when visiting an inmate **and is not all-inclusive**. Complete rules and regulations are listed in Arizona Department of Corrections Department Order #911, Inmate Visitation, which may be accessed through the Department's Web Site at [www.azcorrections.gov](http://www.azcorrections.gov) or in the Public Access Manual available in the Prison Administration area, Monday through Friday (holidays excluded), from 7:30 a.m. to 5:00 p.m. Additionally, excerpts of the Department Order are posted at the prison entrance and in the Unit Visitation Areas.

**GENERAL INFORMATION**

All persons, their personal belongings, and vehicles are subject to search while on Department property. Persons refusing to submit to any search will be denied visitation and required to leave Department property immediately and are subject to subsequent suspension. Contraband is not allowed on State property, including but not limited to: weapons or ammunition of any type, illegal drugs or drug paraphernalia, alcoholic beverages (empty or full), ladders, rope, cable, power tools, wire cutters, rakes, etc. Visitors must present photo identification (ID) upon entering the visitation checkpoint. Acceptable forms of ID are: a valid driver's license, a military identification card, a passport, a official photo identification card of any state or federal agency, or Immigration and Naturalization documentation.

**DRESS CODE**

- All clothing shall be clean, worn in good repair, be non-offensive, and within the bounds of common decency.
- Visitors are prohibited from wearing any brown-colored clothing that resembles the clothing worn by Department security staff, including khaki-colored clothing, solid light tan or light brown-colored shirts or dark brown-colored pants or slacks.
- Skirts and dresses shall be knee-length, when standing. Slits in skirts and dresses shall not extend above mid-thigh when seated.
- Shorts shall be knee-length, when standing. Jogging shorts, cut-offs or hip huggers are prohibited.
- Visitors shall not wear any article of clothing fabricated with spandex-like material, or clothing that is orange in-color.
- Sheer, see-through and/or open-netted clothing is prohibited.
- Sleeveless tops/shirts or dresses; tank, tube, and halter tops; tops that are strapless; tops that allow display of bare midriff; mesh clothing; body suits; "muscle" shirts; and swimsuits are prohibited.
- Tops of clothing shall be no lower than the person's collarbone in the front and back.
- Undergarments and shoes shall be worn at all times.

## ALLOWABLE PROPERTY

- Personal identification.
- Prescription medication, in the original container, and only in a limited amount needed during the visitation period.
- One unopened package of cigarettes. A flameless electric lighter shall be located in the designated smoking section of the Visitation Area.
- A maximum of \$20.00 in coins, in a clear plastic bag/container, per visitor.
- One engagement/wedding ring, one religious medallion, one wristwatch and one pair of earrings or two observable body piercing adornments.
- Two vehicle keys or one key and a vehicle remote control entry device.
- Infant items:
  - One handheld baby carrier per infant. Strollers or carriers on wheels will not be permitted.
  - One clear-plastic diaper bag per infant, which may only contain: one diaper for each hour of visitation; one change of baby clothing; one blanket no larger than 4 ft x4 ft.; one unopened container of baby sani-wipes; one small tube of diaper rash medication; one baby bib; one small plastic spoon used to feed an infant; three clear-plastic baby bottles of milk/formula or equivalent-size unopened, commercially-sealed containers of juice; and four small plastic containers of soft or baby food; and one baby pacifier.

## VISITATION CONDUCT

- Conduct by visitors and inmates shall be quiet, orderly and respectful of others; unruly behavior and the use of profanity is prohibited.
- A brief kiss and/or embrace shall only be permitted at the beginning and end of the visitation period.
- Visitors are prohibited from visiting more than one inmate at a time, unless the other inmate is **an immediate family member** and the visitor is on the inmate's approved visitation list.
- The accompanying adult must properly control minor children while on prison property.
- Visitors and inmates shall remain in an upright position at all times.
- Inmates may visit with a maximum of six persons at one time.

The Department recognizes the importance of and encourages maintaining relationships while a person is incarcerated. We ask for and expect your full cooperation in following the above-established visitation rules in order that visitation is a positive and pleasant experience for all concerned.

If you need assistance or clarification pertaining to the Visitation program during your visit, please contact a staff member for assistance.

**ENJOY YOUR VISIT.**