



THE CITY OF NEW YORK
DEPARTMENT OF CORRECTION



DIRECTIVE

<input type="checkbox"/> NEW <input type="checkbox"/> INTERIM <input checked="" type="checkbox"/> REVISED			SUBJECT		
EFFECTIVE DATE 7/14/17		*TERMINATION DATE / /	INMATE VISIT PROCEDURES		
CLASSIFICATION # 2007R-C	SUPERSEDES 2007R-B	DATED 9/29/08			
RECOMMENDED FOR APPROVAL BY REVIEW BOARD MEMBER <i>Hazel Jennings</i> HAZEL JENNINGS, ACTING CHIEF OF DEPARTMENT SIGNATURE			AUTHORIZED BY ACTING COMMISSIONER <i>Cynthia Brann</i> CYNTHIA BRANN SIGNATURE		

I. PURPOSE

The purpose of this Directive is to outline New York City Department of Correction (Department) policy, guidelines, and procedures for inmate visits.

II. POLICY

- A. All approved inmate visitors shall be allowed access to the Department's facilities in an efficient and courteous manner during established visiting hours.
- B. Visits shall be provided in areas that allow for easy and informal communication and shall be free from as much custodial constraint as possible.
- C. Visits shall not be listened to or monitored unless a lawful warrant is obtained. However, visual supervision of visits shall be maintained at all times to ensure that the safety and security of each facility is maintained.
- D. Visiting rights may be limited or denied when it is determined that the exercise of those rights constitutes a serious threat to the safety and security of the facility concerned.
- E. The Department shall provide information to visitors (by telephone or internet) about the visit program. This information shall include the facility where an inmate is incarcerated, the visit schedule, and directions to the facility and/or Rikers Island.
- F. Within the visit schedule, inmates may have additional visits and have the length of a visit extended provided that space and time in the visiting facility permits.
- G. Staff shall make every effort to conduct a minimum of administrative processing in registering and searching visitors and shall not conduct duplicative processing. Visitors shall be permitted to go promptly to their visits. Whenever visits are

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II. POLICY (Cont.)

scheduled to begin at a specific time, visitors shall not be required to arrive and register more than one-half hour prior to that time.

- H. Individual visits shall begin as soon as the visitor and the inmate are present at the visit room and seating is available. Visiting shall be conducted on a flexible, "rolling" schedule to permit continuous turnover of visitors during visiting hours and to maximize the seating capacity of the visit room. There shall be no fixed time for the beginning or end of visit sessions (e.g., every hour on the hour). The Department shall make every effort to minimize waiting time prior to a visit.
- I. Upon the proper registration of a visitor, the inmate being visited shall be promptly located and permitted to go to the visiting area. Prior to entering the visiting room, the inmate shall be informed of the identity of the prospective visitor and consent to the visit.
- J. During visit hours, all facilities shall assign a Captain to supervise the visit process. The Special Operations Division (SOD) shall have an assigned Visit Captain for the Rikers Island Visit Control Building.

III. INMATE AND VISITOR ENTITLEMENTS, LIMITATIONS, AND DENIALS

A. APPROVED VISITORS

1. **Any properly identified person, sixteen (16) years of age or older, shall be permitted to visit an inmate with the inmate's consent. Individuals under the age of sixteen (16) may visit provided they are accompanied by a properly identified adult at least eighteen (18) years of age who must remain with them for the duration of the visit. A person sixteen (16) or seventeen (17) years of age may visit but cannot act as an adult to accompany visitors under the age of sixteen (16) unless he or she is the parent of the child and the inmate being visited is also the parent of the same child.**

Note: For visitor identification requirements see Section IV.I.2 of this Directive.

2. Prior to entering the visiting room, the inmate shall be informed of the identity of the prospective visitor and consent to the visit. A refusal by an inmate to meet with a particular visitor shall not affect the inmate's right to meet with any

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other visitor during that period nor the inmate's right to meet with the refused visitor on a subsequent visit.

B. NUMBER OF VISITORS

1. Inmates are permitted to visit with at least three (3) visitors at the same time with the maximum number to be determined by conditions set forth in each facility (e.g., availability of space, volume of visitors/inmates, etc.).
2. Visitors shall be permitted to visit with at most two (2) inmates at the same time provided they are housed in the same facility.
3. If there is a lack of space, a facility may limit the total number of persons for any group of visitors and inmates to four (4). Such a limitation shall be waived in cases involving special necessity (such as emergency situations, situations involving lengthy travel time, or other circumstances as determined by the respective Commanding Officer).

C. VISITING SCHEDULES (DETAINEES AND SENTENCED INMATES)

1. Each detainee is entitled to receive a visit within twenty-four (24) hours after his or her initial admission to any detention facility. If an established visiting period is not scheduled within that time, arrangements shall be made to ensure that this initial visit is made available.
2. Visiting hours and days shall be the same at all facilities. The visit schedule shall be as follows:
 - a. Weekdays and evenings: On Wednesdays and Thursdays, weekday registration hours will be open from 1300 hours until 2000 hours. Daytime visit hours will be from 1400 hours until the last visitor registered has visited or until 1700 hours, whichever is later. Evening visit hours will be from 1800 hours until the last visitor registered has visited or until 2100 hours, whichever is later.
 - i. On Wednesdays and Thursdays, the Rikers Island Visit Control Building will be open to process arriving and departing visitors from 1230 hours until the last visitor departs or 2200 hours, whichever is later.

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b. Weekends: On Fridays, Saturdays, and Sundays, weekend registration hours will be from 0700 hours until 1400 hours. Weekend visit hours will be from 0700 hours until the last visitor registered has visited or until 1600 hours, whichever is later.

i. On Fridays, Saturdays, and Sundays, the Rikers Island Visit Control Building will be opened to process arriving and departing visitors from 0700 hours until the last visitor departs or 1700 hours, whichever is later.

D. INMATES SCHEDULED TO VISIT

1. Inmates whose last name begin with letters "A" through "L" visit on the first and third (and, when it occurs, fifth) Wednesday and Saturday of the month and on the second and fourth Sunday and Thursday of the month.
2. Inmates whose last name begin with letters "M" through "Z" will visit on the first and third (and, when it occurs, fifth) Sunday and Thursday of the month and on the second and fourth Wednesday and Saturday of the month.
3. All inmates may receive visits on Fridays.
4. Visits shall last at least one (1) hour. This time period shall not begin until the inmate and visitor meet in the Visit Room. If space and time permits, visits may be extended by up to one (1) hour.

E. FREQUENCY OF VISITS

1. Detainees may receive visits at least three (3) times per week, with at least one (1) during an evening or weekend, according to the schedule.
2. Sentenced inmates may receive visits at least two (2) times per week, with at least one (1) during an evening or weekend, according to the schedule.
3. Under ordinary circumstances, visits for detainee and sentenced inmates are limited to one (1) per day. Such limitation may be waived in cases involving special necessity (such as emergency situations, situations involving lengthy travel time, or other circumstances as determined by the respective facility's Commanding Officer).

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4. Official visits of properly identified persons providing services or assistance, including attorneys, doctors, religious advisors, public officials, therapists, counselors, and media representatives shall not count against this number.
 5. There shall be no limit to the frequency of visits by a particular visitor.
- F. RULES AND PROCEDURES RELATIVE TO LIMITING OR DENYING VISITS
1. Limitation or Denial of Current Visit

a. **As it pertains to visitors: any visitor, at any stage of the visit process, who appears to be under the influence of alcohol or drugs, refuses to comply with Department rules, is found to be in possession of contraband, or who fails to clear a security device, may be denied a visit. Such incidents shall be brought to the attention of the area supervisor. If the supervisor determines that a denial of visit is warranted, they shall direct the officer to complete Form 143R, "Notice to Inmate/ Visitor of Cancellation/ Limitation/ Denial of Visiting Privileges" (Attachment A). This form shall contain the following information:**

- i. **Date of visit;**
- ii. **Inmate's complete name;**
- iii. **Inmate's book & case and NYSID numbers;**
- iv. **Inmate's facility and housing area;**
- v. **Visitor's complete name;**
- vi. **Visitor's relationship to inmate;**
- vii. **Reason for denial/limitation.**

The visitation rights of an inmate with a particular visitor may be limited or denied only when it has been determined that the exercise of those rights constitutes a threat to the safety or security of visitors or the institution. This may happen only if denying the right to contact visits alone would not reduce this threat. This determination must be based on specific acts committed by the visitor during a prior visit that demonstrates his/her threat to the safety or security of a particular facility, or on specific information received and verified that the visitor plans to engage in acts during the next visit that will be a threat to the safety or security of the facility.

