

CHAPTER: 900
Inmate Programs and Services

DEPARTMENT ORDER:

911 - Inmate Visitation

**OFFICE OF PRIMARY
RESPONSIBILITY:**

OPS

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ACCESS

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Arizona Department of Corrections Rehabilitation and Reentry



Department Order Manual

A handwritten signature in black ink, appearing to read "David Shinn", is written over a horizontal line.

David Shinn, Director

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EXPECTED PRACTICES

American Correctional Association (ACA) Expected Practices: 5-ACI-2E-03, 5-ACI-7D-14, 5-ACI-7D-15, 5-ACI-7D-16, 5-ACI-7D-17, 5-ACI-7D-19, and 5-ACI-7D-21

PURPOSE

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

APPLICABILITY

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

RESPONSIBILITY

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

PROCEDURES

1.0 VISITATION/PHONE CALL 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 phone calls, in-person visits or video visits shall complete and submit a Visitation List, Form 911-1, and the Family Background, Form 901-1, to the designated visitation staff. Inmates are permitted to have a maximum of 20 approved individuals on their Visitation List form. {5-ACI-7D-14} {5-ACI-7D-15}
- 1.1.2 Inmates who submit a Visitation List shall list the full name and relationship of each potential visitor/phone call recipient.
- 1.1.3 Persons wishing to visit and/or receive telephone calls from an inmate shall complete and submit the Application to Visit an Inmate, Form 911-4, online at <https://corrections.az.gov/>. Persons wishing only to receive telephone calls from an inmate shall complete and submit the Application to Visit an Inmate online at <https://corrections.az.gov/>.

1.1.3.1 The one-time \$25.00 background check fee shall be paid in accordance with section 1.2.

1.1.3.1.1 Applications to visit on behalf of a minor child may only be submitted by a non-incarcerated parent, legal guardian or temporary custodian of record of the minor child and a copy of the minor child's birth certificate and the applicable custody documents must be provided. When someone other than a parent submits the visitation application, documentation from a court documenting legal guardianship and/or temporary custody of the minor child must be provided to the Visitation Office where the inmate is assigned. The minor child's documents must be received within 30 calendar days from the date of the application or the application will be returned to the non-incarcerated parent, legal guardian or temporary custodian of record. An "Unprocessed Application" Letter shall be sent to the applicant.

1.1.3.1.2 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 and private prison employees:

1.1.4.1 Shall be prohibited visitation with an inmate for a period of three years from the date of separation of employment, except when the inmate is an immediate family member or relative.

1.1.4.2 Former employees applying for visits shall be forwarded to the corresponding Complex Warden for further verification to determine if they have been terminated or who resigned while under investigation for inappropriate behavior with an inmate or possession and/or introduction of contraband. Former employees who fall under this criterion 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 for all adult visitors applying for visitation. The fee is applicable regardless of the outcome, unless the visitor is exempt from the fee as set forth below. The Assistant Director for Financial Services shall deposit all background check fees into the Department's Building Renewal Fund, established by Arizona Revised Statute (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). (This will be reviewed if the foster parent or court-appointed legal guardians change.)
- 1.2.1.4 Persons applying for telephone-only contact
- 1.2.2 Applications received electronically for adult visitors or pending applications shall not be processed in ACIS until the background check fee and other required documents are received. The application will remain in the web-based visitation portal as "PENDING REVIEW" and current entries reflecting the application and payment status shall be in the comment box. Staff shall make note of the date the application was submitted. If payment or other required documents are not received within 30 calendar days from the date stated on the application, the application will not be processed and will be returned to the applicant with an "Unprocessed Application" Letter. Staff shall change the status in the web-based visitation portal from "PENDING REVIEW" to "TERMINATED." The web-based portal is equipped with a 90-day hold preventing applicants from sending more than one application, provided that the information matches the applicant's initial application.
 - 1.2.2.1 Electronic Payment – An electronic payment method is available through the on-line Visitation Application process. Separate electronic payments must be completed for each applicant. These payments are made by using JPay, Keefe, or GTL Western Union to the visitation account.
 - 1.2.2.1.1 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.
 - 1.2.2.1.2 In the event an inmate recommits/re-incarcerated/returned to custody 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 ensure the ACIS and web-based system has current entries reflecting the application and payment status.
- 1.3 Approval of Visitors – The Warden, unit Deputy Warden or Associate Deputy Warden, or the Contract Beds Deputy Warden or Associate Deputy Warden shall approve visitation for inmates assigned to the unit.
 - 1.3.1 An improper and/or incomplete visiting application shall not be processed.
 - 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 internet shall be returned marked "unprocessed."

- 1.3.4 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. {5-ACI-7D-14}
- 1.3.5 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).
- 1.3.6 The one-time background check fee will not be applicable to minors. Upon reaching their 18th birthday, an ACIC/NCIC Wants and Warrants check will be run. Minors turning 18 will be required to apply for visitation privileges, and pay the one-time, \$25.00 background check fee.
- 1.3.7 The parent, legal guardian, or temporary custodian of all minor children applying to visit an inmate, shall submit a copy of the minor's birth certificate. Additionally, documentation of legal guardianship and/or temporary custody from adults who are not a non-incarcerated parent of the minor child, shall be submitted in the form of a court order or other legal record from a court of law that establishes the adult's legal responsibility to the minor.
 - 1.3.7.1 Copies of updated guardianship documents from the courts (i.e., temporary custodian of record or documents that require annual reviews from the courts) shall be submitted to the visitation staff once the updated guardianship documents are finalized.
 - 1.3.7.2 Visitation staff shall enter all pertinent information in ACIS, including the expiration date of the guardianship documents. A copy of the documents shall be retained in the inmate's file.
 - 1.3.7.3 If changes in guardianship occur, the new legal guardian must complete and submit the Application to Visit an Inmate form and all required supporting documentation. The application and supporting documents shall be processed following steps described in section 1.4.
- 1.3.8 All Process Servers shall undergo a comprehensive 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 Contract Beds Deputy Warden, to permit the process server access to the facility and/or inmate.
- 1.3.9 A completed visitation application shall be processed and approved or denied within 60 calendar days of receipt of the application background fee, victim's statement (where applicable), and if the applicant is for a minor child, any required supporting documents. If the visitation application cannot be finalized within this time frame, written notification explaining the delay shall be mailed to the applicant within three workdays after the expiration period.
- 1.3.10 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.

- 1.3.10.1 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. A notarized letter from the inmate shall not be accepted.
- 1.3.10.2 Both the minor and the accompanying adult shall be listed on the inmate's approved Visitation List prior to the visit.
- 1.3.10.3 A copy of the minor's birth certificate and all relevant court documents are required to be on file prior to the minor's visit and before the application process is completed.
 - 1.3.10.3.1 Original birth certificates and court documents shall be presented to visitation staff on the minor's first visit to confirm the copies on file are valid.
- 1.3.10.4 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.
- 1.3.11 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, as defined in the Glossary of Terms.
 - 1.3.11.1 A visitor applying to visit multiple immediate family members shall only be required to pay one background check fee. If a visitor is already approved to visit one immediate family member, the Administrator may run an ACIC/NCIC background to determine continuation as an approved visitor.
 - 1.3.11.1.1 If the Administrator discovers a current felony or recent criminal activity which may constitute a denial or a threat to the safe and orderly operation of the institution, the Administrator or designee shall notify the other institution where the visitor is currently approved to determine if the visitor shall continue to be approved as a current visitor. The outcome shall be at the discretion of the Administrators to approve/deny visitation privileges.
- 1.3.12 A copy of all decisions related to visitation authorizations shall be retained in the inmate's Visitation File.
- 1.3.13 A current Visitation List for each inmate choosing to have visits shall be maintained in the Visitation File and scanned to ACIS at the assigned unit and updated as necessary.
- 1.3.14 Each inmate shall be provided a copy of the approved Visitation List.
- 1.4 Processing Visitation Applications – After determining that an application has been properly submitted, visitation staff shall:
 - 1.4.1 Stamp the reverse side of the application "RECEIVED," including the date of receipt.
 - 1.4.2 Verify receipt of application payment in ACIS.

- 1.4.3 Compare the applicant's name and relationship against the submitted Visitation List to ensure the potential visitor is identified on the inmate's Visitation List.
 - 1.4.3.1 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. The inmate has 30 calendar days to provide the change.
 - 1.4.3.2 A copy of the notification shall be retained in the inmate's Visitation File.
- 1.4.4 Request 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, and the Application to Visit an Inmate form to the Arizona Criminal Justice Information System (ACJIS) Terminal Operator. {5-ACI-7D-14}
 - 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 the Criminal History Practitioner section of the Application to Visit an Inmate form, process through the ACJIS dashboard on ACIS and return the documents to the unit Deputy Warden or unit Associate Deputy Warden.
 - 1.4.4.1.1 The unit Deputy Warden or unit Associate Deputy Warden shall review the ACJIS Information Request List for the clearances, verify the information, approve or disapprove the Application to Visit an Inmate, sign and date the bottom of the form, and process it through the Deputy Warden Visitation dashboard on ACIS.
 - 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 unit Deputy Warden, unit Associate Deputy Warden or the Contract Beds Deputy Warden, and process through the Associate Deputy Warden dashboard on ACIS, for review and final decision to approve or deny the application. The unit Deputy Warden shall:
 - 1.4.4.3.1 Process the application through the Deputy Warden dashboard on ACIS and return:
 - 1.4.4.3.1.1 Approved visitation applications to the Visitation Officer for processing.
 - 1.4.4.3.1.2 All denied visitation applications and copies of denial letters to the Visitation Officer for processing.

