

# VISITOR'S GUIDELINES

## WELCOME STATEMENT

The Department of Corrections welcomes visitors to **Monroe Correctional Complex (MCC)**. We wish to provide a family friendly environment. To do this, there are some security measures we must take to ensure each visit is safe and pleasant. The number of visitors allowed at one time may vary from one facility to another. Reading these guidelines carefully is strongly encouraged to promote an enjoyable visit.

## WHO CAN VISIT

Visitors must have submitted a visitor's application, be approved, and added to the offender's visitor list before visiting. Each offender may have up to **seven** approved visitors per visit.

NOTE: The offender may not be available for a visit. Visitors may avoid making an unnecessary trip or being turned away by pre-arranging visits with the offender.

Minors under 18 years of age may visit with a parent/guardian or an approved escort only.

## DESIGNATED VISIT HOURS

### Facility Visit Times

Where	Days	Check In Time	Check Out Time
SOU	Friday – Monday	12:00 pm	7:30 pm
MSU	Friday – Monday	12:30 / 5:30 pm	3:30 / 8:30 pm
WSRU	Friday – Monday	12:00 pm	7:30 pm
TRU	Friday – Monday	12:00 pm	7:30 pm
IMU	Friday – Monday	12:00 pm	7:30 pm
IPU	Friday – Monday	1:00 pm	3:00 pm

### Video Visit Times

Where	Days	Check In Time	Check Out Time
WSRU	Monday – Sunday	6:30 am	8:00 pm
TRU	Monday – Sunday	6:30 am	8:00 pm
SOU	Monday – Sunday	6:30 am	8:00 pm
MSU	Sunday – Friday	9:30 am	7:00 pm
MSU	Saturday Only	9:30 am	11:00 am

### IMU/Segregation Visiting

Only no-contact visits will be conducted in the IMU and will be limited to immediate family only. Visitors will report to the SOU for check-in. No money or debit cards will be allowed for IMU visits.

Visits will be on a first come, first served basis and may be cancelled due to an offender's negative behavior prior to the announced visit. Depending on the offender program level, restraints may be required for the duration of the visit. Visits will not be allowed for 24 hours upon placement in the IMU/Segregation Unit.

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The amount of time an offender will be allowed to visit will depend on his program level:

- Orientation/Level 2 – Two hours once per week
- Level 3 – Three hours once per week
- Level 4 – Four hours once per week OR two hours twice per week
- Segregation offenders may have no more than three one-hour visits per week.

### Other Visit Information

Offenders may request arrangements for special situations, such as friends or family traveling from extended distances.

If a visitor leaves during any visit period, s/he may be allowed to return during the next authorized visit period.

Visiting may be interrupted or cancelled due to facility needs. Visitors may avoid making unnecessary trips or being turned away by going online or signing up to receive visit updates via Twitter at <http://twitter.com/@wadocvisits>. This page contains basic information including where to go to view facility guidelines. Visitors may also get information by calling the facility.

## **DIRECTIONS**

### Facility Information

Written directions:

- From the South – Seattle area:

Take I-5 north to I-405 North to SR 522 East (the Monroe-Wenatchee-Woodinville exit) Follow SR 522 East approximately 10 miles. Take West Main exit (also the Monroe City Center); turn right and proceed down West Main Street until you reach the appropriate institution entrance.

- From the North – Everett area:

From I-5, take SR 2 East to Monroe. Turn right at the first light (Fryelands Boulevard). Go to the end of Fryelands Boulevard and turn left onto West Main Street. Proceed down West Main Street until you reach the appropriate institution entrance.

- From East of the mountains on SR 2 (Stevens Pass)

Go West on SR 2 to Monroe. Turn right at the 4th light (SR 522 West overpass entrance). Take the first exit, West Main Street and turn left. Proceed down West Main Street until you reach the appropriate institution entrance.

- From East of mountains on I-90 (Snoqualmie Pass)

Go West on I-90 to North Bend exit (SR 202) to Fall City. Take SR 203 at intersection to Monroe. After crossing the bridge entering Monroe, turn left at the first light (Main and Lewis streets); proceed approximately 2 miles to appropriate entrance.

