I. POLICY

The Department shall control individual in custody visitor access and video visitation for individuals in custody in order to preserve the security of correctional facilities.

II. PROCEDURE

A. Purpose

The purpose of this directive is to establish written procedures for controlling individual in custody visitor access and video visitation for individuals in custody in correctional facilities.

B. Applicability

This directive is applicable to all correctional facilities within the Department.

C. Facility Reviews

A facility review of this directive shall be conducted at least annually.

D. Designees

Individuals specified in this directive may delegate stated responsibilities to another person or persons unless otherwise directed.

E. Definitions

Adult visitor – for the purpose of this directive shall include visitors 18 years of age and older.

Government official – for the purpose of this directive shall include, but is not limited to, law enforcement officers, social service workers, including Department of Children and Family Services (DCFS) caseworkers, and employees of the United States or Illinois Attorney General; it shall not include attorneys or their associates who are defending the individual in custody.
Inappropriate behavior – for the purpose of this directive shall refer to a violation of a facility regulation, Department Rule or state or federal law.

Legal visitor – for the purpose of this directive shall include registered attorneys retained by or appointed to represent, or prospective attorneys of an individual in custody and legal support professionals working under the registered attorney’s supervision. Support professionals may include, but not be limited to, associate attorneys, law students, paralegals, law clerks, investigators, psychiatric professionals and mitigation specialists working under the individual in custody’s attorney’s supervision. It shall not include attorneys or their associates that request to interview an individual in custody as a possible witness in another individual’s case.

Permanent restriction – a restriction of a visitor for an indefinite period of time in excess of six months.

Temporary restriction – a restriction of a visitor for up to six months.

Vendor – for the purpose of this directive shall mean the entity with which the Department has contracted to provide online visitation availability for individuals in custody.

F. General Provisions

1. To receive visiting privileges, during reception to the Department and during orientation to each newly assigned facility, individuals in custody shall be required to complete a Visiting List, DOC 0004, indicating all persons, including minors under 18 years of age, with whom the individual in custody wishes to visit.
   a. Individuals in custody shall be limited to 40 visitors on the DOC 0004.
   b. The individual in custody may change the names on the list no more than once per calendar month except in emergency situations.
   c. Each time the individual in custody wishes to add or remove a visitor, a new DOC 0004 must be completed.

   NOTE: Legal visitors and government officials, including DCFS caseworkers, need not be listed on the DOC 0004 to be afforded a visit.

2. The DOC 0004 shall be reviewed and each requested visitor shall be approved or denied in accordance with Department Rule 525: Subpart A prior to admittance to the facility.
   a. Individual entries may be denied during review if each column of the DOC 0004 is not legible, accurate and complete.
   b. The review shall normally include a review of the individual in custody’s master file and committing documents; and
   c. A review of the Visitor Tracking System in Offender 360 (O360) to ensure no restrictions and verify the prospective visitors have been approved or denied on the DOC 0004.

3. The individual in custody shall be notified of any individuals listed on the DOC 0004 who have been denied.

4. Individuals in custody shall be advised that to be afforded a legal visit, special arrangements must be requested by the individual in custody’s attorney or those working under the attorney’s supervision at least two days prior to the visit.
5. Prior to the initial visit to any correctional facility:
   a. Adult visitors, excluding legal visitors and government officials, shall be required to complete a Prospective Visitor's Interview, DOC 0148 (electronic or hard copy).
   b. A Permission to Allow Visitation of a Minor Child, DOC 0330, or a completed SignUpGenius registration shall be on file for any minor 12 to 17 years of age who is not a member of the individual in custody's immediate family and for any minor under the age of 12 years, regardless of relationship, who will be accompanied by a visitor 18 years or older who is not the parent or guardian of the minor.
   c. Individuals in custody shall be notified of the requirements for visitors including the availability of forms on the Department's website. It shall be encouraged that all visitors complete and submit for approval required forms prior to arriving at the facility.

6. All adult visitors shall be required to:
   a. On the initial visit to any correctional facility, produce current photo identification, such as a driver's license, a state identification card or acceptable documentation of non-US citizenship including a current passport, Visa or Matricula, and documentation that includes their date of birth.
   b. On all visits, show photo identification and provide vehicle information and other pertinent data, such as government identification, official credentials and attorney registration or law student certification.

   NOTE: Visitors under 18 years of age shall not be required to show photo identification or a birth certificate but may be verbally identified by name, as appropriate.

7. Legal visitors and government officials shall be required to list only their name and business address on the gatehouse sign-in sheet. All other visitors shall complete the gatehouse sign-in sheet in its entirety.

