

VISITOR GUIDELINES

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.

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 adults with no limit on approved minors approved visitors per visit. 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.

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

DESIGNATED VISIT HOURS

Visiting

Where	Days	Check In Time	Check Out Time
Main facility living units K, L, and R	Friday and Sunday	12:00 p.m.	3:30 p.m.
	Saturday and Monday	5:15 p.m.	8:30 p.m.
Main facility living units M, N, and T	Friday and Sunday	5:15 p.m.	8:30 p.m.
	Saturday and Monday	12:00 p.m.	3:30 p.m.
Minimum Security Unit (MSU) in building C-2	Friday, Saturday, and Sunday	12:30 p.m.	3:30 p.m.
	Friday, Saturday, Sunday, and Monday	5:15 p.m.	8:30 p.m.
Main Infirmary for offenders unable to attend normal visiting due to significant health concerns	Friday, Saturday, Sunday, and Monday	1:00 p.m.	3:00 p.m.
		6:00 p.m.	8:00 p.m.

Video Visiting

Where	Days	Check In Time	Check Out Time
JPay Kiosk	Visitors may check availability through JPay	To be determined	To be determined

Incarcerated individuals may request arrangements for special visit 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 (provided by facility)

- Written 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. From the North, South, East, or West, use a map, as appropriate. Directions from north, south, east, or west including a map, as appropriate.
- The visitor may contact the facility at: 509-244-6700.
- 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

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 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 and C-2 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.

Visitors for the main facility must remain in their vehicle or in the fenced-in waiting area while the sign reads Visiting Closed and the red light is on. No visitors will be processed between 1:30 p.m. - 2:15 p.m. at the Main facility due to shift change. 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.

Visitors for MSU must remain in their vehicle or in the fenced-in waiting area until 10 minutes before the 12:30 p.m. visiting period and then can walk to the C-2 visitation door to be processed. For the 5:15 p.m. visiting period visitors must remain in their cars or the fenced-in waiting area until the sign reads Visiting Open and the green light is on at the main institution.

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

Visitors approved for an Infirmary visit will check in at Public Access and be processed through the Visit Room. Visits will be conducted in a designated room with no other offenders present. Visitors will:

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

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 by visit employees).

Searches

Visitors will be required to sign DOC 21-575 Acknowledgment of Visitor Search Requirements 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:
 - During visitation, money or vending machine debit cards may be used for vending machine purchases by visitors. 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.
 - At facilities where cash is required for vending machine purchases, visitors will be allowed \$20.00 in change or bills in denominations of \$5.00 or less and may also bring an additional \$20.00 for the incarcerated individual.

- At facilities with debit vending machines, visitors will be allowed a vending machine debit card. The debit card limit is \$39.00, based on vendor resources. 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. Visitors may load money onto the Card in Public Access at the main facility or in the C-2 lobby at MSU for use in the vending machines prior to the start of visiting. Each visitor will be allowed one Card. Card Machines will accept \$20.00 bills, however, the machine will only accept one bill at a time and will eject the card in between each bill.
- 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 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, 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. Medications 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.
- 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., 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

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): The garbage can in the waiting area.
 - Feeding the dog in the following area: The fenced area directly East of the Visiting parking lot.
 - Dog handlers will be allowed to secure dog food items in the lockers provided in the Public Access area as long as the dog food items fit in the same locker as the visitors personal items. Only one locker per visitor is authorized.
 - Ensuring the dog remains on a leash under their control at all times
- Service dogs may not interact with incarcerated individuals or other visitors
- Dog handlers may be asked to remove the dog from the premises if the dog 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 1/2 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 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 there are no volunteers, visiting staff will ask those that are local and have frequent visits to leave first. Additional facility specific procedure, if applicable.
- 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. The Visiting Sergeant/Shift Commander/designee will make the final determination regarding the appropriateness of any clothing, footwear, or accessory.

- 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.

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.

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

- Children must wear clothing that will not reveal underwear when they crawl, spin, etc. Shorts under dresses may be appropriate.
- 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.
- Sheer/transparent clothing is not allowed unless clothing worn beneath is not transparent and no undergarments (e.g., bra, underwear) are visible.
- 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, top coat) 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 come into contact with 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 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 or have compartments or removable parts. Buckles may not be larger than 2"x2".
 - Piercings
 - Cuffed earrings and spiked gauges are not permitted
- 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:
- No sweat pants or shorts are allowed in the visiting area. facility specific
 - The only jewelry permitted is a wedding ring, if married, and approved religious medallion
- Metal jewelry or accessories will need to pass the electronic detector and/or be searchable by hand, which may increase processing time.
- The following accessories are not permitted:
 - Jewelry that hides other items (e.g., broaches, loquets, pins, ear coverings) or jewelry that resembles a key
 - Neck ties
 - Watches
 - Survival/paracord bracelets and similar in nature

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
- Gum
- Conduct/behavior that disrupts the visits of others
- Purchasing food and drinks for other visitors or incarcerated individual the visitor is not currently visiting

General Guidelines for Adult Visitors:

- A brief hug and kiss (e.g., up to a 5 second kiss followed by a 10 second hug in length) are encouraged at the beginning and conclusion of visits.
- During the visit, the only physical contact allowed between incarcerated individuals and adult visitors over the age of 18 is holding hands or touching forearms over the top of long-sleeved clothing, with hands visible. While seated at a table, hands must be on or above the table top. 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, excessively emotional, 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 with the exception of courteous statements, which should be brief in duration.
- While visitors are waiting for the incarcerated individuals to enter the visit room, brief verbal interactions with visitors nearby may occur as long as it does not result in anyone getting out of their seat.
- 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 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:

- 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) 8 years of age and under 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 at all times. Children should remain at the table or in authorized play or break areas at all times. Roughhousing and horseplay is not allowed and must be stopped immediately by the visiting minor's guardian/escort.
- The incarcerated individual may 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).
- 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.
- 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>.