- 1.4.4.3.2 Destroy all ACJIS related documentation after determining action to be taken.
- 1.4.5 Ensure that criminal history information remains confidential.
- 1.4.6 Prior to approval for phone privileges, verify the accuracy of telephone numbers, individuals and stated relationships listed on the visitation application in accordance with Department Order #915, Inmate Phone Calls.
- 1.4.7 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 to the inmate. The inmate shall be advised of his or her responsibility to inform the potential visitor of his or her visitation status.
- 1.4.8 Ensure that potential visitors are provided written notification when visitation is denied.
 - 1.4.8.1 Criminal history background information shall not be included in the written notification.
 - 1.4.8.2 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 the Contract Beds Deputy Warden or Associate Deputy Warden 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 is seeking visitation status with the inmate who victimized him or her, shall submit a written request listing the reason(s) for visitation/phone calls within 30 calendar days of submitting the application. Upon receipt of the written request, it shall be attached to the application for processing. 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 any 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 1.3.10 of this section.
 - 1.5.1.6 Has felony charges or other active warrants pending.

- 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.
- 1.5.1.10 Has not been properly cleared due to Department employee(s) failure to follow policy.
- 1.5.2 Providing written notification of the action taken to any person denied or involuntarily removed from an inmate's approved Visitation List within 72 hours of entering the denial in ACIS.
 - 1.5.2.1 Persons denied visitation may appeal the decision. Those persons who 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 an appeal in writing or electronically via email, within ten workdays of the action taken, to the Warden of the institution where the inmate is assigned.
 - 1.6.1.1 For inmates assigned to private prison facilities, the Contract Beds Operations Director or Bureau Support Administrator shall be responsible for reviewing the appeal and initiating appropriate action.
 - 1.6.2 The Warden or the Contract Beds Operations Director or Bureau Support Administrator, if applicable, shall be responsible for providing written notification of the outcome of the appeal to the visitor within ten workdays of receipt of the written appeal. Appeal decisions shall be final. A copy of the notification shall be forwarded to the unit visitation staff and placed in the inmate's Visitation File.
 - 1.6.2.1 When an appeal is denied, the person may not apply for Visitation reinstatement for a period of six months after the date of the initial denial or removal action.
 - 1.6.2.2 Upheld appeals shall result in visitation privileges being granted or reinstated immediately. Visitation staff shall send notification of the visitor's restored visitation privileges to the inmate.
 - 1.6.2.3 Final appeal decisions shall not exceed 30 calendar days from the initial date of denial.
 - 1.6.2.4 Upon denying an appeal, ACJIS documents used during the appeal process shall be destroyed immediately after a final decision has been made by the Warden or the Contract Beds Operations Director or Bureau Support Administrator.
- 1.7 Visitation List Changes
 - 1.7.1 An inmate may request the addition or deletion of approved persons to the Visitation List by submitting an Add/Delete Visitation/Telephone Listing, Form 911-3, and the Visitation List, Form 911-1, to visitation staff.

- 1.7.1.1 After authorized changes have been entered in ACIS by staff, a copy of the Visitation List shall be provided to the inmate in a timely manner.
 - 1.7.1.2 Changes to the current Visitation List requested by the inmate can only be made once every 90 calendar days.
 - 1.7.1.2.1 The 90 calendar day restriction applies to the entire Visitation List and not for individual visitors.
 - 1.7.1.2.2 Exception: the inmate receives a new application from an individual not identified on the inmate's Visitation List.
 - 1.7.2 Changes to an approved visitor's address, telephone number, and/or name must be submitted in writing or electronically, to include email, by the visitor. Visitation staff shall verify the telephone number prior to making the change. The inmate may not request a change be made to the visitors address, telephone number, and/or name.
 - 1.7.2.1 The 90 calendar day restriction does not apply to changes requested by an approved visitor.
 - 1.7.3 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 calendar days.
 - 1.7.4 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 calendar days. The person who was removed shall not be placed on any inmate's Visitation List during this period.
 - 1.7.5 All persons under visitation suspension shall reapply for visitation/phone calls once the suspension is completed.
- 1.8 Visitation Files
- 1.8.1 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 ACIS. Each inmate's Visitation File shall contain the following information:
 - 1.8.1.1 Section One
 - 1.8.1.1.1 All Background Information Forms
 - 1.8.1.1.2 A Visitation List shall be scanned to ACIS under the Inmate Visitation Document Management and shall be labeled as 20 List and dated.
 - 1.8.1.1.3 Visitation Waiver Forms – All waivers shall be scanned to ACIS under the Inmate Visitation Document Management and shall be labeled as Visitation Waiver and dated.
 - 1.8.1.1.4 Add/Delete Visitation/Telephone Listing shall be scanned to ACIS under the Inmate Visitation Management and shall be labeled as Add/Delete form and dated.

1.8.1.2 Section Two

- 1.8.1.2.1 All approved Applications to Visit an Inmate form.
- 1.8.1.2.2 Copies of inmate marriage certificates and birth certificates for minor visitors, which shall be scanned to ACIS under the Visitor's Document, Court Document and labeled as marriage or birth certificate, with the inmate's name and ADCRR number.
- 1.8.1.2.3 All Legal Guardianship Documentation – To include, notarized correspondence from a parent(s)/legal guardian(s) authorizing a minor to be escorted by another adult to visit an inmate, shall be scanned to ACIS under the Visitor's Document, Court Document/Notarized Letter labeled with the type of document and minor's name.

1.8.1.3 Section Three

- 1.8.1.3.1 All denied, suspended and inactivated applications, which shall be attached to visitation notifications relating to the denial, suspended, inactivation of the applicant's visitation status, to include visitor suspension correspondences.

1.8.1.4 Section Four

- 1.8.1.4.1 Preliminary Notice of Visitation Suspension, Form 911-5 (all copies)
- 1.8.1.4.2 Documentation for all special circumstance visits shall be scanned to ACIS under the Visitor's Document, labeled as Special visit request and dated.
- 1.8.1.4.3 Special Visit Request form – All requests shall be scanned to ACIS under the Visitor's Document, labeled as Special visit request and dated.
- 1.8.1.4.4 Inmate correspondence regarding visitation – Copies of inmate letters with the responses, from the Securus facility systems communications platform shall be printed and placed in the inmate's Visitation File.
- 1.8.1.4.5 Responses to inmate correspondence regarding visitation – Copies of inmate letters with the responses, from the Securus facility systems communications platform shall be printed and placed in the inmate's Visitation File.
- 1.8.1.4.6 Information Reports regarding an inmate's visitation
- 1.8.1.4.7 Inmate notification of approved visitors
- 1.8.1.4.8 Visitor correspondence requesting a change of name, address or phone number.

- 1.8.1.4.9 All inmate non-contact assignment correspondence
- 1.8.1.4.10 Visitor medical/special needs information shall be scanned under the Visitor Document/Medical Documentation section labeled as medical document with visitor name. Entries regarding medical documentation shall be entered on the alert section of the visitor's profile screen. If the medical document is temporary, staff shall add an expiration date to the alert.
- 1.8.2 A daily Visitor Sign-In, Form 911-8, shall be completed for each day visits are conducted, to include special/legal visits. The daily record shall be retained a minimum of 30 calendar days in a separate filing system by the unit. (Does not apply to video visits.)
- 1.8.3 Visitation staff shall maintain a permanent record log reflecting receipt and/or transfer of all inmate Visitation Files for a period of one year.
- 1.8.4 An inmate's Visitation File shall be forwarded by transportation staff when the inmate is transferred to another unit.
- 1.8.5 When unforeseen emergency movement of inmates occurs, visitation staff shall forward the Visitation Files to the inmate's receiving unit on the first workday following the emergency movement.
 - 1.8.5.1 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 the file.
 - 1.8.5.2 A temporary Visitation File for each inmate shall be established when the inmate's permanent file is not available.
 - 1.8.5.3 All persons currently listed on ACIS as approved for visitation may visit the inmate at any Department unit without being subjected to re-qualifying through the Visitation Application process.
 - 1.8.5.4 If a visitor's application is missing and ACIS documents the visitor as approved, the Visitation Officer shall request that a new application be completed by the visitor prior to allowing visitation entry. The application will be processed as described herein. The visitor will be inactivated only if he or she fails to provide a new application within 30 calendar days of the request.
- 1.9 Annual Background Review
 - 1.9.1 The ACJIS Operator shall annually:
 - 1.9.1.1 Run all approved adult visitors through the ACIC/NCIC system to determine continued visitation privileges and admittance to ADCRR 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.

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).

1.9.2 The ACJIS Operator shall run an annual background report and process the report through the ACJIS dashboard in ACIS. If a new felony, criminal activity, etc. is discovered, the ACJIS Operator shall forward the information through the ACJIS dashboard.

1.9.2.1 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.

2.0 VISITATION PROCESS

2.1 Upon each in-person visit, visitors shall be required to register by fully-completing the Visitor Sign-In at the designated Visitation check in area. Visitation staff shall ensure each form is complete before processing the visitor. {5-ACI-7D-21}

2.1.1 Completed visitor Sign-In forms shall be maintained for a minimum of 30 calendar days in the Visitation Office.

2.1.2 The accompanying visitor shall complete the information and sign the front and back of the form for each minor.

2.2 Visitation staff shall establish and maintain an ACIS visitation record for each visit an inmate receives. The record shall contain each visitor's complete name and the date(s) of each visit. Video visits must be documented in the visitor note section of the visitor's profile screen.