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**WSRU and MSU entrance:** Turn at 177th Avenue, turn right at the WSRU sign and proceed up the hill to the speaker, in the left lane.

**SOU and IMU entrance:** Turn at 177th Avenue, past the WSRU entrance and turn right up the hill at the Special Offender Unit sign.

**TRU entrance:** Turn at 170th Drive, across from the Chevron and proceed to the speaker.

The visitor may contact the facility at: 360-794-2600

### **ARRIVAL ON FACILITY GROUNDS**

#### Vehicles/Parking

The speed limit on facility grounds is 15 mph. The Department thanks drivers for not speeding.

Vehicles must be secured. The Department will not be liable for lost or stolen property.

Individuals dropping off a visitor should ensure the visitor has been allowed access, but may not wait in vehicles or on facility grounds after the visitor has been processed for visiting.

Pets are not permitted to wait in vehicles or on facility grounds.

#### Visitor Check-In

Visitors are welcome to arrive 30 minutes before visits and will check in at the visitor entrance.

Visitors should inform visit personnel in advance when difficult news will be shared during a visit. Visit personnel will attempt to make a suitable seating arrangement for the visit.

#### Identification

Visitors who are 18 years of age and older must present identification (ID) that is valid with a current photo (e.g., driver's license or state ID card, passport, military or government ID, tribal ID, alien registration). Other forms of ID may be authorized by the Superintendent/designee. Expired or non-photo ID will not be accepted unless the Superintendent/designee approves in exceptional situations (e.g., the ID is recently expired, and the visitor is known to visit personnel).

#### Searches

Visitors will be required to sign a search permission form before visiting. Pat, vehicle, personal property, and/or canine searches may be conducted. Visitors should read [DOC 420.340 Searching and Detaining Facility Visitors](#) before the first visit.

Visitors may bring the following items in a clear plastic coin purse or bag:

- Cash as follows:

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- During visitation, money or vending machine debit cards may be used for vending machine purchases by visitors.
  - Once opened, purchased food items must be removed from their packaging and placed on plates or napkins. Visitors and offenders may not share items from the same plate, napkin, or container.
  - Any unopened items may be taken home by the visitor.
- MCC has debit vending machines, visitors will be allowed a vending machine debit card. The debit card limit is \$50, based on vendor resources.
- Visitors will take all unspent money and vending machine debit cards with them when they leave.
- Keys - Drivers may keep one car key and/or remote on a single ring key chain. The keys will be secured at the visitor check in.
- ID - Visitors may be allowed to have one form of ID in the visiting area.
- Medical - Visitors are allowed medications or medical equipment that is needed during the visiting period, if proof of prescription or medically authorized need is provided. Prescription medication must be in the original container and only in the limited amount needed during the visit. The original container must list the visitor's name and the names of the medication, pharmacy, and prescribing physician. Prescriptions may be stored in the storage lockers at check-in. If a visitor cannot clear screening due to a medical device/condition, an additional search will be required.
- Small comb or brush.
- Two pair of eyeglasses, including one pair of reading glasses, or non-reflective sunglasses for facilities allowing outside visits.

### Items for Infants and Toddlers up to 36 months)

The following items are allowed for infants and toddlers and must be stored in a clear plastic bag or container:

- Two empty, clear plastic bottles that can be filled with water, juice, milk, or formula.
- One plastic Tupperware-type child's cup with lid.
- Two unopened plastic containers of formula, juice, or other infant specific fluids (e.g., Pedialite). Breast milk may be allowed if it is in a clear plastic bottle that employees are able to inspect.
- Two unopened plastic containers of baby/snack food in their original packaging with one plastic baby spoon.
- Two bibs.

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- Two pacifiers or teething objects.
- One non-quilted child's blanket.
- One change of baby clothing.
- One disposable diaper per hour of the visit.
- Baby wipes that have been transferred to a zip lock plastic bag before the visit.

If facility resources are available, nursing mothers may be asked to relocate to a non-restroom location identified by facility employees. If there is no suitable location for nursing, mothers may nurse in the visit room, provided they maintain reasonable modesty while nursing.

### Service Dogs

Service dogs must meet the requirements of the Americans with Disabilities Act (ADA). Support animals and in-training service animals do not meet ADA requirements and will not be allowed.