8. Visitors, their vehicles and their property shall be subject to search in accordance with Administrative Directive 05.01.109. Any visitor who refuses to submit to such searches shall be denied access to the facility and shall be subject to placement on visitor restriction.

9. Any detection of contraband shall be documented and visiting privileges shall be reviewed in accordance with Department Rule 525: Subpart A and appropriate directives. Any person who brings contraband into a penal institution or possesses contraband in a penal institution shall be subject to prosecution in accordance with 720 ILCS 5/31.A. et seq.

10. Prior to admittance of each approved visitor, the Visitor Tracking System in O360 shall be checked to determine whether there are any visiting restrictions or special search requirements for the visitor or any restrictions on the DOC 0004.

11. Individuals in custody shall be advised of any visitor who has been denied.

12. Excluding government officials and legal visitors, a visitor who is not on the individual in custody's approved DOC 0004 shall not be permitted to visit without the approval of the Chief Administrative Officer (CAO).

13. Video visitation shall not be utilized for legal visits. No presumption of confidentiality shall be made.
14. Any requests from State or other government agencies to utilize the video visitation system to contact an individual in custody shall be forwarded to the Department’s Video Visitation Liaison for review.

15. Prior to scheduling any visit, adult visitors must complete all registration procedures with the vendor in accordance with this directive.

G. Requirements

The CAO at each facility shall ensure that visiting rules are established for in-person and video visits as follows:

1. Visiting rules for each facility shall be:
   a. Posted at the visitor’s entrance to the facility;
   b. Posted in the facility visiting room, including all locations where video visitation is utilized;
   c. Included in the facility’s individual in custody Orientation Manual; and
   d. Listed on the Department’s webpage for visitation.

2. Visiting rules, including the maximum numbers of visits per month, the maximum length of visits and visiting hours, shall be accessible to individuals in custody.
   a. Not including legal visits, visits by government officials or video visit, individuals in custody shall be permitted to receive up to seven visits per month.
   b. Visits in Maximum Security facilities shall be limited to a maximum of four hours in length per visit.

   NOTE: Visitors who travel extensive distances may request extended visits by submitting a written request to the CAO in advance of the visit. Approval shall be at the discretion of the CAO.

3. Reasonable accommodations as outlined under the Americans with Disabilities Act (ADA) shall be provided to qualified visitors with a disability.
   a. The Department shall comply with all provisions of the Americans with Disabilities Act [42 USCA Section 12101 et seq.] that prohibits discrimination against qualified individuals with disabilities on the basis of their disability.
   b. The Department shall provide reasonable accommodations to qualified visitors with a disability. However, the Department shall not be required to make accommodations that cause an undue hardship, including, but not limited to, those that would fundamentally alter the nature of a service, program or activity; would result in undue financial and administrative burden; or would pose a threat to the safety or security of the facility.
   c. Visitors requiring accommodation for a disability shall be subject to the same search procedures as other visitors.
   d. Inquiries and requests for accommodation for a disability received in advance of a visit shall be referred to the facility ADA Coordinator. The facility ADA Coordinator shall, as necessary, meet with the visitor for interactive dialogue and consult with operational and administrative staff to ensure the accommodations are feasible or to identify effective alternatives.
e. Requests for accommodation received at the time of visit shall be directed to gatehouse staff or, if the request presents a concern, be immediately referred to the facility ADA Coordinator, or if not available, the Shift Supervisor who shall consult with the Back-up Duty Administrative Officer. Any determination resulting in a denied accommodation shall be forwarded to the facility ADA Coordinator who shall review the request in accordance with Paragraph II.G.3.d. above.

f. Determinations by the facility ADA Coordinator to approve or deny a request for accommodation shall be forwarded to the CAO for review and final approval or denial, and the requester shall be notified in writing. Documentation pertaining to requests for accommodation based on a disability shall be maintained by the facility for a minimum of five years.

4. An individual in custody’s family shall be allowed to submit requests to the CAO, in writing, for special visits when the individual in custody’s immediate family is larger than the number of visitors the facility generally allows during a single visit.