2.3 Persons shall be denied visitation at all Department institutions if conditions outlined in section 1.0, 1.5.1 through 1.5.5.10 apply.

2.4 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 form for each instance of refusal and the Visitation Waiver shall be placed in the inmate's Visitation File and shall be scanned into ACIS.

2.5 Inmates may visit, space permitting, with a maximum of six persons at one time, regardless of age, during each visitation. The number of allowable visitors may be reduced as deemed necessary by the Assistant Director for Prison Operations. Inmates requesting visitation with more than six persons at one time shall complete a Special Visit Request at least 30 calendar days in advance of the visit and submit the form to the assigned CO III/CO IV for processing. {5-ACI-7D-16}

2.5.1 The CO III/CO IV shall process the Special Visit request and submit it to the visitation staff to be processed through ACJIS. After clearance through ACJIS, the Special Visit Request form shall be scanned to ACIS and the CO III/CO IV shall be notified.

2.5.1.1 The Special Visit Request form may contain sensitive information; therefore, the inmate is not authorized to receive a copy of the completed form.

- 2.6 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. Inmates may not 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.
- 2.7 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. {5-ACI-7D-16} {5-ACI-2E-03}
 - 2.7.1 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.
 - 2.7.1.1 Visitors shall be permitted a two-hour visitation period prior to termination due to capacity issues.
 - 2.7.1.2 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.
- 2.8 Breast-feeding during visitation is an acceptable practice when requested by the mother.
 - 2.8.1 Reasonable accommodation shall be made to provide privacy to the mother and infant in an area near, but separate from, the general visitation area.
 - 2.8.2 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.
- 2.9 Visitation staff shall terminate visitation when an inmate, visitor, or their minor children become unruly and/or disruptive and the Shift Commander has been notified, with authorization by the Duty Officer after normal business hours. During normal business hours, the Unit Deputy Warden or Chief of Security can terminate the visit.
- 2.10 Denial of Entry – Approved visitors shall be denied entry to the unit and/or visitation area, if the person:
 - 2.10.1 Is currently suspended from visiting any Department institution.
 - 2.10.2 Fails to provide proper identification.
 - 2.10.3 Does not meet the Department's dress and/or grooming standards.
 - 2.10.4 Is reasonably suspected of being under the influence of alcohol and/or drugs.
 - 2.10.5 Possesses contraband or illegal contraband.
 - 2.10.6 Uses abusive language and/or engages in actions which disrupt the safety, security, and/or orderly operation of the unit.
 - 2.10.7 Is a minor/young child not accompanied by an authorized adult listed on the inmate's approved Visitation List.
 - 2.10.8 Is the subject of a service dog alert, a positive ion scan reading, or fails to clear the metal detector.

- 2.11 Visitor Identification – Adult visitors shall present acceptable evidence of identification upon entering and exiting the unit’s visitation processing area.
- 2.11.1 Identification shall include the visitor's name, a photograph, and date of birth. Visitation staff shall ensure this information is the same as that listed on the visitor’s application and in ACIS.
- 2.11.2 Acceptable photo identification for adult visitors shall include, but is not limited to:
- 2.11.2.1 Military Identification Card
- 2.11.2.2 Passport
- 2.11.2.3 Valid state driver's license
- 2.11.2.4 Official photo identification cards originating from any U.S. state or federal agency, including government employee identification cards and Immigration and Custom Enforcement Agency (ICE) documentation cards - The Department shall not accept consular identification cards issued by a foreign government as a valid form of identification, pursuant to A.R.S. §41-5001.
- 2.12 Conduct in the Visitation Area
- 2.12.1 Inmates and visitors shall conduct themselves in accordance the rules of conduct outlined in section 9.0.
- 2.12.2 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).
- 2.12.2.1 Suspensions and appeals due to misconduct shall be handled as described in section 6.0.
- 2.12.2.2 All violations and warnings shall be noted and entered daily on the appropriate ACIS Offender Comments/Visitation screen.
- 2.13 Allowable Property
- 2.13.1 Visitors shall be permitted only the items listed below. All other items shall remain secured in the visitor’s vehicle or in pay lockers, if applicable. {5-ACI-2E-03}
- 2.13.1.1 Personal identification – For security reasons, personal identification shall be held by the Visitation Office.
- 2.13.1.2 Prescription medication – In the original container and only in a limited amount needed during the visitation period. For safety reasons, prescription medications shall be held by the Visitation Office, with exception to inhalers and nitroglycerin medication in case of emergency.

- 2.13.1.2.1 Visitation staff shall attach the prescription medication to the visitor's Personal Identification and place it in an envelope. Prescription medications shall be kept in a secured location, within the Visitation Office as determined by the Unit administration.
- 2.13.1.3 One unopened package of cigarettes or one e-cigarette - A flameless electric cigarette lighter shall be located in the designated smoking sections of the visitation area, protected from the weather and out of children's easy reach. The lighter shall be identified by a sign that includes a warning to keep children away. E-cigarette accessories (e.g., chargers/e-liquid (vape juices) shall not be permitted.
 - 2.13.1.3.1 Inmates and/or visitors under the age of 21 years are prohibited from smoking.
 - 2.13.1.3.2 Inmates are prohibited from possessing or using electronic smoking devices and related accessories, including but not limited to e-cigarettes, e-cigars, e-pipes, or vapes and vaping paraphernalia.
 - 2.13.1.3.3 Smoking may be prohibited in some visitation areas.
- 2.13.1.4 Coins – Possession of coins totaling a maximum of \$40.00 per visitor.
- 2.13.1.5 Jewelry – 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.
- 2.13.1.6 Keys – Two vehicle keys or one key and a vehicle remote control entry device.
- 2.13.1.7 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.
- 2.13.1.8 One clear plastic diaper bag, per infant – The diaper bag shall be subjected to a thorough search prior to entry. A diaper bag may contain only the following items:
 - 2.13.1.8.1 Baby bottle – Three clear-plastic baby bottles of milk/formula or equivalent size unopened, commercially sealed containers of juice/formula.
 - 2.13.1.8.2 Baby food – Four small clear plastic containers (such as, Tupperware container) of soft food or baby food. Chips, popcorn, and other similar snacks are prohibited.
 - 2.13.1.8.3 Diaper – One diaper for each hour of visitation.
 - 2.13.1.8.4 Sanitary wipes – One clear container or Ziploc bag of baby sanitary wipes.

- 2.13.1.8.5 Blanket – One blanket, measuring no larger than 4' by 4'. The blanket cannot be tan in color.
- 2.13.1.8.6 Spoon – One small plastic spoon used to feed an infant.
- 2.13.1.8.7 Pacifier – One baby pacifier.
- 2.13.1.8.8 Clothing – One change of baby clothing.
- 2.13.1.8.9 Bib – One baby bib.
- 2.13.1.8.10 Diaper rash medication – One small tube of diaper rash medication.
- 2.13.1.9 Female visitors shall be allowed to bring in a sufficient amount of feminine hygiene products (sanitary napkins and/or tampons) to last the visit. These items shall be subject to search prior to entry.
- 2.13.1.10 With the exception of food brought in for food visits, cigarettes, feminine hygiene products, and disposable baby items (diapers, wipes), each visitor shall leave the visitation area with the exact property items possessed at the time the visitor was processed to visit.
- 2.13.2 Inmate permitted items in the visitation area:
 - 2.13.2.1 An inmate is required to wear and provide the Department-issued identification card at all times, including during the visitation period.
 - 2.13.2.2 An inmate may take in/out of the visitation area the following items only:
 - 2.13.2.2.1 One-wedding/engagement ring, one religious medallion, and required medication in an amount sufficient for the length of the visit
 - 2.13.2.2.2 A locker key or room key, if applicable
 - 2.13.2.2.3 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.
 - 2.13.2.2.4 One pair of regular prescription eyeglasses or reading eyeglasses – Sunglasses are prohibited unless prescription sunglasses are authorized.
 - 2.13.2.3 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.
 - 2.13.2.4 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.

2.14 Food and Beverage

- 2.14.1 Visitors are prohibited from taking any food or beverages into the visitation area, except as outlined in this section and section 8.0.
- 2.14.2 Vending machines may be provided for hot/cold beverages and snacks for inmate and visitor convenience in the visitation area.

2.15 Visitor Dress Code

- 2.15.1 All clothing shall be clean, worn in good repair, non-offensive, and within the bounds of common decency.
- 2.15.2 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.
- 2.15.3 Visitors are prohibited from wearing medical scrub clothing to visitation.
- 2.15.4 Visitors requesting to visit in military uniforms shall be permitted to visit in dress uniforms only.
- 2.15.5 Visitors are prohibited from wearing camouflage clothing to visitation.
- 2.15.6 All visitors are prohibited from wearing any clothing that resembles the clothing worn by Department security staff. Visitors are prohibited from wearing any shade of brown, tan, or khaki-colored clothing, such as solid light tan or light brown-colored shirts; or dark brown-colored pants or slacks.
- 2.15.7 If a visitor, upon initial registration, is not in compliance with the Visitor Dress Code, visitation staff shall notify the assigned Duty Officer or the Chief of Security during normal business hours, who will determine if the visitor will be given an opportunity to leave the prison grounds and return dressed appropriately.
- 2.15.8 The dress code for visitors (age five and over) is:
 - 2.15.8.1 Shorts shall be knee length, when standing. Jogging shorts, cut-offs, or hip huggers are prohibited.
 - 2.15.8.2 Skirts and dresses shall be knee length, when standing. Slits in skirts and dresses shall not extend above mid-thigh when seated.
 - 2.15.8.3 Sleeveless tops or dresses; tank/muscle shirts, tube, and halter tops; tops that are strapless; spaghetti straps; tops that allow display of bare midriff; tops that are deeply or narrowly cut in the front or back, or under the arms; mesh clothing; body suits; and swimsuits are prohibited.
 - 2.15.8.4 Tops of clothing shall be no lower than the person's collarbone in the front and back. No cleavage shall be exposed.
 - 2.15.8.5 Undergarments or undershorts shall be worn at all times.
 - 2.15.8.6 Shoes shall be worn at all times; sandals and/or slippers are prohibited.