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- b.** **As it pertains to inmates: any inmate, at any stage of the visit process, who appears to be under the influence of alcohol or drugs, refuses to comply with Department rules, is found to be in possession of contraband, or fails to clear a security device, may be denied a visit.**

An inmate's right to contact visits may be denied, revoked, or limited only when it is determined that such visits constitute a serious threat to the safety or security of a facility. Should a determination be made to deny, revoke or limit an inmate's right to contact visits in the usual manner, alternative arrangements for affording the inmate the requisite number of visits shall be made, including, but not limited to, non-contact visits. This determination must be based on specific acts committed by the inmate while in custody under the present charge or sentence that demonstrate his or her threat to the safety and security of a facility, or on specific information received and verified that the inmate plans to engage in acts during the next visit that will be a threat to the safety or security of the facility. Prior to any determination, the inmate shall be provided with written notification of the specific charges, the names of the charging parties, and their statements. This determination shall be made via Form 143R.

- c. This determination to restrict inmate and visitor restrictions shall be made by the Deputy Warden for Programs who shall also provide written notification and specific charges, including the names and the statements of the charging parties, to both the intended visitor and the inmate.

The supervisor authorizing the denial shall then review the information to ensure its completeness and accuracy and then sign the denial. Copies of the form shall be made and given to the Commanding Officer of SOD, Deputy Warden for Programs (inmate's facility), the inmate, and the visitor. The original shall be filed in the inmate's folder, a signed copy should be kept by the Deputy Warden of Programs, OSIU, and the Visit Compliance Unit and added to a share drive.

- d. The Commanding Officer or designee shall ensure that the Form 143R is faxed to the Board of Correction **(212)-669-7980** within twenty-four (24) hours, weekends and holidays included.

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2. **Periodic Review for Non-Contact Visit Restriction Imposed on an Inmate for a Period Greater than Six (6) Months.**

- a. **Whenever an inmate is subject to non-contact visit restrictions for a period greater than six (6) months, a periodic review shall be conducted.**
- b. **The periodic review of such restrictions shall be conducted by the Deputy Warden of Security not less than once every six (6) months to determine whether the restrictions remain appropriate under all known circumstances.**
- c. **The procedures for such review by the Deputy Warden of Security shall be as follows:**
 - i. **OSIU shall maintain an on-going list of inmates who have been placed into non-contact visit status for any reason. This listing shall include the date the limitation was imposed and the basis for such disposition. This report shall be provided to the Bureau Chief of Security on the first business day of each week.**
 - ii. **For each inmate that has been denied contact visits for six (6) months or more, every six (6) months from the date the restriction started, the Deputy Warden of Security at the appropriate facility shall submit a report within five (5) business days summarizing any known information regarding the inmate's behavior during their current incarceration (including the behavior during the non-contact visit period) which would indicate that restoring contact visits would result in a continued threat to the safety and security of the facility. Such report shall include, at a minimum:**
 - A. **Whether the inmate has been found guilty of any infractions during the previous six (6) months;**
 - B. **Whether the inmate has been involved in any inmate fights or other acts of violence during the previous six (6) months and during their current incarceration; or**

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C. Whether the inmate has otherwise been implicated as a participant in any promotion of dangerous contraband which would threaten the safety and security of a facility.

iii. The report should also include a copy of the Form 143R which was generated at the time the limitation was imposed.

iv. Based upon the report and information, the Deputy Warden of Security shall determine whether the inmate's restriction to non-contact visits should be continued. As a general matter, limitations to non-contact visits should not be continued beyond six (6) months unless the inmate has engaged in further infractions or violent activity during the previous six (6) months period or unless there is evidence of prior activity which would support continued limitation.

v. The results of the review and determination by the Bureau Chief of Security shall be provided to the Commanding Officer of the applicable facility and maintained in the inmate's file, the Deputy Warden of Programs Office, OSIU, and the Visit Compliance Office.

3. Inmate and Visitor Appeal Process

- a. The visitor or inmate who is affected shall have the opportunity to be heard on the charges face-to-face with the Deputy Warden for Programs or the Warden of SOD, if applicable. At the visitor's or inmate's request, this determination shall be reviewed by the Deputy Warden for Programs every thirty (30) days. The name of an informant who provided information for the determination may be withheld if necessary to protect his/her safety.
- b. Visitors and inmates whose visiting privileges have been limited or denied may appeal to the New York City Board of Correction (BOC). Any person doing so shall give notice in writing to the BOC and to the Commanding Officer. The facility and any person affected by the determination may submit to the BOC, for its consideration, any evidence or relevant material concerning the determination. The BOC, or its designee, shall issue a written decision upon the appeal within five (5) business days after it has received notice of the requested review. The BOC or designee may issue a single extension of up to ten (10) days if

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extenuating circumstances prevent the rendering of a decision within the five (5) day timeframe. In such instances, the BOC shall immediately notify the Department and any persons affected by the extension. The decision letters must be forwarded to the Chief of Department or a designee. Non-contact visits will not be restored until the Chief of Department or a designee makes a final determination. If the BOC grants an appeal and the Chief of Department or their designee disagrees with BOC's recommendation or decides to modify the restriction, The Central Visit Supervisor shall ensure that the visitor and/or inmate be provided with notice via Form 143. Such notice must be mailed to the visitor unless the visitor provides an email address on Form 143, in which case it must be emailed.

Note: Notification emails shall be sent from email address: DOCVisitDetermination@DOC.NYC.gov. This address is capable of outgoing email only.

- c. Once a decision is made by the Chief of Department's Office or a designee to lift a non-contact visit restriction or modify a restriction visitor express must be updated.
 - d. All visit rules, regulations (including procedures relative to limiting, denying, or terminating visits; rights throughout the process; rights to a prior hearing; rights to an adverse determination appeal; and periodic review), and hours shall be clearly posted in English and Spanish in the waiting and visiting areas of each institution.
4. The following guidelines are to be used when it has been determined that a visitor and/or inmate shall have their visiting rights restricted. When a visitor commits more than one offense, as described below, the cancellation, limitation, or denial of visiting privileges should be based upon the most serious offense and penalty available. When the visitor has committed multiple offenses, the total amount of penalty days shall not exceed the amount authorized for the most serious offense.