5. Items that a visitor may possess inside the visiting room, unless otherwise approved by the CAO, shall include:

   a. Any item approved for an ADA request for reasonable accommodation.

   b. For adult visitors, excluding legal visitors and government officials:

      (1) One Identification card;

      (2) One key fob or car door key without remote attachment;

      (3) One locker key, if issued;

      (4) One vendor debit card not to exceed $50 in value, or $25 cash if vendor debit cards are not available at the facility;

      (5) One jacket or coat appropriate for the weather;

      (6) Religious headgear approved in accordance with 20 Ill. Adm. Code 525; and

      (7) Lifesaving medication. Any required medication shall be delivered to and held in the officer’s station in the visiting room.

   c. If required for an infant or toddler:

      (1) Three diapers and wipes;

      (2) One blanket;

      (3) Two filled clear plastic bottles or two sealed containers of baby food or a combination of one bottle and one sealed container of baby food;

      (4) One change of clothes;

      (5) One bib;

      (6) One pacifier;

      (7) One plastic spoon;
(8) One empty cup with lid;
(9) One coat or jacket and one hat; and
(10) One pair of gloves or mittens during appropriate weather.

**NOTE:** All items shall be stored in a clear bag or plastic container.

6. The required dress code for visitors shall be posted. Failure to comply with the dress code will result in non-admittance. Visitor dress code shall prohibit any clothing that may jeopardize the safety and security of the facility, is revealing or displays a security threat group affiliation.

7. Individuals in custody in Administrative Detention shall be permitted to receive up to seven 4-hour visits per month with a meet and greet at the beginning of each visit as security measures allow in accordance with Administrative Directive 5.12.101.

8. Procedures for visitor access to restrooms, including search procedures for visitors, individuals in custody and restroom facilities, shall be posted.

9. The following procedures shall apply for visitors who express the need to breastfeed during a visit:
   a. The facility shall identify a secure, private area to be designated for use by visitors for breastfeeding.

   **NOTE:** Restroom facilities shall not be designated as areas to be used by visitors for breastfeeding.
   b. The visitor will notify the visiting room officer of the need to breastfeed.
   c. Security staff shall escort the visitor to the designated area to breastfeed and back to the visiting room after breastfeeding. A pat search of the visitor shall be conducted prior to entering the designated area and immediately upon conclusion of breastfeeding, prior to allowing re-entry into the visiting room.
   d. Security staff shall search and secure the designated area prior to the visitor breastfeeding and again once the visitor has finished breastfeeding.

10. For facilities within the Women’s Division, the following procedures shall apply for individuals in custody who request accommodations for breastfeeding their child during a visit:
   a. The facility shall identify a secure, private area to be designated for use by individuals in custody for breastfeeding.

   **NOTE:** Restroom facilities shall not be designated as areas to be used for breastfeeding.
   b. Individuals in custody shall be advised that requests for accommodations for breastfeeding should be submitted in advance to the CAO.
   c. Security staff shall escort the individual in custody to the designated area to breastfeed and back to the visiting room after breastfeeding. A pat search of the individual in custody shall be conducted prior to entering the designated area and immediately upon conclusion of breastfeeding, prior to allowing re-entry into the visiting room.
d. Security staff shall search and secure the designated area prior to the individual in custody breastfeeding and again once the individual in custody has finished breastfeeding.

e. The individual in custody shall be allowed reasonable privacy while breastfeeding their child.

11. The following procedures shall apply regarding inappropriate behavior:

a. If any inappropriate behavior of a visitor is observed by an employee or if contraband is detected, the employee shall immediately notify the Shift Supervisor who shall determine whether to terminate the visit.

   (1) The reporting employee and any other employee who witnessed the incident shall immediately prepare an Incident Report, DOC 0434, fully outlining the exact details; and

   (2) The Shift Supervisor shall contact the Back-up Duty Administrative Officer who may issue a temporary restriction on the visitor.

b. After a review of all written reports, the CAO shall determine whether a written warning or a temporary or a permanent restriction shall be issued in accordance with Department Rule 525: Subpart A.

   (1) If it is determined that a written warning will suffice, the CAO shall prepare a Visitor Restriction Notification, DOC 0409, to the visitor, with a copy to the individual in custody, outlining the incident and indicating that any future occurrences may result in either a temporary or a permanent visiting restriction. A copy of the letter shall be retained in the individual in custody’s master file.

   (2) If it is determined that a temporary or a permanent restriction is warranted, the CAO shall prepare a DOC 0409 to the visitor, with a copy to the individual in custody, outlining the incident and indicating the type of restriction. If a temporary restriction is issued, the exact timeframe for the restriction shall be identified. A copy of the letter shall be retained in the individual in custody’s master file. The restriction, whether temporary or permanent, shall be input into the Visitor Tracking System in O360.

c. A review of restrictions for possible restoration of visiting privileges shall be conducted upon written request of the restricted visitor or individual in custody, provided requests are submitted after six months of restriction, after a year of restriction or on an annual basis thereafter. However, the CAO may review and restore visiting privileges at any time.