The dog's owner is responsible for the animal, including:

- Cleanup of waste and disposal in the following area(s): nearest trash can.
- Ensuring the dog remains on a leash under their control at all times.

Service dogs may not interact with offenders or other visitors.

### **OVERCROWDING IN THE VISIT ROOM**

When the visit room reaches maximum capacity, the following practice will be implemented to allow as many visitors as possible the opportunity to visit:

- Visit personnel will maintain a log of visitors entering the visit room and the time that they arrive.
- After a visitor has been in the visit room for three hours, s/he may be instructed to leave the visit room to allow another visitor(s) to enter. Visit personnel will ask for volunteers before ending any visits.
  - In limited circumstances, an offender and his/her visitor(s) may not have their visit ended (e.g., visitors who have traveled over 300 miles, rely on specialized public transportation).
- If an offender has already had a visitor(s), additional visits may not be allowed for that day.

When the visit room drops below maximum capacity, these limitations will be suspended.

### **CLOTHING STANDARDS**

Dress standards are necessary to ensure the safety and security of visitors and offenders and to promote a positive environment. Visitors must wear appropriate clothing and should wear

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clothing that is conservative in nature in order to maintain a respectful visiting environment and ensure processing time is kept to a minimum. The Visiting Sergeant/Shift Commander/designee will make the final determination regarding the appropriateness of any clothing, footwear, or accessories.

To ensure the safety of all individuals if an emergency arises, clothing that resembles state issued offender clothing (e.g., red shirts, khaki pants, gray sweatpants and sweatshirts) or Department uniforms is not allowed.

Children must wear clothing that will not reveal underwear when they crawl, spin, etc. Shorts under dresses may be appropriate.

### **The following guidelines apply to visitors 8 years of age and older:**

- Clothing will be free of reference to obscenity, alcohol, drugs, Security Threat Group (STG), violence, or sex in any form.
- Buttons or closures will be fastened to the degree necessary to provide proper coverage.
- All clothing must be clean and in good repair, free of holes, rips, or tears. A rip that does not show skin is acceptable.
- Undergarments must be worn, to include bras and panties for females, and briefs or boxers for males. Underwire bras are permitted, but may require additional search.
- Clothing will not reveal breasts or expose undergarments, cleavage, stomach/midriff, or bare chest or back, including when arms are raised.
- Camouflage, bibbed attire, and pants with multiple side pockets may not be worn. While camisoles or light layering of T-shirts/sweaters is allowed, excessive layering that could conceal contraband is not allowed.
- Outer garment shirts must have sleeves.
- Sweaters, blazers, and sweatshirts are permitted.
- Hooded clothing is not allowed.
- Watches are not allowed
- Shorts, women's dresses, skirts, capris, skorts, and slits in clothing must not fall more than 3 inches above the middle of the kneecap when standing.
- Visitors may be prohibited from bringing hooded or heavy, parka style coats into the visit room. These items will be placed in a secured locker.
- Shoes, sandals, flip flops, and boots must be in good repair, free of holes, and rips or tears. Quilted, fur lined, or steel toed footwear is not allowed. High heels must be no more than 3 inches high from the heel of the visitor's foot to the ground.

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- Socks/stockings are not mandatory, but visitors will be asked to remove shoes to clear the electronic detector, and feet will come into contact with the floor area where other visitors have been processed.
- Accessories
- The following items are permitted:
  - No more than 3 rings.
  - One necklace.
  - One bracelet.
- Religious and medically necessary head coverings are allowed, but are subject to search. Searches will be conducted in a private area by a person of the same gender.
- Belts are allowed unless they are money belts or have compartments or removable parts. Buckles may not be larger than 2"x2".
- Metal jewelry or accessories will need to pass the electronic detector and/or be searchable by hand, which may increase processing time.
  - Visit employees may request that bulky or heavy jewelry, that represents a safety or security concern, be removed and secured prior to the visit.
- The following items are not permitted:
  - Jewelry that hides other items (e.g., broaches, locket, pins) or jewelry that resembles a key
  - Scarves, neck ties, hats, and gloves
  - Watches and activity trackers (e.g., Fitbit)
  - Survival/paracord bracelets and similar in nature

## **CONDUCT DURING VISITS**

The Department intends to maintain visiting programs which help offenders preserve positive ties with family and friends. Cooperation by all participants is encouraged. Visitors should be respectful, courteous, and follow all instructions given by facility employees. The following visit room guidelines will help to ensure that visits are a pleasant experience for all participants.