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VISIT LIMITATION OR DENIAL GRID

	Offense	1st Offense	2nd Offense	3rd Offense
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		<u>Visitor</u>	<u>Inmate</u>	<u>Visitor</u>	<u>Inmate</u>	<u>Visitor</u>	<u>Inmate</u>
1	<u>Promoting Prison Contraband – (Weapons) Specifically scalpels, razor blades, hobby blades, or similar type of instrument.</u>	<u>Visitor loss of visit privileges with any inmate indefinitely</u>	<u>Inmate loss of contact visit for remainder of incarceration</u>	<u>Visitor loss of visit privileges with any inmate indefinitely</u>	<u>Inmate loss of contact visit for remainder of incarceration</u>	<u>Visitor loss of visit privileges with any inmate indefinitely</u>	<u>Inmate loss of contact visit for remainder of incarceration</u>
2	<u>Promoting Prison Contraband – (Narcotics or controlled substance) When a visitor is found to be in possession and/or is promoting narcotics or controlled substances, that visitor's right to visit any inmate in any facility shall be denied**</u>	<u>180 days*</u> Visit cancellation with any inmate for the offending visitor	180 days Non-contact visits with any visitor	<u>180 days*</u> Visit cancellation with any inmate for the offending visitor	180 days Non-contact visits with any visitor	<u>Offending visitor's loss of visit privileges with any inmate indefinitely</u> y	180 days Non-contact visits with any visitor
3	Possession of Contraband – (Electronic Devices & Prohibited Items) When a visitor is found to be in possession of this type of contraband, specifically, cell phones, cameras, pagers, tobacco related products, matches/lighters, etc. that visitor's right to visit any inmate in any facility shall be denied**	180 days Visit cancellation with any inmate for the offending visitor	180 days Non-contact visits with any visitor	1 year* Visit cancellation with any inmate for the offending visitor	180 days Non-contact visits with any visitor	<u>Offending visitor's loss of visit privileges with any inmate indefinitely</u> y	180 days Non-contact visits with any visitor
4	When a visitor assaults staff, an inmate, or another visitor, that visitor's right to visit any inmate in any facility shall be denied	180 days Visit cancellation with any inmate for the offending visitor	<u>N/A</u>	1 year* Visit cancellation with any inmate for the offending visitor	<u>N/A</u>	<u>Offending visitor's loss of visit privileges with any inmate indefinitely</u> y	<u>N/A</u>
5	When a visitor threatens or verbally abuses staff or another visitor or causes a disturbance	45 days Visit cancellation	<u>N/A</u>	90 days Visit cancellation	<u>N/A</u>	1 year* Visit cancellation	<u>N/A</u>

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	that puts staff in imminent danger, that visitor's right to visit any inmate in any facility shall be limited/denied	n with any inmate for the offending visitor		n with any inmate for the offending visitor		n with any inmate for the offending visitor	
6	Any visitor who presents false ID or attempts to impersonate another person or otherwise fails to follow the instructions of staff (i.e. refusal to submit to security procedures, such as) and thereby causes disruption of the visit process, shall have his/her right to visit any inmate in any facility limited/denied	45 days Visit cancellation with any inmate for the offending visitor	N/A	90 days Visit cancellation with any inmate for the offending visitor	N/A	1 year* Visit cancellation with any inmate for the offending visitor	N/A
7	Any visitor who is found to have stolen property, or who commits an act of vandalism while on Department of Correction property, shall have his/her right to visit any inmate in any facility limited/denied	90 days Visit cancellation with any inmate for the offending visitor	N/A	180 days Visit cancellation with any inmate for the offending visitor	N/A	1 year* Visit cancellation with any inmate for the offending visitor	N/A
8	Any visitor or inmate who is found to be in possession of any items(s) that is considered contraband, (i.e. food, beverages, gum, metro card); shall have his/her right to a visit in any facility limited to a booth visit	30 days Loss of contact visits	30 days Non-contact visits with any visitor	60 days Loss of contact visits	60 days Non-contact visits with any visitor	1 year* Visit cancellation with any inmate for the offending visitor	180 days Non-contact visits with any visitor

* Upon the inmate's or visitor's written request, all determinations shall be reviewed by the Deputy Warden for Programs every thirty (30) days.

**** When a visitor is found to be in possession and/or is promoting narcotics or controlled substances, that visitor's right to visit any inmate in any facility shall be denied. An inmate will receive 180 days of non-contact visits if contraband is passed or attempted to be passed by the visitor to the inmate, or a visitor who is registered to visit an inmate is arrested for promoting prison contraband prior to the commencement of the visit.**

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F. VISITORS - ITEMS NOT PERMITTED IN ANY FACILITY, INCLUDING THE RIKERS ISLAND VISIT CONTROL BUILDING

1. **To ensure the safety and well-being of staff, the inmate population, and visitors, illegal items and department-designated contraband are expressly prohibited. None of the following items may be brought into the Rikers Island Visit Control Building, jails on Rikers Island or Borough facilities, or any other facility including the Hospital Prison Wards:**
 - a. **Guns (including stun guns and zip guns), bullets, and imitation guns and bullets;**
 - b. **Illegal drugs;**
 - c. **Syringes;**
 - d. **Knives, imitation knives, box cutters, needles, razors, hobby blades, scalpels, scissors, any other sharp objects, brass knuckles, and any other weapons;**
 - e. **Tools;**
 - f. **Metal or glass objects;**
 - g. **Padlocks;**
 - h. **Nail clippers and fingernail files;**
 - i. **Tobacco products and related paraphernalia including cigarettes, cigars, rolling paper, chewing tobacco, e-cigarette kits or devices, and pipes;**
 - j. **Tape and other adhesives of any kind;**
 - k. **Explosive devices;**
 - l. **Matches and lighters;**
 - m. **Electronic devices including cellular telephones, cellular telephone accessories, personal digital assistants, portable media players (including but not limited to iPods, MP3 Players, iPads, and E-Readers), pagers, laptops, cameras, recording devices, and radios;**
 - n. **Law enforcement badges, equipment, or replicas of said items;**
 - o. **Liquids and beverages, except two clear baby bottles;**
 - p. **Gels;**
 - q. **Metal hairclips and hairpins;**
 - r. **Non-prescription medications;**
 - s. **Non-prescription sunglasses;**

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- t. No more than a total of three (3) books, newspapers, and/or magazines (except when included in an inmate package);
 - u. Digital media (including, but not limited to, Compact Disc or DVD's);
 - v. Photographs (except when included in an inmate package, although polaroid photographs and photographs that include pictures of the inmate are not permitted in an inmate package); and
 - w. Chewing gum.
2. Visitors may bring prescription medication in its original container to the facility, which, except for life saving prescription medication (see Section III.H.3 below), must be stored in a facility locker and may not be brought to the facility visit floor.

G. DRESS CODE

1. The Department encourages inmate family members and friends, including children and the elderly, to visit inmates. To provide for the safety and security of staff, inmates, and visitors and to maintain a family friendly environment, visitors must wear appropriate clothing to visit inmates. Overly suggestive clothing and clothing in which contraband and non-permissible items can be secreted are not permitted. When meeting with the inmate, visitors may only wear a single layer of clothing (except those visitors required to wear a cover-up garment (see Section III.G.3 below)) and no accessories. Visitors shall not be permitted onto the facility visit floor wearing any of the following:
 - a. Clothing with holes or rips that are located more than three (3) inches above the knee;
 - b. Hooded garments;
 - c. Hats and head coverings (excluding religious head coverings);
 - d. Clothing identifying a specific gang by name or logo;
 - e. Clothing that makes explicit reference to obscene language, drugs, sex, or violence.
 - f. Swimming attire;
 - g. See-through garments;
 - h. Uniforms;
 - i. Jewelry (excluding a wedding ring, a religious bead necklace, or one (1) religious medal no more than two (2) inches in diameter hung on a chain of a quarter inch or less in diameter and no longer than twenty-four (24) inches)

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- j. Tops, including dresses, exposing the chest, stomach, or back;

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- k. Shorts, skirts, or dresses with a hem that is more than three (3) inches above the knee; and
- l. Outer garments including coats, shawls, ponchos, jackets, vests, gloves, or over boots or overshoes (outer boots or shoes that slip over other shoes).

2. Visitors must wear undergarments;

3. Visitors whose attire violates the dress code will be permitted a contact visit if they agree to wear a cover-up garment provided by the Department. Department staff of the rank of Captain or above shall be responsible for determining whether a visitor is in violation of the dress code. Visitors who refuse to wear a cover-up garment provided by the Department shall be denied a visit. The procedures set forth in Section III.F of this policy shall apply to any such denial. The Visit Captain shall ensure:

- a. There are a sufficient number of clean cover-up garments available for visitors at all times.
- b. That the facility's stock of cover-up garments are stored within the facility's visit area.
- c. Arrangements are made with the facility's Clothes Box Officer or other designated officer to ensure that all cover-up garments are laundered and returned back to the Visit Area after each usage.
- d. An effort is made to obtain additional cover-up garments from the central storehouse if a shortage of cover-up garments is anticipated.

