

# VISITOR GUIDELINES

## AIRWAY HEIGHTS CORRECTIONS CENTER (AHCC)

### WELCOME STATEMENT

The Department of Corrections welcomes visitors to Airway Heights Corrections Center (AHCC). 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.

**You are encouraged to sign up to receive closure notifications** <https://doc.wa.gov/family/program.htm#family-communications>

### WHO CAN VISIT:

Visitors must have submitted a visitor's application, be approved, and added to the incarcerated individual's visitor list before visiting. Each individual may have up to 4 visitors per visit (this number includes children). Larger groups may be accommodated by utilizing the Special Visit process. NOTE: The incarcerated individual may not be available for a visit. Visitors may avoid making an unnecessary trip or being turned away by pre-arranging visits with the incarcerated individual.

Visitors under 18 years of age may visit with an approved escort only.

### DESIGNATED VISIT HOURS:

Visiting may be interrupted or cancelled due to facility needs. Visitors may avoid making unnecessary trips or being turned away by going to <https://doc.wa.gov/corrections/incarceration/prisons/ahcc.htm> and reviewing Facility Alerts & Notices.

**To view visit and video visit schedules, visit the webpage identified above.**

### DIRECTIONS:

AHCC is located in Airway Heights Washington, just a few miles West of Spokane

From I-90 take the Fairchild AFB/Spokane International Airport/Highway 2 Exit.

Travel west approximately 3.5 miles.

Turn right/north on Hayford Road.

Travel 1 mile. Turn left/west on Sprague Avenue.

Travel ½ mile. The AHCC entrance will be on your left.

The visitor may contact the facility at: **509-244-6700 Press 3 for visiting.**

Individuals with disabilities: Parking is available for people with a disability who have a state issued placard or license plate. Parking spaces for people with disabilities are in the main visitor parking area. Parking spaces for people with disabilities at MSU is located on the west end of the parking lot in front of the C2 Visiting and Programming building.

## ARRIVAL ON FACILITY GROUNDS:

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### VEHICLES/PARKING

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

Vehicles must be secured. The Department is not 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.

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### VISITOR CHECK-IN

Visitors will park in the visitor parking lot on the right at the entrance to facility grounds (first 6 rows). The main facility is the 2-story building behind the flagpoles. Visitation at MSU is located at the west end of the parking lot. Please use the concrete sidewalks and do not cut through vehicles in the parking lot when going to the MSU Visiting room.

Parking on Sprague Avenue is not allowed per local law enforcement.

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

#### **Main Facility**

Visitors for the main facility must remain in their vehicle or in the fenced-in waiting area while the visit sign says, "Visiting Closed." Main facility visitors may enter the building to begin processing when the sign reads "Visiting Open," and the green light is on. Visitors are not allowed to line up at the exterior door of Public Access.

#### **MSU (C-2 building):**

Visitors for MSU must remain in their vehicle or in the fenced-in waiting area until the sign reads "Visiting Open" and the green light is on at the main institution then may proceed to the C-2 visitation door to be checked in.

#### **Infirmary**

Visitors approved for an infirmary visit will check in at Public Access. Visits will be conducted in a designated room with no other individuals present.

Infirmary Visitors must be over 18 and will:

- Exchange their government issued photo identification for an identification card. Visitors will remain under escort for the duration of the visit. The identification card must be returned at the end of the visit.
- Only be allowed to bring the identification card and a locker key into the facility.
- Not be allowed to converse with other incarcerated individuals while at the facility.

### Special Visits

Special visits are available as identified in policy 450.300 Visits for Incarcerated Individuals to request a special visit the Incarcerated Individual or the visitor submits DOC 21-787 Special Visit Request to the Associate Superintendent of Programs' assistant. At AHCC, an incarcerated individual may have 1 special visit every 30 days. 30 days is calculated from the last day of the most recent special visit.

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### 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, or passports for visitors coming from outside the US or US Territories. 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 by visit employees). Active-duty military may present an expired driver license with their military identification. If a visitor has renewed their license but has not received the permanent copy, they may use their expired identification along with the paper copy of their temporary license.

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### SEARCHES

Visitors are required to sign DOC 21-575 Acknowledgment of Visitor Search Requirements before visiting. Pat, electronic, 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.

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### VISITORS MAY BRING THE FOLLOWING ITEMS IN A CLEAR PLASTIC COIN PURSE OR BAG:

- At AHCC a vending card is required for vending machine purchases, visitors will be allowed to load a maximum of \$38.00 on the card. Cards can be purchased in Public Access at the main facility or in the C-2 Lobby at MSU. Visitors must have exactly \$5.00 to purchase a card, which will give a \$3.00 credit balance. Prior to visiting, visitors may load money onto the card in Public Access at the main facility or in the C-2 lobby at MSU. Each visitor will be allowed one card. Card machines will accept \$20 bills; however, the machine will only accept one bill at a time and will eject the card in between each bill.
- During visiting, vending machine cards may be used for vending machine purchases by visitors only.
- Once opened, purchased food items must be removed from their packaging and placed on plates or napkins. Visitors and incarcerated individuals may not share items from the same plate, napkin, or container.
- Any unopened items may be taken home by the visitor.
- Visitors will take their vending machine card with them when they leave visiting.
- Keys - Drivers may keep one car key and/or remote on a single ring key chain. The keys will be secured in lockers in Public Access at the main facility and in the C-2 lobby at MSU. Visitors will be given a token to use in the locker. Visitors will be allowed to bring locker keys into the visiting room.
- 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. 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. Medication must be stored in a locker and the visitor can request access from the visiting room employees when needed. Nitroglycerin pills and rescue inhalers may be kept on person. If a visitor cannot clear screening due to a medical device/condition, an additional search will be required.