2.15.8.7 A wig or clip-on hair piece may be worn if medical documentation is provided and justifies the need.

2.15.8.8 Pajamas or other nightwear shall not be worn.

2.16 Visitation Area Recreational Activities

2.16.1 Recreational opportunities for visitors shall be provided in contact visitation areas.

2.16.2 In accordance with Department Order #303, Bank Accounts, table/board games shall be purchased with available Inmate Store Proceeds (ISP) Funds.

2.16.2.1 Authorized recreational items are:

2.16.2.1.1 Appropriate board games such as "Candyland," "Sorry!," chess, checkers, "Connect 4," memory games, "Dominos," "Scrabble," "Jenga," and "Pictionary."

2.16.2.1.2 Simple playing card games such as "Uno," "Racko," "Old Maid," "Skip Bo," and regular playing cards.

2.16.2.1.3 Small simple illustrated children books, coloring books and crayons.

2.16.2.2 Prohibited recreational items include:

2.16.2.2.1 Any toy or game containing or having any metal or glass pieces as its parts.

2.16.2.2.2 Games that include play/fake currency or dice.

2.16.2.2.3 All stuffed animals, "Nerf-type" sports equipment, and animated books.

2.16.2.2.4 All items designated by the Warden or unit Deputy Warden or where specific written justification for exclusion has been provided.

2.17 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.

2.18 Animals are prohibited on prison property except for service animals accompanying an individual with a disability. In accordance with Title II and Title III of the American with Disabilities Act (ADA) (2011), only dogs individually trained to do work or perform tasks directly related to the person's disability are recognized as service animals.

2.18.1 Service dogs shall be under control of their handler and must be harnessed, leashed, or tethered. The inmate is not allowed to engage, pet, feed or handle the service dog. Refer to the Glossary of Terms for additional information on the proper supervision of service dogs.

- 2.18.2 Service dogs may be removed from the premises only if:
 - 2.18.2.1 The dog is out of control and the handler does not take effective action to control it.
 - 2.18.2.2 The dog is not housebroken.
- 2.18.3 When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.
- 2.18.4 Dogs whose sole function is to provide comfort or emotional support do not qualify as service.

3.0 SEARCHES {5-ACI-2E-03}

- 3.1 Visitor Searches – All visitors, their personal possessions, and vehicles are subject to search by one or more of the methods listed below. {5-ACI-7D-21}
 - 3.1.1 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, ion scanning and same gender pat search. All visitors and their possessions shall successfully pass scanning by electronic detection devices/equipment or pat search.
 - 3.1.1.1 All visitors shall remove their belts and shoes. All belts and shoes shall be scanned by the officer using the hand wand on post and shall be physically inspected/searched.
 - 3.1.1.1.1 If no issues are found with either the belt or shoes, the visitor will then be required to clear the electronic metal detector before the officer returns the shoes and belt to the visitor.
 - 3.1.1.1.2 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. Attention shall also be given to belts to identify hidden pockets or modified belt buckles. If the belt or shoes appear altered or tampered with during the physical inspection/search, the On-Site Duty Officer shall be contacted. The On-Site Duty Officer shall make the determination to allow the visit, or to suspend the visitor for the day.
 - 3.1.1.2 If the visitor does not clear the electronic metal detector, staff shall utilize the hand wand to determine the area which activated the electronic metal detector.
 - 3.1.1.2.1 Visitors who cannot clear the hand wand shall be asked to submit to a pat search of only the area activated by the hand wand. (See Department Order #708, Searches.)
 - 3.1.1.2.2 If the visitor refuses, or if contraband is located, the visit shall be denied.

- 3.1.1.3 Under NO circumstances will a minor child (anyone under the age of 18) be searched with a hand wand or pat searched. If the minor child does not pass the electronic metal detector, the child and accompanying legal guardian may be allowed to leave and return for a second attempt. If the minor child cannot pass the electronic metal detector after the second attempt, he or she will not be allowed to visit.
- 3.1.2 A visitor with a special medical condition possibly affecting the reading of electronic detection equipment shall advise visitation staff prior to undergoing electronic scanning. Examples may include a prosthesis an embedded metal surgical pin or plate, etc.
 - 3.1.2.1 The visitor shall be asked to submit to a pat search by staff of the same gender. If a pat search is performed, staff shall follow the process outlined in Department Order #708, Searches.
 - 3.1.2.1.1 The visitor shall be required to provide documentation of the existing medical condition. The visitor shall have 15 calendar days from the date of initial visit to provide medical documentation.
 - 3.1.2.2 If the visitor refuses the pat search, the On-Site Duty Officer or Shift Commander shall be contacted and advised of the reasons for refusal to allow the visitor to enter the facility. The On-Site Duty Officer or Shift Commander shall make the determination to allow the visit, or to suspend the visitor for the day.
- 3.1.3 All persons denied visitation shall be required to depart Department property immediately.

3.2 Inmate Searches

- 3.2.1 All inmates shall be thoroughly pat searched by staff prior to entering the visitation area.
- 3.2.2 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.
- 3.2.3 Upon completion of visitation, all inmates shall be strip searched by staff prior to exiting the visitation area and returning to their unit.
 - 3.2.3.1 Prior to removal of the inmate underwear during the process of the strip search, the hand wand shall be utilized to scan the buttocks area of the inmate. This is a no contact search/scan. Should a positive response be received from the scan, the inmate shall be restrained and a supervisor shall be notified for direction.
 - 3.2.3.2 The hand wand shall be used to scan the inmate's shoes, followed by the strip search, which shall be completed in accordance with Department Order #708, Searches.

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

3.3.1 A service dog or ion scanning device shall be deployed to screen the vehicle, when available.

3.3.1.1 All vehicle occupants shall be required to exit the vehicle.

3.3.1.2 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.

3.3.1.2.1 The person(s) responsible for the illegal contraband shall be denied visitation by the on-site Duty Officer. If no one in the vehicle claims responsibility for the contraband the driver of the vehicle will assume responsibility.

3.3.1.2.2 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.

3.3.1.2.3 All other occupants in the vehicle will be suspended for the day.

3.3.1.3 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.

3.3.1.4 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, as outlined in section 4.0. 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.

3.4 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 workdays, provide the affected person(s) with written notification of the outcome of the review.

3.4.1 All incidents shall be fully documented on an Information Report.

3.4.2 Circumstances of the incident shall be entered on the appropriate ACIS screen.

4.0 **NON-CONTACT VISITATION** {5-ACI-7D-16}

4.1 The unit Deputy Warden shall determine visitation status relative to non-contact visitation for the inmate and/or visitor. Deciding factors shall include consideration of:

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

- 4.1.2 An inmate's disciplinary record.
- 4.1.3 Other available information relating to sound correctional practice.
- 4.2 Non-contact visitation may be imposed:
 - 4.2.1 To maintain the safety, security, and orderly operation of the unit.
 - 4.2.2 For the well-being of visitors, staff, and inmates.
 - 4.2.3 When an inmate is suspected of trafficking in contraband.
 - 4.2.4 For repeated violation of visitation rules.
 - 4.2.5 For purposes of investigation, when a visitor is found to possess a substance believed illicit or unauthorized.
 - 4.2.5.1 Placement on non-contact visitation status for investigative purposes shall not exceed 30 calendar days.
 - 4.2.5.2 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 6.0, 6.1.7 and 6.1.8.
- 4.3 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.
 - 4.3.1 Non-contact visitation for suspected drug activity shall not exceed 30 calendar days.
 - 4.3.2 Should the substance(s) be determined to be illicit or unauthorized, further suspension of visitation shall be enacted in accordance with section 6.0, 6.1.7 and 6.1.8.
- 4.4 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.
 - 4.4.1 First Incident – Suspension for 90 calendar days and 180 calendar days of non-contact visitation status.
 - 4.4.2 Second Incident – Suspension for 180 calendar days and one year of non-contact visitation status.
 - 4.4.3 Third Incident – Suspension of visitation indefinitely and/or indefinite non-contact visitation.
 - 4.4.3.1 Indefinite visitation suspension is a period of not less than three years during which an inmate's visitation privilege is revoked.
 - 4.4.3.2 The Warden or unit Deputy Warden shall retain discretion in the removal of indefinite suspension status and reinstatement of visitation privileges.
- 4.5 The unit Deputy Warden shall establish a review date for each inmate assigned non-contact visitation status identified in 4.4.1 and 4.4.2 of this section. The review date shall be entered into ACIS.