H. VISITORS - ADDITIONAL ITEMS NOT PERMITTED ON FACILITY VISIT FLOOR

- 1. To ensure safety and security and to expedite access to the facility visit floor, unless specified above, visitors are not permitted to possess or wear any personal belongings other than a single layer of clothing when meeting with inmates. Secure storage lockers shall be provided at the facility. However, at Rikers Island Visit Control building, coin operated lockers are available for visitors to secure items not allowed in the

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facility. Visitors may not access the facility visit floor possessing any of the following:

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- a. Pocketbooks, purses, backpacks, knapsacks, waist pouches, diaper bags, or wallets;
 - b. Money or Metrocards;
 - c. Identification;
 - d. Keys, except a facility locker key;
 - e. Reading materials;
 - f. Toys;
 - g. Strollers;
 - h. Diapers (excluding the diaper worn by a baby);
 - i. Food and Candy; or
 - j. Beverages (excluding one clear plastic bottle for the baby).
2. Visitors are permitted to bring to the facility visit floor one baby blanket, one clear plastic baby bottle containing a non-alcoholic beverage, and one baby bib for the baby.
 3. Visitors are permitted to bring to the facility visit floor only life-saving prescription medication such as an asthma pump or nitroglycerin. Visit floor staff shall secure all such life-saving prescription medication for the duration of the visit, give back the medication to the visitor as requested by the visitor for medical reasons, and return the remainder of the medication to the visitor at the conclusion of the visit. Other prescription medication may be brought to the facility but must be stored in the facility locker and may not be brought to the facility visit floor.
 4. Visitors are permitted to bring mobility aids such as walkers, wheelchairs, canes, and crutches to the facility visit floor. Other than wheelchairs, visit floor staff shall secure mobility aids, for the duration of the visit and return the aid to the visitor at the conclusion of the visit. Consistent with Operations Order 24/07, "Transporting Visitors with Disabilities," visitors in wheelchairs shall be permitted to use the wheelchair for the duration of the visit.

IV. THE VISIT PROCESS

A. INMATE VISITOR FACILITY ACCESS

1. Prospective visitors to all Rikers Island facilities shall first report to the Rikers Island Visit Control Building. Visitors arriving in private vehicles are required to park at the Queens Abutment and then use public transportation to the Visit

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Control Building. Prospective visitors to all borough facilities shall first report to the visit entrance.

2. Prior to the preliminary search, visitors to Rikers Island or borough facilities shall be afforded the opportunity to dispose of any contraband into a secured Amnesty Box pursuant to Directive 4525, "Amnesty Boxes."

B. SEARCH OF VISITORS - RIKERS ISLAND VISIT CONTROL BUILDING/ BOROUGH FACILITY VISIT ENTRANCE

Visitors shall be subject to search at any time within a correctional facility. This commences at the time of arrival to the Rikers Island Visit Control Building or borough facility visit entrance. Visitors will be subject to canine searches once they arrive to the Benjamin Ward Central Visit Building in compliance with the procedures in Directive 4531R-A, "Canine Units (K-9)." The Department shall include the visit search procedures and any other visit rules and regulations in an informational poster for visitors. These procedures shall also be prominently posted in all visit search areas.

1. Each visitor entrance shall be equipped with the following electronic security devices:
 - a. Walk-Through Metal Detector: The location of the walk-through metal detector must be carefully selected and any nearby metal objects must be stationary.
 - b. Fluoroscope Machine: This device, also known as an X-ray or Line Scan machine, should be stationed in close proximity to the walk-through metal detector.
 - c. Hand Held Metal Detector: This detector shall be used when the walk-through metal detector indicates the presence of metal; the walk-through metal detector is not functioning; or at the discretion of the search officer.

Note: When passing the hand-held metal detector over a visitor's clothing, it must be held no more than one-half (½) inch from the clothing of the person tested.

IV. THE VISIT PROCESS (Cont.)

- d. It shall be the responsibility of the area supervisor to ensure that all electronic security devices are properly functioning.
- e. Staff assigned to any facility entrance/access (front gate, visits, etc.) shall search and inspect the bathrooms, lobby, and any other area where

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inmate details may have access to at least twice per tour and document such in the area logbook. Such searches shall also be conducted prior to any inmate work detail entering the area.

2. Each visitor shall be subject to an electronic search involving a walk-through metal detector.
 - a. Visitors shall be asked to remove all metal items from their clothing prior to participating in a walk-through metal detector search.
 - b. Removed metal items shall be placed in a container where they shall be observed and inspected by the search officer.
 - c. Handbags, briefcases, containers, and packages shall be physically searched as well as inspected via the fluoroscope machine.
 - d. Items (other than electronic devices) which are not permitted in the facility but the possession of which does not constitute a criminal act shall be returned to the visitor who shall be directed to place such items in a locker. Under no circumstances shall visitors be permitted to enter Department facilities with electronic devices. A visitor arriving with such items shall be given the opportunity to secure them in the designated area or deposit them in the amnesty box and continue with the visit process or to depart the facility.
 - e. Items whose possession constitutes a crime shall not be returned and shall be transferred to the proper authorities. Upon the discovery of such items, existing Department procedures relating to the detention and subsequent arrest of the visitor shall be followed and the visit denied in accordance with Section III.F of this Directive.

C. Pat Frisk Searches of Visitors

If a visitor has been checked with a metal detector and staff reasonably believes further inspection is necessary to preclude the introduction of contraband (e.g., the triggering of the metal detector, a suspicious bulge in the visitor's clothing,

IV. THE VISIT PROCESS (Cont.)

confidential information, or visitor's documented history of attempting to bring in contraband), the following actions shall be taken:

1. The staff member shall immediately notify the area supervisor, who shall evaluate the situation to determine if further inspection for contraband is

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warranted. If the cause for further inspection is a suspicious item on the visitor's person, the visitor should be given an opportunity to remove it or forego the visit, prior to further action.

2. If the Area Supervisor determines that further inspection is warranted, he/she shall notify the Commanding Officer (or his/her designee) and, if given approval by the Commanding Officer, shall give the visitor a copy of Form 439, "Search Consent Report" (Attachment B). The reason for the pat frisk shall be entered on Form 439 by the Area Supervisor who shall also verbally inform the visitor of the following:
 - a. A Pat Frisk Search shall be required prior to the visitor having a contact visit with the inmate and the reason for the search;
 - b. The nature of a Pat Frisk Search (a description of the search procedure is also printed on the back of Form 439);
 - c. The visitor may refuse to be pat frisked and may be denied a contact visit for that day and offered a non-contact visit instead. If the visit Captain determines, in accordance with BOC Minimum Standards, that a non-contact visit would still constitute a serious threat to the safety and security of the institution, the visitor may be denied a visit entirely in accordance with Section III.F of this Directive; and
 - d. That refusal of a Pat Frisk Search shall result in a non- contact visit unless:
 - i. The Commanding Officer (or designee) deems it that the visit be denied entirely for security reasons based on reliable confidential information or the presence of a suspicious bulge in the visitor's clothing; or
 - ii. A Metal Detector Search has indicated the presence of a metallic object on the visitor and the visitor does not consent to the Pat Frisk,

IV. THE VISIT PROCESS (Cont.)

Note: In such cases the visit will be denied entirely in accordance with Section III.F of this Directive.

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3. If the visitor consents to a Pat Frisk Search, the area supervisor shall check the appropriate box on Form 439 and obtain the visitor's signature on the form prior to conducting the Pat Frisk Search.
 - a. If a Pat Frisk of a visitor under sixteen (16) years of age is necessary, the signatures of the adult accompanying the minor and the minor (if able to write) should be obtained. The results of the Pat Frisk Search shall then be entered on the form and the form signed by the Area Supervisor. A copy of the form shall be given to the visitor. The original copy of the form shall be placed in a file maintained by the Deputy Warden for Programs. A copy of this form shall also be placed in the inmate's institutional folder.