- Visitors who utilize medical devices that require cell phones for monitoring (e.g. glucose and insulin levels) are not authorized to bring cell phones into visiting. Visitors are encouraged to find an alternative monitoring method or work with visit staff to identify other options.
- Small comb or brush.
- Two pairs of eyeglasses, including one pair of reading glasses, or non-reflective sunglasses for facilities allowing outside visits.

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#### ITEMS FOR INFANTS AND TODDLERS

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., Pedialyte). 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
- 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

Nursing mothers may be asked to relocate to a private, non-restroom location identified by facility employees for nursing needs.

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#### SERVICE ANIMALS

Service animals 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 handler is responsible for the animal, including:
  - Cleanup of waste and disposal in the following area(s): in the garbage cans at the back of the visit room.
  - Feeding the animal in the following area: Utilizing a small bowl under the visit table.
    - handlers will be allowed to secure food items in the lobby area at the front of the visit room.
  - Ensuring service animal always remains on a leash under their control.
- Service animals may not interact with incarcerated individuals or other visitors.
- Handlers may be asked to remove the animal from the premises if the animal exhibits behavior that does not meet service animal requirements.

### **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 1 ½ hours, s/he may be instructed to leave the visit room to allow a new visitor(s) to enter. Visit personnel will ask for volunteers before ending any visits.
  - If there are no volunteers, visiting staff will ask those that are local and have frequent visits to leave first.
  - In limited circumstances, an individual and his/her visitor(s) may not have their visit ended (e.g., visitors who have traveled over 250 miles, rely on specialized public transportation).
- If an individual 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 all individuals and promote a positive environment. Visitors should wear clothing that is conservative in nature in order to maintain a respectful visiting environment and ensure processing time is kept to a minimum.

Visitors whose clothing does not meet clothing standards may be asked to wait until other visitors have been processed and may be offered loaner clothing. If loaner clothing is declined, the visitor may be denied visiting for the day. Loaner clothing will only be offered twice. After two dress code violations annually, the visitor may have their visiting privileges suspended. The Shift Commander/designee will make the final determination regarding the appropriateness of any clothing, footwear, or accessory.

- To ensure the safety of all individuals if an emergency arises, clothing that resembles state issued clothing (e.g., red shirts, khaki pants, gray sweatpants, and sweatshirts) is discouraged. The visit Sgt. and/or Shift Commander will assess the visitor's clothing and determine if alternate clothing is required for entry. Clothing decisions are final and will be reviewed by the Associate Superintendent of Operations on a regular basis.
- Visit rooms are fragrance free for the health and comfort of those with allergies.
- Any modifications to clothing once screened may cause delays in processing and may require the visitor to leave and change clothing or have their visit denied.
- 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.
- All clothing must be clean and in good repair without rips or tears.
- Appropriate undergarments are required and will not be visible.
- Clothing will not reveal breasts or expose undergarments, cleavage, stomach/midriff, or bare chest or back, including when arms are raised.
- Light colored/sheer/transparent clothing that allow for undergarments (i.e. bra, underwear) to show through are not allowed.
- Tactical and cargo pants are not allowed but carpenter pants are acceptable.

- Sagging of pants is not allowed.
- Camouflage, even in small decorative patches or lettering, and bibbed attire may not be worn.
- Outer garment shirts must have sleeves. Sleeveless garments must be worn with a sleeved outer garment for the duration of the visit. Cap sleeves are acceptable as an outer garment.
- Sweaters, blazers, and sweatshirts are permitted.
- Hooded garments are not allowed in the visit area.
- Shorts, dresses, skirts, capris, skorts, and slits in clothing must reach the top of the kneecap when standing.
- Items that protect against rain and other inclement weather (e.g., umbrella, hat, raincoat, ski jacket, topcoat) are not permitted in the visit room.

When visit areas require outside travel once checked in, items will be placed in the visitor's locker in Public Access/C-2 Lobby.