- 4.6 Inmate populations designated for non-contact visitation are: {5-ACI-2E-03}
 - 4.6.1 Inmates housed in units without a contact visitation area.
 - 4.6.2 Inmates in or on detention status.
 - 4.6.3 Reception Centers.
 - 4.6.4 Those in any other status designated by the Warden or unit Deputy Warden.
- 4.7 An inmate shall be provided written notification of placement on non-contact visitation status in a timely manner. (See Attachment A.)
 - 4.7.1 The written notification for placement 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.
 - 4.7.2 Inmates assigned to a unit identified in 4.6.1 through 4.6.4 of this section shall not receive written notification of placement on non-contact visitation status.
- 4.8 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.
- 4.9 A decision by the unit Deputy Warden for placement into non-contact visitation may be appealed to the Warden within ten workdays of the date of the notice. A decision by the Warden is final and cannot be appealed.
- 4.10 Visitation and/or telephone privileges may be reinstated at the completion of the inmate's or visitor's suspended period.
- 4.11 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 28th 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:
 - 4.11.1 Inmate's full name
 - 4.11.2 Inmate's ADCRR number
 - 4.11.3 Initial placement date
 - 4.11.4 Review date
 - 4.11.5 Status termination date
 - 4.11.6 Reason or purpose for status
- 4.12 Visitation staff shall document the non-contact visitation status for each inmate, including appropriate information being entered in ACIS under the alert section of the inmate profile. Entries shall include the sanction start date, disciplinary violation code, the ticket number, and if for a rule 38B violation, the number of incidents, including the timeframe and end date for Loss of Visitation, the timeframe for non-contact visit status, and the review date.

- 4.13 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.

5.0 SPECIAL CIRCUMSTANCE {5-ACI-7D-17}

- 5.1 Hospitalized Inmates – Visits for hospitalized inmates shall be permitted for immediate family members when specifically authorized, in writing, by the Warden or unit Deputy Warden, with the concurrence of the attending contract physician and the Contract Facility Health Administrator and one of the following criteria has been met:

- 5.1.1 The inmate has been hospitalized for a period of 30 calendar days or more.
- 5.1.2 The inmate's death has been determined by contract medical staff to be imminent.
- 5.1.3 Approved visitors shall provide proper identification in accordance with section 2.11.2 to Department staff posted with the inmate.
- 5.1.3.1 Proper entries shall be documented in the Correctional Service Log, Form 105-6, including the adult visitors' names, identification numbers, and arrival and departure times.
- 5.1.3.2 During their visits with an inmate, visitors are not authorized to use their cell phones and will be asked to step out of the room if they need to use their phones.
- 5.1.3.2.1 Inmates shall not be allowed to use the cell phones during the visits.

- 5.2 Law Enforcement Visitation – A law enforcement official(s) seeking to interview an inmate on official business shall be required to present proper identification (i.e., badge and identification card) for review by Criminal Investigations Unit (CIU) staff prior to being granted visitation.

- 5.2.1 CIU staff shall:
- 5.2.1.1 Determine and document the purpose of the visit.
- 5.2.1.2 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 compliant with Department Orders during the interview process, specifically those related to providing an inmate an item(s) not issued or authorized by the Department.
- 5.2.2 Law enforcement officers serving as routine transportation officers are exempt from requirements of 5.2.1 through 5.2.1.2 of this section.
- 5.2.3 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.
- 5.2.3.1 Interviews shall not be conducted, nor reports released, until the request(s) has been authorized by the Inspector General.

- 5.2.4 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 appropriate Assistant 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.
- 5.3 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, Maximum Custody, Administrative Detention, Protective Custody, and units housing Special Programs.
- 5.3.1 All inmates pending Protective Custody 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.
- 5.4 Religious Visitation – Religious visits shall be conducted in accordance with Department Order #904, Inmate Religious Activities/Marriage Requests. After a marriage application is approved by the Chaplain, the special visit process for the proposed marriage date will be started as outlined in 5.8.2 of this section.
- 5.5 Department Employee Visitation – Department employees, conducting official business, shall contact appropriate unit staff to schedule a visit with an inmate.
- 5.6 Court Ordered Visitation – Persons acting under a court order shall contact the inmate’s assigned CO III/CO IV to arrange/schedule a visit with an inmate. The Special Visit Request form shall be completed and submitted to the Visitation staff for processing. A copy of the court order shall be provided to appropriate unit staff for inclusion in the inmate's visitation, institution and master files.
- 5.6.1 Court ordered visitation will be facilitated on the 1st and 3rd Friday of each month.
- 5.6.2 Department of Economic Security (DES) caseworkers shall contact the inmate’s assigned CO III/CO IV where the inmate is assigned to request a visitation time slot at least 10 calendar days prior to the Friday visit. DES caseworkers must bring their state identification card (with photo) to gain access to the facility.
- 5.7 Department of Child Safety Visitation – An authorized Department of Child Safety (DCS) representative may bring a minor child under DCS jurisdiction into a prison to visit the inmate parent upon presentation of an official DCS identification card. Visitation can occur through video visits. A court order and birth certificate of the minor are not necessary. The authorized DCS representative must pre-schedule the visit by coordinating with the Unit CO III/CO IV, at least 10 calendar days prior to the visit. Visitation staff shall notify the CO III/CO IV once the process has been completed, and shall provide written notification and confirmation of the visit.
- 5.7.1 In the absence of an authorized DCS representative, a foster parent/relative with whom DCS has placed a minor under DCS’s jurisdiction may bring that minor into a prison to visit the inmate parent without first having to obtain a court order and without having to produce the minor’s birth certificate, only when all the following conditions are met:

- 5.7.1.1 All such foster parents/relatives must first complete the standard visitor application and be added to the inmate's approved visitor list.
- 5.7.1.2 All such foster parents/relatives are not required to pay the \$25.00 criminal background investigation fee.
- 5.7.1.3 All such foster parents/relatives and all such minors shall be subject to criminal background investigations as currently required.
- 5.7.1.4 All such foster parents/relatives shall present a letter on official DCS letterhead authorizing the adult/relative to bring the minor into the prison to visit the inmate parent. The DCS letter shall include:
 - 5.7.1.4.1 A legible copy of the assigned DCS representative's identification card.
 - 5.7.1.4.2 A certification that the minor is not the victim of a sex offense, and that if the minor is the victim of a sex offense, the minor is not the victim of the sex offender inmate parent, as currently prohibited.
 - 5.7.1.4.3 A meaningful explanation of why allowing the minor to visit the inmate parent is in the minor's best interest, as currently required.
- 5.7.1.5 Foster parents/relatives are not authorized to submit notarized letters allowing another adult to bring the minor into a prison.
- 5.7.2 For issues that arise during visiting hours regarding Foster Parents, the assigned Duty Officer shall call the DCS, Arizona Child Abuse Hotline at 888-767-2445. The operator will connect you to the foster care Duty Officer.
 - 5.7.2.1 Wardens shall return all calls to DCS no later than one business day.
 - 5.7.2.2 In the event that DCS needs to communicate with an ADCRR Duty Officer on the weekend, they shall contact the Communication Center at 602-542-1212.
- 5.8 Special Visitation – Inmates shall submit a Special Visit Request form to their assigned CO III at least 30 calendar days prior to the date of the requested visit. {5-ACI-7D-19}
 - 5.8.1 The following visits require the use of the Special Visit Request form. Only the unit Deputy Warden or designee may authorize special visits for:
 - 5.8.1.1 Exceptionally large families to facilitate all members visiting as a group with the inmate.
 - 5.8.1.2 Out-of-state visitors.
 - 5.8.1.3 Visitors unable to visit on a regular basis.
 - 5.8.1.4 Extraordinary circumstances.
 - 5.8.1.5 Court ordered visitation.
 - 5.8.1.6 Department of Economic Security (DES) visitation.

- 5.8.1.7 Department of Child Safety visitation (DCS).
- 5.8.1.8 Legal visitation as outlined in Department Order #902, Inmate Legal Access to the Courts.
- 5.8.1.9 Inmate Religious Activities/Marriage Requests.
- 5.8.2 Inmates shall request a Special Visit Request form through their assigned CO III/CO IV prior to the visit and the Special visitors shall be required to clear the ACIC/NCIC criminal history background check. The CO III/CO IV shall complete the Special Visit Request form and submit it to visitation staff. Visitation staff shall process the request through ACIS and submit to ACJIS when completed. The Visitation Officer shall notify the CO III/CO IV and scan the Special Request form to ACIS.
 - 5.8.2.1 A one-time background check fee of \$25.00 will be assessed for all adult visitors, not already approved, wishing to visit for special circumstances, which must be received by the unit visitation staff 30 days prior to the special visit.
 - 5.8.2.2 The unit Deputy Warden may waive the 30 day time frame and/or the \$25.00 background check fee for a one-time special visit due to extraordinary circumstances. Before the decision to waive the 30 day time frame or \$25.00 background check fee, visitation staff must first verify if the visitor had prior waivers for the 30 day time frame or background check fee. The results will be stated on the Special Visit Request form.
- 5.8.3 Inmates are prohibited from obtaining the completed Special Visit Request form.
- 5.9 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.
 - 5.9.1 Attorneys or their agents shall contact the Unit CO III or CO IV to process the Special Visit Request form.
 - 5.9.2 The CO III or CO IV shall ensure that the Bar Numbers for the requesting attorneys are included on the Special Visit Request form.
 - 5.9.3 If the agent of an attorney is submitting the Special Visit Request form, the CO III or CO IV shall ensure that:
 - 5.9.3.1 The attorney's Bar Number that the agent is representing is noted on the form.
 - 5.9.3.2 Any supporting documentation that will provide verification that the agent is working under the instruction of the attorney is included with the application and submitted to the Visitation Office.
 - 5.9.4 Visitation staff shall:
 - 5.9.4.1 Ensure the Special Visit Request form is complete with all required information and supporting documentation.

- 5.9.4.2 Process all Special Visit Request forms and scan the Special Visit Request form and supporting documentation into ACIS.