Note: If contraband is found, a copy of the form shall also be forwarded to the Deputy Warden for Security.
4. Before the pat frisk is conducted, the visitor shall be informed by the visit supervisor that, if he/she consents to the pat frisk and the search finds dangerous contraband such as illegal drugs or weapons, the visitor shall be arrested.
5. Also, prior to the Pat Frisk search, the visitor shall be provided with the up-to-date list of what the Department considers to be dangerous contraband. If the visitor cannot read, the list shall be explained orally to the visitor by the visit supervisor with the assistance of a translator if needed. The visitor shall then be given the choice of:
 - a. Agreeing to the search;
 - b. Not being allowed a contact visit and having a non-contact booth visit instead; or
 - c. Not visiting at all and exiting the facility.
6. Visitors choosing not to visit shall be permitted to leave freely without further searches or questioning. Alternatively, if the visitor voluntarily surrenders any contraband items in their possession, they may be permitted to visit after passing a pat frisk (provided the possession of any voluntarily surrendered item does not constitute a criminal offense).

IV. THE VISIT PROCESS (Cont.)

7. If the pat frisk results in the discovery of contraband, the Tour Commander shall be notified. If the Tour Commander determines that an arrest is

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warranted, he/she shall notify the Department Officer of the Day (OD) via the Central Operations Desk (COD) for authorization.

- a. In all cases where contraband is discovered, whether an arrest is made or not, the contact visit shall be terminated in accordance with Section III.F of this Directive and copies of Form 143R shall be prepared and distributed as follows:
 - i. Original to Inmate's Folder;
 - ii. Copy to Commanding Officer of SOD;
 - iii. Copy to Deputy Warden for Programs (inmate's facility);
 - iv. Copy to Inmate;
 - v. Copy to Visitor;
 - vi. Copy to Deputy Warden for Security (only if contraband found).
 - b. If an arrest is not made and the visit is not denied pursuant to Section III.F of this Directive, the visit supervisor shall secure the contraband and a non-contact booth visit shall be arranged instead of a contact visit.
8. The Pat Frisk search of the visitor shall be conducted in a dignified manner, in an area away from public view, under the supervision of the visit supervisor, by an officer other than the regular search officer, and by an officer who is of the same gender as the visitor. The remaining visitors shall continue to be processed simultaneously while the pat frisk is being done so as not to interrupt the processing of other visitors.
- a. The Pat Frisk search is conducted by patting the outer clothing over the entire length of the visitor's body and examining the seams and pockets of the visitor's clothing. During the search, visitors may be required to remove their outer garments, coat, hat, shoes, and no other items. Except as provided for in Section IV.C.8.b below, the visitors skin shall be touched only at the shirt-sleeves and collar. Visitors shall be required to run their fingers through their hair under the observation of a Correction Officer in order to ensure that weapons or other contraband are not secreted in the hair. At the discretion of the officer, a transfrisker may be used to check for contraband in a visitor's hair.
 - b. To perform a pat frisk, the Correction Officer stands behind the visitor and asks the visitor to raise their arms. Then, the officer runs their thumbs under the visitor's collar, runs their hands across the top of the

IV. THE VISIT PROCESS (Cont.)

visitor's arms, comes back under the visitor's arms to the armpits and down the visitor's sides to the waist. The officer then runs their finger

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around the visitor's waistband, runs their hands down the outside of the visitor's legs and up the inside of the visitor's legs to and including the crotch. The officer then reaches around and pats the visitor's chest and back and checks any remaining pockets. In conducting a pat frisk, officers shall strive to preserve the dignity of the visitor being searched.

Note: Should a female visitor wearing a skirt consent to a pat frisk, but because of the nature of the skirt an effective pat frisk is impossible, the visitor shall be afforded the option of moving to an area providing privacy and lifting the skirt in the presence of a female officer. Should the visitor decline to do so, the visitor shall be given a non-contact visit unless the visit is denied entirely for other reasons in accordance with departmental policy.

9. If the Pat Frisk search does not adequately resolve the Area Supervisor's concerns about the possible introduction of contraband, a contact visit may still be denied in accordance with Section III.F of this Directive and a non-contact visit substituted, provided that:
 - a. The Area Supervisor explains the reasons for the decision in the "remarks" section of Form 439 and in Section III of Form 143R; and
 - b. The Tour Commander concurs with the decision and signs both the Form 439 and the Form 143R.
10. If the visitor refuses to consent to a Pat Frisk search, the Area Supervisor shall check the appropriate box on Form 439 and obtain the visitor's signature. The Area Supervisor will then sign the form and give a copy of the form to the visitor. The original shall be forwarded to the office of the Deputy Warden for Programs who shall maintain a centralized file for such forms. A copy of the form shall also be placed in the inmate's institutional folder. The visitor will then be provided a non-contact visit with the inmate unless the visit is denied entirely pursuant to the preceding paragraph.

Note: If a non-contact visit is denied, the reason for the denial shall be entered in the "remarks" section of Form 439. If a Metal Detector Search has not indicated the presence of a metallic object but a non-contact visit has still been denied, the Commanding Officer (or designee) shall sign the form.

IV. THE VISIT PROCESS (Cont.)

11. Searching Headwear of Religious Significance or Religious Beaded Necklaces

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- a. If a visitor is wearing headwear of religious significance and/or religious beaded necklaces, the headwear and/or religious beaded necklaces shall undergo a security inspection by passing a hand-held metal detector over the garment while it is being worn. After passing through the metal detector and the hand-held metal detector, a visitor wearing religious beaded necklaces may be asked to lift the necklaces without removing them, in order to show staff that there is no contraband stored in or around the necklaces. The headwear may also be subject to an ION Scan Search with prior consent from the visitor. If the hand held metal detector indicates the presence of metal, a positive ION Scan is noted, or there is a reasonable belief that further inspection is necessary to preclude the presence of contraband, the visitor will be required to consent to a pat frisk search by completing Form 439 or be subject to a booth visit. During the pat frisk search of the individual's body in accordance with the procedures delineated in Section IV, a further inspection of the headwear or the religious beaded necklaces may be conducted as prescribed below.
- b. If an individual is subject to a consented pat frisk as described in Section IV.C.11.a., and the visitor is wearing either religious headwear or a religious beaded necklace, the following procedures will be followed.
- i. If the visitor signs Form 439, the visitor shall be escorted by an officer of the same sex as the visitor to a pat search area and asked to remove the headwear at which time the officer will inspect the headwear for contraband without touching the headwear. If the visitor is wearing religious beaded necklaces, the visitor will not be required to remove the necklaces while an officer visually inspects the necklaces for contraband without touching. The visitor may be asked to manipulate the religious necklaces or headwear in a manner satisfying to the officer that there is no presence of contraband. At the conclusion of the inspection, if the visitor was asked to remove the headwear, the visitor shall be given reasonable time to replace the headwear before leaving the private area;

IV. THE VISIT PROCESS (Cont.)

- ii. If the visitor refuses to sign the consent form, the visitor can be provided with a booth visit. If the visitor declines a booth visit, facility access shall be denied.

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D. Ion Scan Searches

An Ion Scan search is a search in which a drug and explosives detection device is passed over, and may come into contact with, an individual's hand, area of clothing, footwear, personal items, purses/handbags, packages, correspondence, or any other article that may retain traces of illicit substances. Each visitor entering a Department building may be subjected to an Ion Scan search in addition to the routine visitor processing.

1. All visitors are subject to undergo an Ion Scan search.
2. Ion scan searches shall be performed in accordance with Directive 4530, "Ion Scan Searches," to avoid impeding the administrative processing of visitors.
3. In any instance where a visitor's headwear of religious significance (e.g., kufi, yarmulke) is to be the subject of an ION Scan search, the area supervisor shall note the reason for the ION Scan Search on Form 439 and Form 143R. Copies of the forms shall be disseminated and filed accordingly.

