

	<p style="text-align: center;">ARIZONA DEPARTMENT OF CORRECTIONS</p> <p style="text-align: center;">INMATE NOTIFICATION</p>	<p>Notification Number:</p> <p style="text-align: center;">51 – 11</p>
		<p>Issue Date:</p> <p style="text-align: center;">December 21, 2011</p>

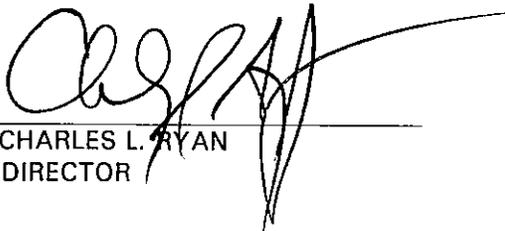
**POSTING NOTIFICATION**

This information is to be posted for a minimum of 30 days in areas accessible to inmates and shall be made available to inmates who do not have access to posted copies. This notification contains changes that are related to inmate issues/concerns only. Attached with this Inmate Notification is a copy of the revised Department Order for review purposes only.

**TO ALL INMATES**

Department Order 911, Inmate Visitation has been revised and will be effective 30 days from the issue date of this Inmate Notification. The significant revisions include:

- Clarifying persons wishing to visit or receive calls from 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 this section.
- Clarifying applications received by mail and on-line for adult visitors shall not be processed until the background check fee is received. If payment is not received within 30 days from the date of receipt of the application, the application will be denied.
- Clarifying denial of visitation or removal of a person(s) from an inmate's approved Visitation List, when the person has not submitted payment within 30 days of receipt of application.
- Clarifying persons denied due to nonpayment may not appeal the decision to the Warden, but may reapply in six months from the date of denial.
- Changing the time frame from "15" to "30" days in advance for inmates to complete a Special Visit Request when requesting visitation with more than six persons at one time.

  
 CHARLES L. RYAN  
 DIRECTOR

 <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><i>INMATE VISITATION</i></p>	<p>SUPERSEDES:</p> <p>DO 911 (02/24/11)</p>
		<p>EFFECTIVE DATE:</p> <p>JULY 20, 2011</p> <p>REPLACEMENT PAGE REVISION DATE:</p> <p>JANUARY 21, 2012</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.

## RESPONSIBILITY

Except where noted, the Warden, unit Deputy Wardens, unit Associate Deputy Wardens, or the 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.

The Department retains the authority to deny any individual visitation privileges. The decision of the parent or legal guardian shall always be the determining factor when rendering a determination to permit a minor's 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, inmates who choose to have visits 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 form.

1.1.2 Inmates who submit a Visitation List shall list the full name and relationship of each potential visitor.

1.1.3 Persons wishing to visit or receive calls from 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 (unless submitted electronically), and returned by mail with the envelope reading "Attention Visitation Officer" or via the internet directly to the unit Visitation Officer where the inmate is assigned. The one-time \$25.00 background check fee shall be mailed in accordance with 1.2.2.1 of this section.
  - 1.1.3.3.1 Applications to visit on behalf of a minor child may only be submitted by a non-incarcerated parent, legal guardian or temporary custodian of that minor child, and when someone other than a parent submits the visitation application, the application shall include documentation from a court establishing legal guardianship and/or temporary custody of the minor child.
  - 1.1.3.3.2 A non-incarcerated parent, legal guardian or temporary custodian of record of a minor child may authorize a third party to accompany and be responsible for the minor child at visitation, as long as that third party has a notarized statement from the non-incarcerated parent, legal guardian or temporary custodian of record and is also an approved visitor.
- 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 or possession and/or introduction of contraband are permanently ineligible to visit any inmate.
- 1.1.5 Former inmates shall be prohibited visitation with an inmate for a period of two years from the date of release, except when the inmate is an immediate family member or relative.
- 1.2 Background Check Fee - A one-time, non-refundable, \$25.00 background check fee must be paid at the time the application is submitted for all adult visitors applying for visitation on or after July 20, 2011. The fee is applicable regardless of the outcome, unless the visitor is exempt from the fee as set forth below in 1.2.1. The Director shall deposit all background check fees into the Department's Building Renewal Fund, established by A.R.S. 41-797.
  - 1.2.1 The following persons are exempt from the one-time \$25.00 background check fee:

- 1.2.1.1 Children under the age of 18.
- 1.2.1.2 Inmates’ attorneys of record and their agents.
- 1.2.1.3 Foster parents or court appointed legal guardians of the inmates’ minor child(ren), as outlined in 1.3.5.2 of this section.
- 1.2.1.4 Persons applying for telephone-only contact.
- 1.2.2 Applications received by mail and on-line for adult visitors shall not be processed until the background check fee is received. If payment is not received within 30 days from the date of receipt of the application, the application will be denied.
  - 1.2.2.1 Money Orders – The Money order must be payable to “Arizona Department of Corrections – Visitation”. The visitor’s name, the inmate’s name and ADC Number must be written in the memo section of the money order. Separate money orders must be completed for each applicant. Money orders shall be sent by mail with the envelope reading “Attention Visitation Officer – Background Check Fee” directly to the unit Visitation Officer where the inmate is assigned. Money orders shall not be accepted in person.
  - 1.2.2.2 Electronic Payment – An electronic payment method is available through the on-line Visitation Application process. Separate electronic payments must be completed for each applicant.
    - 1.2.2.2.1 Should the applicant be denied and the decision appealed, an additional \$25.00 background check fee shall not be imposed, whether the Administrator’s decision is overturned or upheld.
    - 1.2.2.2.2 In the event an inmate recommits and the visitor has previously paid the \$25.00 background check fee, an additional \$25.00 background check fee shall not be imposed.
- 1.2.3 The Visitation Officer shall annotate receipt of payment in AIMS and forward all money orders to the Complex Business Office for processing the same date they are received accompanied by a Visitation Money Order Tracking Log listing all money orders received.
- 1.3 Approval of Visitors - The Warden, unit Deputy Warden or Associate Deputy Warden, Deputy Warden for Contract Beds, or designee shall approve visitation for inmates assigned to the unit.
  - 1.3.1 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 the mail to the unit where the inmate is assigned.
  - 1.3.2 All visitor applications shall be forwarded to the receiving unit when an inmate is transferred.
  - 1.3.3 All visitor applications not received directly from the applicant through the mail or via internet shall be denied.

- 1.4.4 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.
  - 1.4.4.1 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 unit Deputy Warden or unit Associate Deputy Warden shall check the ACJIS Information Request List for the clearances, verify the information and sign and date the bottom of the form.
  - 1.4.4.2 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.
  - 1.4.4.3 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 Deputy Warden for Contracts Beds, for review and final decision to approve or deny the application. The Warden, Deputy Warden or Associate Deputy Warden shall:
    - 1.4.4.3.1 Return approved visitation applications to the Visitation Officer for processing.
    - 1.4.4.3.2 Return all denied visitation applications and copies of denial letters to the Visitation Officer for processing.
    - 1.4.4.3.3 Destroy all ACJIS related documentation after determining action to be taken.
- 1.4.5 Ensure that criminal history information remains confidential.
- 1.4.6 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.
- 1.4.7 Ensure that potential visitors are provided written notification when visitation is denied.
  - 1.4.7.1 Criminal history background information shall not be included in the written notification.
  - 1.4.7.2 A copy of the written notification shall be retained in the inmate’s visitation file.
- 1.5 Denial or Removal of Visitors from Visitation List - The Warden, unit Deputy Warden, unit Associate Deputy Warden, or for Contract Beds, the Deputy Warden for Contract Beds, shall be responsible for:

- 1.5.1 Denial of visitation or removal of a person(s) from an inmate's approved Visitation List, when the person:
  - 1.5.1.1 Poses a direct threat to the safety, security and/or orderly operation of the institution.
  - 1.5.1.2 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.
  - 1.5.1.3 Is discovered to have a previously undisclosed felony conviction or is convicted of a new felony.
  - 1.5.1.4 Has previously introduced illegal contraband into a correctional/confinement facility.
  - 1.5.1.5 Is listed as an approved visitor on another inmate's Visitation List, except as outlined in 1.3.9 of this section.
  - 1.5.1.6 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.
  - 1.5.1.7 Provided false information on the visitation application.
  - 1.5.1.8 Is currently suspended at any of the Department's institutions.
  - 1.5.1.9 Has been prohibited from visiting pursuant to section 911.06 of this Department Order.
  - 1.5.1.10 Has not been properly cleared due to Department employee(s) failure to follow policy.
  - 1.5.1.11 Has not submitted payment within 30 days of receipt of application.
- 1.5.2 Providing written notification of the action taken to any person denied or involuntarily removed from an inmate's approved Visitation List.
  - 1.5.2.1 Persons denied visitation may appeal the decision. Those persons that do not appeal may not apply again for visitation for a period of six months from the date of denial.

## 1.6 Visitation Denial/Removal Appeals

- 1.6.1 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. Persons denied due to nonpayment may not appeal the decision to the Warden, but may reapply in six months from the date of denial.
  - 1.6.1.1 For inmates assigned to Contract Beds, the Deputy Warden for Contract Beds shall be responsible for reviewing the appeal and initiating appropriate action.

1.8.6 When unforeseen emergency movement of inmates occurs, 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.

1.8.6.1 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.

1.8.6.2 A temporary visitation file for each inmate shall be established when the inmate’s permanent file is not available.

1.8.6.3 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.

1.9 Annual Background Review

1.9.1 Visitation staff shall annually:

1.9.1.1 Run all approved adult visitors through the ACIC/NCIC system to determine continued visitation privileges and admittance to ADC institutions. Any criminal or felonious activity, to include warrants deemed to pose a threat to safe, orderly operations of an institution may constitute suspension or denial of visit privileges, as outlined in 1.4.4 of this section.

1.9.1.2 Run all minors and infants 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), as outlined in 1.4.4 of this section.

1.9.2 The ACJIS operator, shall run an annual background report. If a new felony, criminal activity, etc. is discovered, the ACJIS operator shall forward the information to the Unit requesting the annual background. The unit Deputy Warden shall determine if visitation privileges shall continue for the visitor. If there is no new activity from the last annual approval date, visitation privileges shall continue. The same process shall apply for denials/removals of visitation privileges as outlined in 1.4, through 1.6 of this section.

**911.02 VISITATION PROCESS**

1.1 Upon each visit, visitors shall be required to register by fully-completing the daily Visitor Sign-In at the Visitation Office.

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, 1.5.1.1 through 1.5.1.10 of this Department Order, 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. 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 at least 30 days in advance of the visit.
- 1.5 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, 1.3.9 of this Department Order. 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.
- 1.6 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.
  - 1.6.1 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.
    - 1.6.1.1 Visitors shall be permitted a two-hour visitation period prior to termination due to capacity issues.
    - 1.6.1.2 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.
- 1.7 Breast-feeding during visitation is an acceptable practice when requested by the mother.
  - 1.7.1 Reasonable accommodation shall be made to provide privacy to the mother and infant in an area near, but separate from, the general visitation area.
  - 1.7.2 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.
  - 1.7.3 For additional information, refer to the Visitation Post Order.
- 1.8 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.
- 1.9 Denial of Entry - Approved visitors shall be denied entry to the unit and/or visitation area, if the person:
  - 1.9.1 Is currently suspended from visiting any Department institution.
  - 1.9.2 Fails to provide proper identification.
  - 1.9.3 Does not meet the Department's dress and/or grooming standards.

- 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 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 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.
  - 1.5.1 On-site duty officers shall visit satellite units (Florence/Globe, Florence/ Picacho, Winslow/Apache, and Safford/Fort Grant) once each scheduled visitation weekend.
- 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, 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.