5.10 Holiday Visits

- 5.10.1 Regular holiday visits shall be held on the weekend before or the weekend of the recognized holiday.
- 5.10.2 Holiday food visits, for eligible inmates, shall be held on the weekend before, weekend of, or weekend after the recognized holiday as determined by the Warden. (See Attachment E.)

- 5.11 Inmate Photographs – Inmates are authorized to have photographs taken of themselves and/or their family members on identified holidays, during specified time periods and shall not be scheduled on the same day as food visits. (See Attachment F.)

5.11.1 Visitation Process – Photographs:

- 5.11.1.1 Only inmates who are authorized contact visits will be eligible to participate in the photograph process.
- 5.11.1.2 The unit Deputy Warden shall designate one location in each visitation area where all photographs shall be taken.
- 5.11.1.3 Maximum Custody and Special Management Areas are excluded from the photograph process.
- 5.11.1.4 Inmates wishing to participate in the process will be required to complete an Inmate Request for Withdrawal, Form 905-1, for the cost of the photos (currently \$2.00 each with a limit of four photos). The Inmate Requests for Withdrawal form will be accepted two weeks prior to the scheduled photo date.
- 5.11.1.5 No refunds will be issued for photographs that are seized or destroyed in accordance with this Department Order or for photographs not taken.
- 5.11.1.6 Prior to photographs being taken, inmates and visitors must be in full grooming and clothing compliance in accordance with Department policy and procedures.
- 5.11.1.7 Inmates and their visitors are prohibited from displaying excessive touching, kissing, or any hand gestures, gang signs, sexual acts or innuendos, simulated sexual acts or innuendos, or blatant display of tattoos.
- 5.11.1.8 Photographs will only be taken with approved digital equipment purchased by the institution or with ISP funds.
- 5.11.1.9 Staff designated by the unit Deputy Warden shall print and review all photographs for appropriateness and forward photos to the appropriate inmate who may retain or send the photo(s) out through mail and property.

- 5.11.1.10 Any photograph deemed inappropriate or in violation of this Department Order will be considered nuisance contraband and will be processed in accordance with Department policy and procedures. The inmate is also subject to discipline.
- 5.11.1.11 Photographs will only be taken during regular visitation hours.
- 5.11.1.12 Inmates who are eligible for contact visitation, who did not receive a visit, shall be permitted to participate in the program during the time periods specified by the unit Deputy Warden. Photographs shall only be taken in the designated area of visitation.
- 5.11.1.13 Inmates receiving special visits may take photos only if the visit is on the authorized weekend or if the unit Deputy Warden approves an exception in writing. Written approval shall be placed in the inmate's Visitation File.
- 5.11.1.14 Inmates are prohibited from making copies of visitation photographs. At no time should copies be made by staff for inmates.
- 5.11.1.15 Inmate visitation photographs cannot be altered and sent back into the institution through the mail. Visitation photographs cannot be mailed from one inmate to another inmate.
- 5.11.1.16 Photographs will only be permitted on the day of the designated holiday and the weekend attached to that holiday.

6.0 SUSPENSION OF VISITATION

6.1 Cause for suspension includes:

- 6.1.1 Introduction and/or attempted introduction of contraband or illegal contraband, or discussion of contraband introduction
- 6.1.2 Escape, attempted escape, or discussion of escape
- 6.1.3 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.
- 6.1.4 Any criminal activity, attempted criminal activity or discussion of criminal activity
- 6.1.5 Any discussion of graphic, detailed descriptions of sexual acts
- 6.1.6 Any misconduct, attempted misconduct or discussions of misconduct
- 6.1.7 Service dog alert or positive ions scan reading
- 6.1.8 Positive alert from cellphone/metal detection tower(s)

6.2 Visitation Suspension Periods (See Attachment B.):

- 6.2.1 Suspension periods for a service dog alert, positive ion scan, or cellphone/metal detection tower(s) reading are:
 - 6.2.1.1 First Incident – Visitor shall be suspended for the day.

- 6.2.1.2 Second Incident – Suspension for 30 calendar days and 90 calendar days of non-contact visitation status for the visitor following reinstatement.
 - 6.2.1.2.1 If the visitor visits more than one inmate, the non-contact visitation shall also apply to visits with other inmates.
 - 6.2.1.2.2 When a non-contact status visitor visits an inmate, the visit shall be non-contact; even if an inmate's other approved visitors are present.
- 6.2.1.3 Third Incident – Suspension for 90 calendar days and 180 calendar days of non-contact visitation status for the visitor if visitation privileges are reinstated.
- 6.2.1.4 Fourth Incident – Suspension for one year and indefinite non-contact visitation status for the visitor if visitation privileges are reinstated.
- 6.2.2 Suspension periods for inmates/visitors for possession of contraband and/or violation of standards of behavior are:
 - 6.2.2.1 First Incident – Suspension for 90 calendar days and 180 calendar days of non-contact visitation status for the visitor following reinstatement.
 - 6.2.2.2 Second Incident – Suspension for 180 calendar days and one year of non-contact visitation status for the visitor following reinstatement.
 - 6.2.2.3 Third incident – Suspended indefinitely and indefinite non-contact visitation for the visitor/inmate if visitation privileges are subsequently reinstated. The Warden or unit Deputy Warden may impose permanent suspension of visitation.
- 6.2.3 Suspension period for possession of illegal contraband. Suspension for 180 calendar 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.
- 6.3 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.
- 6.4 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.
 - 6.4.1 Administrative sanctions may be imposed for inmates for possession of contraband and/or violations of standards of behavior as outlined in 6.2.2.
- 6.5 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.

- 6.5.1 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.
- 6.6 The visitor may submit a written statement to the Warden or unit Deputy Warden for review within five workdays of the incident.
- 6.7 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.
- 6.8 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.
 - 6.8.1 Visitation and/or telephone privileges may be reinstated at the discretion of the Warden or unit Deputy Warden at any point of the suspension period.
 - 6.8.2 A new visitation application shall be completed and shall be approved by the Warden or unit Deputy Warden prior to reinstatement.

7.0 SECURITY REQUIREMENTS

- 7.1 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.
- 7.2 Physical Security Requirement – The Warden and unit Deputy Warden shall ensure:
 - 7.2.1 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.
 - 7.2.2 Sufficient security staff is assigned to ensure the safe, secure and orderly operation of each visitation area.
 - 7.2.3 Forty hours of formalized, on-the-job training, including 16 hours of ACIS computer training, is provided to staff newly-assigned as a Visitation Officer.
- 7.3 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.
- 7.4 Shift Commanders shall tour the visitation area once per shift during scheduled visiting hours and document the tour on the Visitation Service Journal.
- 7.5 On-site Duty Officers shall conduct a tour of the visitation area, at least once per weekend during scheduled visiting hours and document the tour on the Visitation Service Journal.
 - 7.5.1 On-site Duty Officers shall visit satellite units (ASPC-Florence - Globe Unit, ASPC-Winslow - Apache Unit, and ASPC-Safford - Fort Grant) once each scheduled visitation weekend.

- 7.6 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.

8.0 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 and Department Order #812, Inmate Maximum Custody Management and Incentive System.

- 8.1 Regular visitation periods will be in four-hour blocks each weekend, from 0800 to 1200 hours and 1200 to 1600 hours. Frequencies for regular visitation and food visitation will be based on the inmate’s phase level. (See Attachment D.)

- 8.1.1 Holiday visits are in addition to established visitation schedules.

- 8.2 Food for 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 food visits according to the inmate’s phase. (See Attachment E.)

- 8.3 Food Visit Regulations – Families shall provide all food for the food visits, either home cooked or purchased by the family.

- 8.3.1 No beverages, beverage powders, tea or coffee shall be brought into visitation on food visit days. Beverages may be purchased in the visitation area.

- 8.3.2 All food containers and utensils, per group, must fit into one ice chest/container no larger than 36-quart size.

- 8.3.2.1 Coolers with wheels that cannot clear the metal detector shall be thoroughly searched, i.e., emptied completely so contents can be scanned with a hand wand.

- 8.3.3 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.

- 8.3.4 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. Visitors shall provide their own plastic bags/containers. These items will not be provided by the units.

- 8.3.5 No food shall be cut on site. All food must be cut and pre-packaged into serving portions prior to arrival.

- 8.3.6 Allowable items are as follows:

- 8.3.6.1 Meat – must be prepared and properly packed prior to entering the unit. Meat shall be deboned, sliced, shredded, diced, or minced.

- 8.3.6.2 Salad – Dressing may be brought in a separate, see-through plastic container.

- 8.3.6.3 Vegetables – shall be shredded, sliced, or diced. No corn-on-the-cob, but corn may be brought in a see through plastic container.

- 8.3.6.4 Baked potatoes – shall be cut in half prior to entering the unit.
- 8.3.6.5 Fruits – shall be peeled and quartered/sliced. No whole fruit will be permitted with exception to small fruit such as grapes, cherries or berries.
- 8.3.6.6 Pre-cooked casseroles – in serving portions.
- 8.3.6.7 Tamales – must be husked and cut in half.
- 8.3.6.8 Bread – must be pre-sliced.
- 8.3.6.9 Cheese – must be sliced or grated.
- 8.3.6.10 Tortillas.
- 8.3.6.11 Pre-packaged chips – must be transferred into a clear plastic container or bag.
- 8.3.6.12 Pie(s) and cake(s) – must be pre-cut into serving portions.
- 8.3.6.13 Ice cream – must be in original sealed/unopened container no larger than one pint; not to exceed one pint each per person.
- 8.3.6.14 Ice – limited to one bag. Ice must be kept in the bag.
- 8.3.6.15 Condiments – (salt, pepper, etc.) in pre-packaged, single serving packets.
- 8.3.6.16 Utensils – forks and spoons only; shall be light-weight and disposable (plastic).
- 8.3.6.17 Paper plates and cups only – No Styrofoam; paper towels or napkins, no cardboard.