E. VISITOR EXPRESS

1. All visitors to a Department facility shall have the option to enroll in the Visitor Express computer system. The enrollment shall include: computer scanning of the visitor's identification, photographing the visitor, and collecting the visitor's fingerprints using the biometric reader device. The Registration Officer shall attempt biometric registration and the officer shall explain to the visitor that submitting to fingerprinting will result in speedy registration for future visits. If the visitor refuses to be fingerprinted, the Registration Officer shall immediately notify the visit supervisor. The Visit Supervisor shall attempt to persuade the visitor to provide fingerprints.

Note: Returning visitors shall only have to press their fingers on the biometric fingerprint reader. Once the fingerprints are read and identified, the computer will display the visitor's necessary information. If the visitor refuses to provide fingerprints, it will be necessary for the officer to scan the

IV. THE VISIT PROCESS (Cont.)

returning visitor's Identification to locate the visitor's information.

2. If all attempts to obtain the fingerprints fail, the Visit Supervisor shall override the fingerprint requirement in the Visitor Express application.

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noting that the visitor refused to be fingerprinted and then enrollment shall proceed. In addition, if the biometric reader is inoperable, the Visit Supervisor shall override the fingerprint requirement in the Visitor Express application noting that the equipment is inoperable. In either instance, the visitor shall be processed manually.

3. **Once the visitor has been properly registered, the Visitor Express shall create a Visitor Express Ticket which includes a photo of the visitor and a unique barcode. In such cases, the Visitor Express Ticket shall be scanned by Department staff in lieu of the Visit Process Form.**
4. **The Visitor Express Application shall also automatically make all required notifications in relation to the visit. No additional notification from staff is required.**

Note: If Visitor Express is not working, staff shall immediately notify the help desk and obtain a ticket number for assistance and then revert to manual procedures.

F. MANUAL PROCESS

Upon entry into the Rikers Island Visit Control Building or borough facility visit entrance, all visitors (whether this is their first or subsequent visit) shall be instructed to form a line at the appropriate facility's reception/registration desk for the purpose of pre-registration.

Note: At the Rikers Island Visit Control Building, each registration desk shall be clearly marked by facility name. If the visitor requires further information or an interpreter, he/she shall be directed to the "General Information" (GI) desk.

1. At the borough facilities, visitors shall line up in front of the registration desk. At Rikers Island, visitors shall line up in front of the registration desk designated for the intended facility. The reception officer shall time-stamp and issue the sequentially numbered Visit Processing Form (**Digital Form**).

IV. THE VISIT PROCESS (Cont.)

2. Visitors may either take this form to the provided writing surface to complete or fill it out while waiting on line. Visitors shall then complete the upper portion of the Visit Processing Form (including name, address, relationship, inmate's name and location, if known). Visitors requiring assistance in the preparation of this form shall be assisted by the reception officer.

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3. Upon completion of the forms, visitors shall return to the end of the line. Since the time needed to complete this form will not vary greatly among all visitors, the reception officer shall pre-register visitors in the order the Visit Processing Form was issued. The reception officer shall verify the inmate's presence in the facility by checking the Department's Inmate Information System (IIS) computer terminal at the facility registration desk. If the inmate does not appear on the IIS computer terminal, the visitor shall be directed to the GI window. Borough facility visitors shall be directed to the General Office (GO) window.
4. The officer assigned to the desk shall initiate a trace of the inmate's location. The desk officer shall make sure that all identifying information (name, aliases, book and case number, date of birth, etc.) provided by the visitor is accurate and correctly entered into the IIS computer system. If the IIS computer cannot locate the inmate in the computer record, the desk officer shall call the GO of the last facility where the inmate was housed and obtain the information from the inmate's custody records.
5. The desk officer shall obtain and provide to the visitor the current location and custody status of the inmate, including the name of the facility to which the inmate has been transferred, the address location of the facility, and directions on how to get there; or if the inmate has been discharged, the date of the inmate's release and the place from which the inmate was released (e.g., AMKC, Bronx Supreme Court, etc.). This verified information shall be provided to the visitor to assist the visitor in finding the inmate.

Note: If the inmate is still in custody on Rikers Island, the GI desk officer shall direct the visitor to the correct visit reception desk in the Visit Control Building.

6. The reception officer shall examine the Visit Processing Form for accuracy and completeness then return the copy to the visitor. This copy shall remain in possession of the visitor throughout the visit process and shall serve as a reference to identify the visitor at any given time. Visitors to Rikers Island shall then await transportation to the appropriate facility.

IV. THE VISIT PROCESS (Cont.)

G. NOTIFICATION PROCESS

1. After giving the visitor the copy of the Visit Processing Form/Visit Express Ticket, the reception officer shall immediately notify by telephone the appropriate facility's assigned notification officer. Batching of visiting processing forms will delay the notification process and must be avoided. The

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reception officer shall supply the notification officer with the inmate's name, NYSID number, book and case number, location, and the visitor name(s) as indicated on the Visit Processing Form/Visit Express Ticket.

2. The assigned notification officer shall notify the appropriate housing officer by telephone that the inmate has visitors. If the inmate cannot be immediately located, the next inmate shall be notified to avoid unnecessary delays.

In order to locate inmates promptly, the housing area officer shall refer to his/her out-count list. The housing area officer shall notify the officer assigned to the appropriate area of the inmate's waiting visitor. The area officer shall immediately notify the inmate of the waiting visitor. The officer shall ask the inmate whether or not the inmate chooses to interrupt his/her activity to go to the visit immediately, or if not, whether the inmate chooses to begin the visit after the activity is over.

3. The officer shall promptly notify the housing officer of the inmate's decision.
4. When the inmate has been located, the housing officer shall notify the notification officer who shall notify the visitor of the delay and the approximate length of the delay before the inmate will reach the visit floor.
5. Once the inmate has been notified and agreed to see the visitor, the inmate shall proceed to the designated visit clothing exchange room.
6. The Notification Officer must immediately be notified by the Visit House Inmate Search Officer when the inmate arrives at the visit house. If the inmate does not arrive for the visit within thirty (30) minutes, the visit supervisor shall be notified by the notification officer and initiate a follow-up procedure. The visitor shall be kept informed of efforts to locate delayed inmates and be told the reasons for delay by the visit supervisor.
7. The visit supervisor shall ensure that the notification officer again contacts the housing officer to determine the reason for the delay of the inmate's arrival at the visit house.

IV. THE VISIT PROCESS (Cont.)

8. All inmates shall be required to change into a jumpsuit and slippers prior to participating in a visit. Inmates shall not be permitted to wear any article of personal clothing under the jumpsuit (except for underclothing).
 - a. In an effort to distinguish and closely monitor Red ID and Intended Contraband Recipients (ICR), such inmates shall be issued neon/lime

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green jumpsuits to be worn during their visit. Under no circumstances shall a Red ID Card or ICR inmate be permitted on the visit floor without a neon/lime green jumpsuit.

- b. Inmates shall deposit their clothing and personal effects in a mesh basket issued by the clothing exchange officer who shall issue a numbered tag corresponding with the number on the basket. These items shall be retrieved at the conclusion of the visit by using the issued tag to identify the proper inmate. The inmate's identification card shall be stored in numbered slots provided in sequence with the tags issued for the clothing baskets.