### **The following is not allowed:**

- Criminal activity
- Weapons or objects that present danger of any kind
- Visitors that have consumed alcohol, marijuana, and/or any illegal substance
- Alcohol, marijuana, and illegal drugs are not allowed on the premises
- Gum and tobacco
- Any disturbance or the creation of emergency situations within the facility
- Conduct/behavior that:
  - Threatens the health and safety of any visitor, offender, or others
  - May result in damage to the facility premises or equipment
  - Is disrespectful or inappropriate towards facility employees

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- Disrupts the visits of others
- Purchasing food and drinks for other visitors or offender the visitor is not currently visiting

### General Guidelines:

- A brief hug and kiss (i.e., no more than 4-5 seconds in length) are permitted at the beginning and conclusion of visits. During the visit, the only physical contact allowed between offenders and adult visitors is holding hands with hands in plain view. While seated at a table, hands must be on or above the table top. As visiting areas are family friendly environments, caressing and/or sexually suggestive behavior of any kind is not allowed.
  - In addition to brief, appropriate contact at the beginning and conclusion of each visit, an offender may have physical contact with his/her minor visitor(s) 8 years of age and under in a manner that respects the child's feelings and physical boundaries.
    - The child may sit on the offender's lap.
    - The offender may show affection toward the child (i.e., hugs or kisses).
    - Visit personnel will monitor the child for signs of disengagement (e.g., pulling away, crying, screaming) and will, if appropriate, instruct the offender to discontinue the physical contact or return the child to the guardian/escort.
  - The Superintendent/designee may establish additional requirements for an individual offender/visitor.
- Visitors that cause significant concern during their visit may be suspended from visiting privileges.
- Visits may become emotional at times. If visit personnel observe this, they may check in with the visitor(s)/offender to ensure everything is okay.
- Conversations should remain quiet, without harsh language or swearing, encouraging pleasant and caring family interaction. Visitors and offenders will avoid loud, excessively emotional, or disruptive behavior.
- Visit areas are provided for all visitors. Visitors and offenders will use furnishings for their intended use.
- Because time is limited, the focus and interaction must remain between the offender and his/her own visitors and family. Conversations with other offenders and/or their visitors are not allowed with the exception of very brief (i.e., one or two words) courteous statements (e.g., hello, please, thank you).
- Unless specifically authorized, notes and letters are not authorized to be brought in or out of the visit room.
- If restrooms are located outside the visit room, visitors may be subject to additional search.
- Visitors should put away all items used during visits (e.g., games, toys, books) and throw trash and recyclables in provided containers at the end of the visit.

### General Supervision of Children:



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- Children must be under direct supervision and within sight of the visiting parent or guardian/escort at all times. Children should remain at the table or in authorized play or break areas at all times. Roughhousing and horseplay will be stopped immediately by the visiting minor's guardian/escort.
- The offender may supervise a child(ren) while the adult visitor uses the restroom or the vending machine, provided there is no restriction prohibiting the offender from being alone with the child(ren).
- For health and safety purposes, children under 5 years of age must have an adult escort them when they use the restroom. While an adult visitor escorts the child to the restroom, the offender may supervise remaining children, provided there is no restriction prohibiting the offender from being alone with the child(ren). Verbal corrections and time-outs are the only allowable forms of discipline during visits. Department employees are required by law to report suspected child abuse and neglect.
- Showing affection, holding, and playing with visiting children promote positive family interaction. Visitors should be considerate of other visitors and public surroundings.
- Grooming of children's hair may be done during visits, unless visits occur in a dining hall.
- When changing children's soiled garments, please use the provided changing areas.
- Adult escorts are expected to encourage children to return play items to their proper locations after use.

Suggestion/Comment forms are available in the visit room and online at <http://www.doc.wa.gov/family/visits.asp>.