8.3.7 Prohibited items are as follows:

- 8.3.7.1 Glass, metal, or non-see-through containers
- 8.3.7.2 Appliances of any type
- 8.3.7.3 Cardboard food boxes of any type, such as pizza, etc.

8.3.8 All food not consumed during the visit shall be removed by the visitor.

9.0 SIGNAGE – Each visitation room shall prominently post the following rules for visitors and inmates:

- 9.1 Conduct by inmates and visitors shall be quiet and orderly at all times.
- 9.2 The parent or legal guardian is responsible for the conduct of the children and minor(s) he or she brought in to visit and shall be required to monitor and exercise proper control of them during the visit. Minors shall not be left unattended.
- 9.3 A brief kiss and/or embrace shall only be permitted at the beginning and end of the visitation period.
- 9.4 Inmates and visitors shall maintain a distance of at least two feet from any fence.

- 9.5 All clothing shall remain properly fastened at all times.
- 9.6 Inmates and visitors shall remain in an upright position.
- 9.7 Visitors or inmates shall not place their hands inside the other's clothing.
- 9.8 The following conduct is prohibited during visitation:
 - 9.8.1 Exposing the genitals or breasts
 - 9.8.2 Lying on the floor or ground, upon seats or tables or under tables, or attempting to conceal the visitor and/or inmate from staff
 - 9.8.3 Sitting on a visitor's lap or holding the visitor on the inmate's lap – With the exception of the inmate's young child, six years or younger.
 - 9.8.4 Gyrating or thrusting with the pelvic regions, in a standing or sitting position
 - 9.8.5 Sitting with legs entwined or overlapping with another person's legs
 - 9.8.6 Fondling and/or touching the breasts, buttocks, and/or genital area of another person in any manner
 - 9.8.7 Using hostile, vulgar, or profane language, unruly behavior, engaging in activities that disrupt or disturb others, creating loud noises, horse playing, running, standing on tables, chairs, or benches, 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 2.0, 2.12.2.
 - 9.8.8 Straddling bench seats
 - 9.8.9 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.
 - 9.8.10 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. Inmates may hold one hand of a visitor while sitting at a table but hands must remain above the table and visible to staff.
 - 9.8.11 Inmates and visitors failing to keep their hands visible at all times
 - 9.8.12 Engaging in cuddling activities, laying heads on the shoulders of each other, massaging one another, etc.
- 9.9 Inmates and their visitors may not visit with or speak to other inmates and their visitors, including minor children during visitation.

10.0 VIDEO VISITATION

- 10.1 Securus Video visitation shall be permitted for inmates through use of an approved video visitation kiosk. Visitation kiosks are permitted in visitation areas only.

- 10.1.1 Video visitation shall apply only to units that have implemented the Integrated Housing Program (IHP) and for Phase III inmates. Video visits are limited to one 30-minute block per day with a maximum of four blocks per week and subject to staffing availability.
 - 10.1.2 Video visitation is in addition to other visitation and is not reflected in the total number of blocks.
 - 10.1.3 Minors may accompany the adult during the video visit provided they are approved and have proper documentation on file that allows the minor to visit with the adult as outlined in this Department Order. The approved adult must be present in the video during the entire duration of the visit.
 - 10.1.4 Inmates and visitors shall conduct themselves in accordance with the rules of conduct as outlined in Attachment G, Video Visitation Guidelines.
 - 10.1.5 Video visitation may be terminated at any time when a violation of the Video Visitation Guidelines occurs. (See Attachment G)
 - 10.1.6 Staff must verify that the inmates are eligible for visits and will notify them of upcoming visits. Staff shall verify through ACIS that the individual scheduling a video visit through Securus Technologies is approved for visits.
 - 10.1.7 Inmates may log in up to two minutes prior to their scheduled time and visitors may log in up to one minute prior to the scheduled time.
 - 10.1.7.1 The inmate and visitor are responsible for being present at the start of the scheduled video visits.
 - 10.1.7.2 Visitors and inmates signing in late will only be able to use the balance of the remaining time of the scheduled video visit.
 - 10.1.8 Taking photos, screen shots, or recordings of the visit are prohibited.
 - 10.1.9 Visitors must be present on camera during the 30 minute video visit and shall remain in an upright position at all times.
 - 10.1.9.1 Visitors should plan accordingly and all bathroom/restroom breaks should be conducted before or after the 30 minute video visit.
 - 10.1.9.2 Visitors, including minors, shall not use the bathroom/restroom during the video visit.
 - 10.1.10 Visitors including minors must follow the dress code as outlined in this Department Order.
 - 10.1.11 Visitors are prohibited from driving a motor vehicle during the video visit.
 - 10.1.12 Individuals approved for phone call only visits are not eligible for video visits.
 - 10.1.13 Visitors must have their own accounts established through Securus Technologies. Individuals are prohibited from using someone else's profile other than their own.
- 10.2 Wardens shall establish a secure location for monitoring video visitation.

- 10.2.1 Video visitation may be monitored from any prison location, which includes other units/institutions that are different from where the inmate is housed.
- 10.3 Wardens and Deputy Wardens may alter normal visitation availability to accommodate video visitation periods.
- 10.4 Video Visitation Approval
- 10.4.1 Visitors must be approved through the visitation application process outlined in this Department Order.
- 10.4.2 Approved visitors shall schedule visitation periods through Securus Technologies.
- 10.5 Visitor Identification
- 10.5.1 Adult visitors shall create a profile through Securus Technologies application and submit a profile photo of their faces (other people shall not be included in the photo). Visitors must have a photo of a valid government identification added to their profile. The name on the profile must match the name on the government identification and the identification must match the name and date of birth in ACIS. Photographic identification shall include but is not limited to:
- 10.5.1.1 Military Identification Card
- 10.5.1.2 Passport
- 10.5.1.3 Valid state driver's license
- 10.5.1.4 Official photographic identification cards originating from any U.S. state or federal agency, including government employee identification cards and Immigration and Custom Enforcement Agency (ICE) documentation cards - The Department shall not accept consular identification cards issued by a foreign government as a valid form of identification, pursuant to Arizona Revised Statute (A.R.S.) §41-5001.
- 10.5.2 Staff who are monitoring video visitation shall ensure the connected party on the visitation instance matches the submitted identification and profile photo. If the identification does not match, the video visitation instance shall be ended.

IMPLEMENTATION

The Visitation Schedule shall be posted in the registration, visitation and designated inmate bulletin boards.

DEFINITIONS/GLOSSARY

Refer to the Glossary of Terms for the following:

- Background Check Fee
- Child in Common
- Contact Visitation
- Contraband
- Foster Parent
- Extraordinary Circumstance

- Illegal Contraband
- Immediate Family (Inmate)
- Indefinite Visitation Suspension
- Infant
- Legal Guardian
- Minor
- Non-Contact Visitation
- Relative - Inmate
- Relative (Other)
- Service Animal
- Video Visitation (Kiosks)
- Visitation
- Visitation List
- Visitor
- Young Child

ATTACHMENTS

Attachment A - Sample Letter, Non-Contact Visits
Attachment B – Visitor/Inmate Suspension Sanction Chart
Attachment C - Visitor Guidelines
Attachment D – Visitation Schedule
Attachment E – Holiday and Food Visitation
Attachment F – Visitation Photo Schedule
Attachment G – Video Visitation Guidelines

FORMS LIST

911-1, Visitation List
911-2, Visitation Waiver
911-3, Add/Delete 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

AUTHORITY

A.R.S. §41-797, Department of Corrections Building Renewal Fund
A.R.S. §41-5001, Valid Identification; Consular Identification Cards; Definition

ATTACHMENT A

**ARIZONA DEPARTMENT OF CORRECTIONS
REHABILITATION AND REENTRY**

ASPC- UNIT

DATE:

TO:

FROM: (Unit Deputy Warden)

**SUBJECT: NOTIFICATION OF TEMPORARY NON-PUNITIVE ASSIGNMENT TO SUSPENSION/
NON-CONTACT VISITATION STATUS**

In accordance with Department policies and procedures and as a result of an incident occurring on (insert date), you have been placed on temporary non-punitive, no visitation status for a (insert number of the incident. 1st, 2nd, or 3rd) for (insert number of days), days loss of visits, beginning on (insert date) and ending on (insert date). You will then be placed on non-contact visitation status for (insert number of days), beginning on (insert date) and ending on (insert date). Date to be reviewed: (insert date).

This placement is the result of the following:

**(INSERT SUFFICIENT INFORMATION TO ALLOW FOR A RESPONSE,
e.g., 1st Incident: having marijuana in your possession, using cocaine, etc.)**

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 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 thirty calendar 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 Warden within ten workdays. The decision of the Warden is final.