H. VISITOR TRANSPORTATION TO RIKERS ISLAND FACILITIES

1. Each Rikers Island facility shall have its own visit shuttle bus(es) and driver(s) operating between the Visit Control Building and the facility's visit house. When the visit bus arrives at the Visit Control Building, the Reception Officer, without delay, shall announce the arrival of the bus over the public address system and call visitors sequentially by form number and direct them to the appropriate bus (for example: "Visitors for the Anna M. Kross Center with forms numbering 0500 to 0525 please walk out to the bus with the sign AMKC."). The bus driver shall inspect the visitor's copy of the Visit Processing Form/Visit Express Ticket to ensure that the visitor is on the right bus.
2. The Reception Officer shall give the bus driver the original of the Visitor Processing Form/Visit Express Ticket for delivery to the visiting facility.
3. Upon arrival at the facility, the bus driver shall supervise the visitors' exit from the bus and ensure that all visitors enter into the visit house entrance. As the visitors enter the facility, the facility code of the day shall be stamped (in invisible ink) on the back of each visitor's left hand. The bus driver shall deliver to the Entrance Officer copies of the Visit Processing Forms/Visit Express Ticket. The entrance officer shall time-stamp/scan each Visit Processing Form/Visit Express Ticket to indicate the time of arrival to the facility and shall deliver the forms to the registration officer.

IV. THE VISIT PROCESS (Cont.)

4. The Facility Visit Processing Officer shall announce the bus' departure for the return trip to the Visit Control Building, board all departing visitors, and return immediately and directly to the Visit Control Building. At the Visit Control Building, the bus driver shall discharge all departing visitors.

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5. The bus driver shall then repeat the process of delivering arriving visitors to the facility visit house and returning departing visitors to the Visit Control Building.

I. VISIT REGISTRATION

1. The Registration Officer shall call the visitors in numerical order (e.g., 0500, 0501, 0502, etc.). Visitors shall be allowed to register only if the inmate is present in the facility.

- a. Rikers Island Visitors: If the visitor has arrived at the wrong facility, the correct facility shall be noted on the form and arrangements shall be made for transportation to the Rikers Island Visit Control Building for re-processing.

2. Identification

- a. **For each visit, every person sixteen (16) years of age or older must present one form of valid identification that contains a distinguishable photograph and signature. Individuals under the age of sixteen (16) may visit if accompanied by a properly identified adult at least eighteen (18) years of age. The adult accompanying an individual under the age of sixteen (16) shall provide the visit registration officer the name, date of birth, and gender of the child.**

- b. **Valid identification must be unexpired, verifiable, unaltered, include a distinguishable photograph and signature, and be one of the following:**

- i. **Drivers License with photo and signature (from any state or territory in the United States);**
- ii. **Resident Alien Card or Permanent Resident Card issued by the United States Department of Justice (e.g., Green Card);**
- iii. **Passport from any nation;**

IV. THE VISIT PROCESS (Cont.)

- iv. **School identification (from any state or territory in the United States);**
- v. **Employment identification card (from any state or territory in the United States);**

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- vi. **New York State Benefits Identification Card (e.g., medicaid/food stamp photographic identification);**
 - vii. **United States Armed Services identification card;**
 - viii. **New York State Department of Motor Vehicles Non-Drivers License Identification Card (from any state or territory in the United States); or**
 - ix. **Consulate issued identification or Diplomatic identification.**
 - x. **New York City ID Card**
- c. **A sixteen (16) or seventeen (17) year old with valid identification may accompany a child under the age of sixteen (16) if he or she is the parent of that child and the inmate being visited is also the parent of the same child. In this case, the sixteen (16) or seventeen (17) year old must produce a birth certificate for the child under the age of sixteen (16).**
- d. **The Registration Officer shall consult with the Visit Supervisor regarding any issues involving a visitor's age or identification.**
3. Visitors must sign their name on a visit registration card in invisible ink. These cards are to be kept confidential and information therein is not to be communicated to non-departmental persons. Visitors under the age sixteen (16) must have the card completed by their guardian.
4. After the visitor is registered, the registration officer shall forward the Visit Processing Forms/**Visit Express Tickets** to the visit observation officer.

J. MONEY AND PACKAGES

IV. THE VISIT PROCESS (Cont.)

1. Persons who are not visiting but who have money or packages for inmates must deposit the money or packages at the windows dedicated for receipt of these items.

Note: For Rikers Island visitors, these windows are located at the Rikers Island Visit Control Building.

NEW MATERIAL BOLD AND UNDERLINED

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2. Visitors with money or packages for an inmate shall deposit these at the facility itself prior to visiting.
3. To avoid delay and the necessity of visitors having to wait on two (2) different lines, each visit area shall have at least one (1) line dedicated for funds and packages and at least one (1) line for funds only. These lines shall be clearly marked in English and Spanish to minimize confusion and delays.
4. Money: Visitors may deposit cash, teller's checks, or money orders for inmates. Personal checks shall not be accepted. The employee designated to receive funds shall record all monies in the appropriate receipt book and ensure that one (1) receipt is issued to the visitor and one (1) receipt remains in the receipt book. The visitor shall give the receipt to the inmate during their visit. Inmates must retain their own receipts for record purposes.
5. Packages: Visitors may deposit packages for inmates during visiting hours. Clothing for a court appearance on the following day may be delivered to the facility's main entrance during non-visiting hours between 0800 hours and 2100 hours and at any additional hours deemed appropriate. Handout leaflets with the listing of permissible items specified in Directive 4508R-D, "Control of and Search for Contraband" (or its successor), shall be made available to all visitors.
6. Package Inspection
 - a. The package room officer receiving packages shall remove all items from their original containers and search all items for contraband. The package room officer shall then fluoroscope the items and place all articles in a new paper bag. Then they shall complete the Clothing Receipt and give one (1) copy to the visitor and attach two (2) receipts to the bag. The searched package shall then be brought by the staff member assigned to the Package Room to the inmate at the conclusion of the visit.

IV. THE VISIT PROCESS (Cont.)

- b. The Package Receipt forms shall be signed in duplicate by the inmate who shall keep the original. The duplicate shall be maintained in a separate file in the Package Room.
- c. Persons delivering packages who choose not to visit shall deposit packages at the package receipt area of the Facility (Borough Inmate Visitors) or Visit Control Building (Rikers Island Inmate Visitors). The package room officer shall deliver these packages to the facility package

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room for delivery to inmate at the conclusion of the registration period. All packages shall be delivered to the inmate on the same day of its delivery to the facility unless a lawful warrant is obtained. Packages for inmates who have a court appearance on the following day shall be delivered as soon as possible on the same day received.

- d. In the course of inspection of such clothing for contraband, the clothing may be ripped, torn, or cut only as a last resort after all alternate means for inspection have been exhausted and such alternate means cause the officer to have reasonable suspicion that contraband has been concealed in the clothing. Ripping, tearing, cutting, or otherwise damaging clothing must first be authorized in writing in advance by the visit supervisor or higher ranking officer based on their personal inspection of the clothing and assessment (also explained in writing) that there is reasonable suspicion to believe contraband is concealed in the article of clothing. Where ripping, tearing, or cutting of clothing is authorized, said clothing shall be taken apart in the least destructive manner required to accomplish the inspection found to be necessary.
- e. In each case where clothing is ripped, torn, or cut and not lawfully retained, the visit supervisor shall ensure that all items are repaired and promptly delivered together with a copy of the written authorization which permitted the item to be ripped, torn, or cut to the intended inmate.
- f. A written record shall be kept of each search that describes:
 - i. The property that was searched;
 - ii. The specific reasons or suspicions for doing the search;
 - iii. How the search was accomplished and by whom;
 - iv. The alternate means of searching which were exhausted before permission to rip, tear, or cut clothing was granted;
 - v. Any items found in the search; and
 - vi. The final disposition of the clothing and all items found.

IV. THE VISIT PROCESS (Cont.)

- g. A copy of this record shall be given to the inmate whose property was searched.
7. **Outgoing Packages:** Inmates who wish to send clothes home via the visit process may do so by bringing clothing item(s) with them when called for a visit. The visit search officer shall search the items for contraband (City property, etc.). Approved items shall be placed in a paper bag by the visit search officer with the inmate's name and book and case number on the bag.

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The package room officer shall issue outgoing packages to the visitor after the visit but prior to exit from the visit house and ensure that the visitor signs for the package left by the inmate.