- Shoes, sandals, flip flops, and boots must be in good repair, free of rips or tears.
- Fur on the outside of the boot/shoe or steel-toed footwear is not allowed. Boots with fleece or sheepskin lining (e.g., Uggs) are permitted.
- High heels must be no more than 3 inches high from the heel of the visitor's foot to the ground.
- Socks/stockings are not mandatory, but visitors will be asked to remove shoes to clear the electronic detector, and feet will meet the floor area where other visitors have been processed.
- Leggings/jeggings may only be worn under outer garments that must be mid-thigh or longer, front, sides, and back, when standing.
- The following accessories are permitted:
  - No more than 2 rings - a wedding set is considered one ring
  - One necklace
  - One bracelet
  - Religious and medically necessary head coverings are allowed but are subject to search. If worn, head coverings must remain in place for the duration of the visit regardless of the visitor's age.
  - Belts are allowed unless they are money belts, have compartments or removable parts. Buckles may not be larger than 2"x2".
  - Piercings
    - Cuffed earrings and spiked gauges are not permitted
- The following accessories are not permitted:
  - Jewelry that hides other items (e.g., broaches, locket, pins, ear coverings) or jewelry that resembles a key
  - Neck ties
  - Watches
    - Survival/paracord bracelets and similar in nature
- Metal jewelry or accessories will need to pass the electronic detector and/or be searchable by hand, which may increase processing time.

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

- Incarcerated individuals will wear state issued clothing, undergarments, and footwear into the visit area. Individuals will follow facility specific requirements for appropriate attire as follows:
  - The only jewelry permitted is:

- a wedding ring, if married, and/or
- approved religious medallion
- Shirts will remain tucked in at all times.

## CONDUCT DURING VISITS:

The Department intends to maintain visiting programs which help incarcerated individuals 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 on the premises:

- 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.
- Any disturbance or the creation of emergency situations within the facility.
- Conduct/behavior that:
  - Threatens the health and safety of anyone
  - May result in damage to the facility premises or equipment
  - Is disrespectful or inappropriate towards facility employees

### The following is not allowed in the visit room:

- Tobacco.
- Cell phones or electronic devices.
- Gum.
- Conduct/behavior that disrupts the visits of others.
- Vaping products and paraphernalia.
- Purchasing food and drinks for other visitors or incarcerated individuals the visitor is not currently visiting.

### General Guidelines:

- A brief hug and kiss (e.g., up to a 5 second kiss followed by a 10 second hug in length) are permitted at the beginning and conclusion of visits.
- During the visit, the only physical contact allowed between incarcerated individuals and adult visitor is holding hands with hands in plain view and touching each other's arms no higher than the top of the elbow. If the garment has sleeves, touching may only be on the outside of the clothing.
- While seated at a table, hands must be on or above the tabletop. As visiting areas are family-friendly environments, sexually suggestive behavior of any kind is not allowed.
- During the visit, the only physical contact allowed between incarcerated individuals and adult visitor is holding hands with hands in plain view and touching each other's arms no higher than the top of the elbow. While seated at a table, hands must be on or above the tabletop. As visiting areas are family-friendly environments, sexually suggestive behavior of any kind is not allowed.
- The Superintendent/designee may establish additional requirements for an individual/visitor(s).
- 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)/individual to ensure everything is okay.
- Conversations should remain quiet, without harsh language or swearing, encouraging pleasant and caring family interaction. Visitors and incarcerated individuals will avoid loud or disruptive behavior.
- Visit areas are provided for all visitors. Visitors and incarcerated individuals will use furnishings for their intended use.
- Because time is limited, the focus and interaction must remain between the incarcerated individual and his/her own visitors and family. Conversations with other incarcerated individuals and/or their visitors are not allowed except for very brief (i.e., one or two words) courteous statements (i.e., hello, please, thank you).
- Unless specifically authorized, notes and letters are not authorized to be brought in or out of the visit room.
- Crafts made by the incarcerated individual and his/her visitor(s) in the visit room may be taken out by the visitor or left to be displayed, if applicable.
- If restrooms are located outside the visit room, visitors may be subject to additional search.
- Visitors will 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:**

- Showing affection, holding, and playing with visiting children promote positive family interaction.
- An incarcerated individual may have physical contact with his/her minor child(ren) in a manner that respects the child's feelings and physical boundaries.
- The child may sit on the incarcerated individual's lap.
- The incarcerated individual may show affection toward the child (i.e., hugs or kisses).
- Visit personnel will monitor the child for signs of withdrawal (e.g., pulling away, crying, screaming) and will, if appropriate, instruct the incarcerated individual to discontinue the physical contact or return the child to the guardian/escort.
- Children must be under direct supervision and within sight of the visiting parent or guardian/escort. Children will remain at the table or in authorized play areas at all times.
  - The facility may allow incarcerated individual to supervise a child(ren) while the adult visitor uses the restroom or the vending machine, provided there is no restriction prohibiting the individual from being alone with the child(ren).
- Roughhousing and horseplay is not allowed and must be stopped immediately by the visiting minor's guardian/escort.
- For health and safety purposes, children under 5 years of age must have an adult escort with them when they use the restroom.
- 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.
- When changing children's soiled garments, please use the provided changing areas.
- Adult escorts are expected to assist children in returning play items to their proper locations after use.

Suggestion/Comment forms are available in the visit room and online