DISTRIBUTION:

Inmate - Original
Visitation File

ATTACHMENT B

VISITOR/INMATE SUSPENSION SANCTION CHART

	Suspension	Non-Contact
Alert/Ion Scan/Cellphone/Metal Detection Tower(s) - First Incident	Visit suspended for that day	N/A
Alert/Ion Scan/Cellphone/Metal Detection Tower(s) - Second Incident	30 calendar days	90 calendar days
Alert/Ion Scan/Cellphone/Metal Detection Tower(s) - Third Incident	90 calendar days	180 calendar days
Alert/Ion Scan/Cellphone/Metal Detection Tower(s) - Fourth Incident	One year	Indefinite
Contraband - First Incident	90 calendar days	180 calendar days
Contraband - Second Incident	180 calendar days	One year
Contraband - Third Incident	Indefinite	Indefinite
Illegal Contraband - First Incident	180 calendar days	One year
Illegal Contraband - Second Incident	Indefinite	Indefinite
Illegal Contraband - Third Incident	Indefinite	Indefinite

ATTACHMENT C

ARIZONA DEPARTMENT OF CORRECTIONS REHABILITATION AND REENTRY

VISITOR GUIDELINES

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, Rehabilitation and Reentry, Department Order #911, Inmate Visitation, which may be accessed through the Department's Web Site at <https://corrections.az.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. 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. All visitors and their possessions must successfully pass scanning by electronic detection devices/equipment.

A visitor, with a special medical condition possibly affecting the reading of electronic detection equipment, will be required to provide documentation of the existing medical condition. The visitor shall have 15 calendar days from the date of the initial visit to provide medical documentation. 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, cameras, etc. Cell phones must remain secured in the visitor's vehicle. 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, an official photo identification card of any U.S. state or federal agency, or Immigration and Naturalization documentation. Minors turning 18 will be required to apply for visitation privileges, and pay the one-time, \$25.00 background check fee. The Department shall not accept a consular identification card that is issued by a foreign government as a valid form of identification, pursuant to A.R.S. §41-5001.

Visitors under the age of 21 years are prohibited from smoking on prison grounds

DRESS CODE

- All clothing shall be clean, worn in good repair, non-offensive, and within the bounds of common decency.
- All visitors are prohibited from wearing any clothing that resembles the clothing worn by Department security staff. Visitors are prohibited from wearing any shade of brown, tan, or khaki.
- 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, silky or mesh athletic shorts, biking shorts, swim or board shorts, leggings, 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; spaghetti straps; tops that allow display of bare midriff; mesh clothing; body suits; "muscle" shirts; and swimsuits are prohibited.
- Tops that are deeply or narrowly cut in the front, back, or under the arms are prohibited.
- Visitors shall not wear medical scrubs to visit.
- Military members wishing to visit while in uniform may visit in dress uniform only.
- Visitors shall not be permitted to wear camouflage clothing.
- 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.
- Pajamas, other nightwear, slippers or sandals shall not be worn.

ALLOWABLE PROPERTY

- Personal identification.
- Prescription eyeglasses.
- Prescription medication, in the original container, and only in a limited amount needed during the visitation period.
- Sufficient amount of feminine hygiene products to last the visit. (Female visitors)
- One unopened package of cigarettes. A flameless electric lighter shall be located in the designated smoking section of the visitation area.
- One e-cigarette. (This shall not be shared with the inmates; inmates are prohibited from possessing or using electronic smoking devices and related accessories, including but not limited to e-cigarettes, e-cigars or e-pipes, vapes and vaping paraphernalia.)
- A maximum of \$40.00 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. x 4 ft.; one clear container or Ziploc bag of baby sanitary 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 are 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.

ATTACHMENT D

VISITATION SCHEDULE

Weekday and video visitation apply only to units that have implemented the Integrated Housing Program (IHP).

Custody	Type	Phase I		Phase II		Phase III	
		Block	Time	Block	Time	Block	Time
Low and Minimum	Weekend (Sat/Sun)	1	0800-1200 1200-1600	3	0800-1200 1200-1600	4	0800-1200 1200-1600
	*Weekday (Mon thru Fri)	0	N/A	1	Up to 4 hours	1	Up to 4 hours
	Video	0	N/A	0	N/A	4	30 minute block per day Max 4 blocks per week
Medium	Weekend (Sat/Sun)	1	0800-1200 1200-1600	3	0800-1200 1200-1600	4	0800-1200 1200-1600
	*Weekday (Mon thru Fri)	0	N/A	1	Up to 4 hours	1	Up to 4 hours
	Video	0	N/A	0	N/A	4	30 minute block per day Max 4 blocks per week
High	Weekend (Sat/Sun)	1	0800-1200 1200-1600	2	0800-1200 1200-1600	3	0800-1200 1200-1600
	*Weekday (Mon thru Fri)	0	N/A	1	Up to 2 hours	1	Up to 2 hours
	Video	0	N/A	0	N/A	4	30 minute block per day Max 4 blocks per week
Maximum / Condemned Row	Refer to Department Order #812, <u>Inmate Maximum Custody Management and Incentive System</u>						

***NOTE:** The designated weekday and time shall be determined by the Warden.

Video	Video Visitation is reserved for Phase III. It is limited to one 30-minute block per day with a maximum of 4 blocks per week and subject to staffing availability. This visitation is in addition to other visitation and not reflected in the total number of blocks. All visitors must be approved for visitation. Only one adult visitor may visit at a time. Minors may visit with the adult visitor if they are approved and the visitation staff has the required documents to allow the minor to visit.
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ATTACHMENT E

HOLIDAY AND FOOD VISITATION

Regular holiday visits shall be held on the weekend before or the weekend of the recognized holiday. Holiday food visits, for eligible inmates, shall be held on the weekend before or weekend after the recognized holiday as determined by the Warden.

Holiday Visitation	Phase I	Phase II	Phase III
All Custody Levels	None	<ul style="list-style-type: none"> • New Year's Day • Mother's Day • Father's Day • Independence Day • Veteran's Day 	<ul style="list-style-type: none"> • New Year's Day • Valentine's Day • Mother's Day • Father's Day • Independence Day • Labor Day • Veteran's Day

Holiday Food Visitation	Phase I	Phase II	Phase III
Low, Minimum and Medium Custody	None	<ul style="list-style-type: none"> • Mother's Day • Father's Day 	<ul style="list-style-type: none"> • Valentine's Day • Mother's Day • Father's Day • Veteran's Day
High Custody Only	None	None	<ul style="list-style-type: none"> • Mother's Day • Labor Day
Maximum Custody / Condemned Row	None	None	None

Weekday Food Visitation	Phase I	Phase II	Phase III
Low, Minimum and Medium Custody	None	(1) Once every 8 weeks	(1) Once every 8 weeks
High Custody	None	None	<ul style="list-style-type: none"> • IHP Units Only • (1) weekday visit per quarter
Maximum Custody / Condemned Row	None	None	None

ATTACHMENT F

VISITATION PHOTO SCHEDULE

Photo Holidays	Phase I	Phase II	Phase III
All Custody Levels	<ul style="list-style-type: none"> • New Year's Day • Mother's Day • Independence Day • Veteran's Day 	<ul style="list-style-type: none"> • New Year's Day • Mother's Day • Independence Day • Veteran's Day 	<ul style="list-style-type: none"> • New Year's Day • Mother's Day • Independence Day • Veteran's Day

Additional Photo Limits	Phase I	Phase II	Phase III
Low and Minimum Custody	No additional photos	(1) One additional photo per quarter	(1) One additional photo per month
Medium Custody	No additional photos	(1) One additional photo per quarter	(1) One additional photo per month
High Custody – Applies Only to IHP Units	No additional photos	(1) One additional photo every 6 months	(1) One additional photo per month
Maximum Custody / Condemned Row	N/A	N/A	N/A

ATTACHMENT G

VIDEO VISITATION GUIDELINES

The following information is intended to serve as a guideline to assist you when participating in a video visitation session with an inmate and is not all-inclusive. Complete rules and regulations are listed in Arizona Department of Corrections, Rehabilitation and Reentry, Department Order #911, Inmate Visitation, which may be accessed through the Department's Website at <https://corrections.az.gov/> or in the Public Access Manual available in the Complex 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 complex entrance and in the Unit Visitation Areas.

GENERAL INFORMATION

Adult visitors shall create a profile through Securus Technologies and include a profile photo of their face (no other people shall be included in the photo). Visitors must have a photo of a valid government ID added to their profile. The names on the profile must match the names on the government ID and the ID must match the name and date of birth in ACIS. Acceptable forms of ID are: a valid driver's license, a military identification card, a passport, an official photo identification card of any U.S. state or federal agency, or Immigration and Naturalization documentation. Minors turning 18 will be required to apply for visitation privileges, and pay the one-time, \$25.00 background check fee. The Department shall not accept a consular identification card that is issued by a foreign government as a valid form of identification, pursuant to A.R.S. §41-5001.

Visitors who are approved for phone call visits only, are not eligible for Video Visitation.

DRESS CODE

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

CONDUCT DURING VIDEO VISITATION

- Conduct by visitors and inmates shall be quiet, orderly and respectful of others; unruly behavior and the use of profanity are prohibited.
- Visitation shall be limited to the identified and approved persons only.
- Visitors appearing to be under the influence of alcohol or drugs, displaying items that may be considered contraband such as drugs, drug paraphernalia, weapons of any kind, or displaying gang signs, symbols, etc. will result in having the visit cancelled and possible suspension from future visits or phone calls.
- Taking photos, screen shots, or recordings of the visits are prohibited.
- Visitors must be present on camera during the 30 minute video visit and shall remain in an upright position at all times.

- Video visits must be planned accordingly; all bathroom/restroom breaks should be conducted prior to or after the 30 minute video visit. Visitors, including minors will not use the bathroom/restroom during the visit.
- Visitors are prohibited from driving a motor vehicle during the video visit. Visitors who are driving while participating in a video visit will have their visit canceled.
- Individuals are prohibited from using someone else's profile other than their own.

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 video visitation rules in order that visitation is a positive and pleasant experience for all concerned.

ENJOY YOUR VIDEO VISIT