K. SEARCH OF VISITORS/FACILITY VISIT AREA

Visitor searches shall be conducted as follows:

1. Upon entering the Visit Area prior to registration, all visitors shall be stamped with a non-reversible character on the back of the left hand using fluorescent ink. This hand stamping shall be performed whether or not the visit actually takes place.
2. After registration, each visitor shall be directed to place any personal items (coats, sweaters, purses, etc.) in lockers provided for that purpose. Visitors shall retain the locker key. Upon completion of the visit, visitors shall retrieve their personal property from the locker.
3. Prior to the visitor(s) entering the Contact Visit Room, search procedures outlined in Section IV.A - D shall be adhered to.

L. THE VISIT

1. Upon completion of the search process, visitors shall enter the visit waiting area. Visitors may sit in the visit room if space allows. When both visitor and inmate are seated together, the observation officer shall time-stamp/scan both copies of the Visit Processing Form/Visit Express Ticket.
2. **Physical contact shall be permitted between every inmate and all of the inmate's visitors. Permitted physical contact shall include a brief embrace and kiss between the inmate and visitor at both the beginning and end of the visitation period. Inmates shall be permitted to hold children in the inmate's family who are ages fourteen (14) and younger throughout the visitation period. However, the Department may limit**

IV. THE VISIT PROCESS (Cont.)

an inmate's holding of children to one child at a time. Additionally, inmates shall be permitted to hold hands with their visitors throughout the visitation period, which the Department may limit to holding hands over a partition that is no greater than six (6) inches. These provisions are not applicable to inmates housed in a contagious disease unit for medical reasons or for inmates designated for non-contact visits. In accordance with BOC Minimum Standards, the Department may impose

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certain limitations for visitors to inmates in Enhanced Supervision Housing.

3. During visits, inmates and visitors shall be required to abide by the following rules:
 - a. Inmates and visitors shall remain seated with hands above the tables.
 - b. No exchange of items are permitted without prior approval.
 - c. At the completion of the visit, the visitor(s) shall remain seated until the inmate has departed the area.
4. The contact visit observation officers shall patrol the Visit Room to ensure that the rules are enforced and that no contraband is introduced into the facility or given to any inmate. At the completion of the visit, the observation officers shall direct the inmates to the appropriate area for search and clothing change. Visitors shall be directed to the proper exit and required to display the stamp of the day on their left hand prior to exiting the contact area.
5. Non-contact visits shall take place in the Visit Booth Area of each facility during the regularly established visiting hours. Both inmates and visitors shall undergo the same registration and search procedures as prescribed for contact visits.

M. VISITOR EXIT PROCEDURES

1. Prior to visitors exiting from the visit house, the officer assigned to the visit house entrance gate shall inspect the hand stamp code of each visitor with the use of the ultraviolet light. If an exiting visitor displays a hand stamp with a wrong code, a code that is smudged or distorted, or no stamp at all, the individual in question shall be detained and immediate notification shall be made to the visit supervisor who shall conduct an immediate investigation to determine the proper identity of the individual (if the individual has been

IV. THE VISIT PROCESS (Cont.)

identified as an inmate, the Tour Commander shall be notified and take appropriate action).

- a. At all Rikers Island facilities, after visiting, visitors shall await the arrival of the bus in the designated facility waiting area.

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2. The entrance officer shall then time-stamp/scan the original and the copy of the Visit Processing Form/Visit Express Ticket for the last time. The copy shall be given to the visitor and the original shall be filed in the facility visit record file.
3. In addition, all Rikers Island facility visit buses shall be equipped with a portable black light. The visit bus driver shall check the hand stamp with the black light as each visitor boards the bus and again when exiting the bus at the Visit Control Building.

N. INMATE SEARCH

Upon completion of a visit, the inmate shall be directed to the inmate Visit Search Room where he/she shall be required to undergo a "Strip Search **without** a Visual Body Cavity Search." A Strip Search without a Visual Body Cavity Search is a visual inspection of the armpits, oral cavity, ears, nose, navel, and hair while the inmate is undressed. This search shall not involve visual inspection of an inmate's anal or genital cavity, require the inmate to spread his/her buttocks, or lift his/her genitals or breasts. This inspection may involve directing the inmate to perform a deep knee bend in order to expel any contraband that may be secreted in the anal or genital cavity. This may also include conducting a search of the inmate's worn apparel (possibly including the ripping, tearing, and/or cutting of the clothing) after clothing has been removed.

Note: For additional information refer to Directive 4508R-D, Section V.F.

O. CONTROL BUILDING AND FACILITY OBLIGATIONS

1. Each facility shall make every effort to minimize waiting time prior to a visit.
2. Visitors shall not be required to wait outside a facility or the Visit Control Building. All waiting and visiting areas shall provide:
 - a. Adequate seating for each visitor to accommodate the highest peak demand for visits that the facility normally has.

IV. THE VISIT PROCESS (Cont.)

- b. Access to bathroom facilities and drinking water. Facilities are responsible to see that bathrooms shall be inspected and cleaned every two (2) hours during visiting and at the beginning and end of each visit day and are kept clean and sanitary at all times.
- c. Access to vending machines for beverages and foodstuffs.

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- d. Access to Spanish speaking employee(s) or volunteer(s).
 - e. All visiting rules, regulations, and hours clearly posted, in English and Spanish, in the waiting and visiting areas at each facility.
3. Each bus shall be searched at the onset of each visit day at all Rikers Island Facilities to deter the introduction of contraband by visitors. The visit bus driver shall also inspect the passenger compartment for contraband before loading visitors at the Visit Control Building and after discharging visitors at the facility.
 4. The following signs shall be conspicuously posted in both English and Spanish in all waiting and visiting areas of each facility:
 - a. Information;
 - b. Search;
 - c. Cash drop off; and
 - d. Cash and package drop off.
 5. The following materials shall be conspicuously posted in both English and Spanish in all waiting and visiting access areas of each facility:
 - a. Penal Law relative to promoting prison contraband;
 - b. Visit Area procedures;
 - c. Registration Procedures;
 - d. Locker Instructions;
 - e. Rules of conduct;
 - f. Visit Schedule; and
 - g. Age and Identification Requirements.
 6. The following signs and materials shall be conspicuously posted in both English and Spanish in the Visit Control Building for Rikers Island visitors:
 - a. Penal law relative to promoting prison contraband;
 - b. Pre-registration procedures;

IV. THE VISIT PROCESS (Cont.)

- c. Age and identification requirements - importance of knowing inmates correct location;
 - d. Rules of conduct; and
 - e. Visit schedules.
7. The following printed hand out materials must be available:

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- a. Visit Schedules;
- b. Information Brochures;
- c. Permissible Package Items (Listing); and
- d. Public and private transportation schedules.

V. REFERENCES

- A. Directive 1500R-A, "Standard Operating Procedures for Receipt, Disbursement, and Accounting of Inmate Cash Funds," dated 11/10/97 (as amended).
- B. Directive 1504, "Safeguarding of US Currency," dated 9/19/96.
- C. **Directive 4002R-C, "Receiving and Sending Inmate Packages," dated 7/26/16 (as amended).**
- D. Directive 4508R-E, "Control of and Search for Contraband," dated 5/15/09 (as amended).
- E. Directive 4512, "Visit Security Procedures," dated 6/23/82 (as amended).
- F. Directive 4525, "Amnesty Boxes," dated 3/29/05.
- G. Directive 4530, "Ion Scan Searches," dated 7/10/03.
- H. Operations Order 02/09, "Transporting Inmates with Disabilities," dated 3/9/09.
- I. Operations Order 24/07, "Transporting Visitors with Disabilities," dated 12/21/07.
- J. Board of Correction, Minimum Standards - Section 10.

VI. ATTACHMENTS

- A. Form 143R, "Notice to Inmate/Visitor of Limitation/Denial of Visiting Privileges," dated 7/14/17.
- B. Form 439, "Search Consent Report," dated 7/14/17.

VII. SUPERSEDES

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A. Directive 2007R-B, "Inmate Visit Procedures," dated 9/29/08 (as amended).