   **NOTE:** The review shall be conducted by the facility that placed the visitor on restriction. If the individual in custody who was involved in the original incident that resulted in a visitor restriction has been released or discharged, and the restricted visitor requests to visit another individual in custody, the facility that initiated the restriction shall conduct the review.

   (1) If visitor privileges are reinstated, the notice of reinstatement shall be sent to the visitor, a copy shall be retained in the master file of the individual in custody who was involved in the original incident and a copy shall be provided to or be retained by the facility that originally issued the restriction. The visitor restriction shall be inactivated in the Visitor Tracking System in O360.
(2) If visitor privileges are not reinstated, a letter denying reinstatement shall be sent to the visitor, a copy shall be retained in the master file of the individual in custody involved in the original incident and a copy shall be provided to and retained by the facility that originally issued the restriction.

12. Prior to allowing the visit, appropriate staff shall do a "name search" and a "date of birth search" in the Visitor Tracking System in O360. Any visitor who has been restricted from one facility shall be restricted from all facilities within the Department.

13. Individual in Custody Eligibility
   a. Visits shall be permitted in accordance with Department Rule 525: Subpart A, and grade. All individuals in custody shall be eligible to utilize the video visitation system unless use of the equipment resulted in a documented violation to Department Rule 504.
   b. Individuals in custody shall be advised of eligibility criteria via handbooks, bulletins or posted notices.

14. Availability
   a. All visitation (video and in-person) must be scheduled by the visitor through the vendor system.
      (1) Days and times for all visitation shall be determined by the CAO. This information shall be communicated to the vendor for appropriate entry on the visiting system.
      (2) Visits must be scheduled at least seven days in advance for both in-person and video visitation unless extenuating circumstances exist.

      **NOTE:** Visits may be scheduled up to 30 days in advance.
   b. Maximum duration of video visits shall be limited to that established by the vendor.
   c. Individuals in custody shall be advised of the days and times visitation is available at the facility and the number of video visits they are allowed via handbooks, bulletins or posted notices.

H. Non-Contact Visits

1. Visits shall be restricted to non-contact for individuals in custody:
   a. In Restrictive Housing;
   b. In administrative detention, unless otherwise provided in Administrative Directive 05.12.101;
   c. Designated as extremely high escape level; or
   d. Determined by the CAO to be a threat to safety, security or order.

   **NOTE:** Individuals in custody shall not be restricted from in person visits solely due to an existing hairstyle, including but not limited to dreadlocks. Staff can use a gloved hand to check the dreadlocks and a handheld metal detector to detect contraband in accordance with Administrative Directive 05.01.113.
2. Visits shall be restricted to non-contact for a minimum of six months for individuals in custody:
   a. Found in possession of illegal drugs;
   b. Who have failed a drug test;
   c. Involved in security threat group activities;
   d. Found guilty of assaulting a Department employee; or
   e. Determined by the CAO to be a threat to safety, security or order.

I. Video Visits

1. Visitor Approval
   a. Upon receipt of a new registration, the facility Visitor Coordinator shall review all information provided through the vendor’s registration process and verify that the individual has been approved on the DOC 0004.
      (1) A minor child shall be denied visitation until a DOC 0330 or completed SignUpGenius registration has been received, if applicable. Failure to submit the DOC 0330 or completed SignUpGenius registration for a minor shall not preclude the approval of the adult visitor.
      (2) Prospective visitors currently on parole or mandatory supervised release (MSR), and individuals discharged from custody shall require preapproval of the CAO (no designees).
   b. Upon notification that a video visitation has been scheduled through the current vendor system, and prior to issuing a call pass, the facility Visitation Coordinator shall review the Visitor Tracking System in O360 to ensure there are no restrictions and verify the prospective visitors have been approved on the DOC 0004.

2. Check-In Procedures
   a. Prior to connection of the video visit to the kiosk, visitors shall be checked in.
      (1) Adult visitors shall be required to produce photo identification, with date of birth, that shall be verified against the visitors scheduled in the video visitation system. Any adult visitor that refuses or is unable to produce proper identification shall have the visit denied and may be subject to a visiting restriction.
      (2) Visitors under 18 years of age need not produce identification or a birth certificate but may be verified by verbal acknowledgement of his or her identity, where practicable.
      (3) Individual video visits shall be limited to no more than three approved visitors, unless approved by the CAO in advance. Individuals in custody shall not be permitted to visit with persons not scheduled to participate in the visitation.
      (4) Uncompleted visits (no-show) by the scheduled visitor or by the individual in custody shall be reported to the facility Visitation Coordinator who shall document the information in the vendor system.
b. Dress code during video visits shall be the same as in-person visits and shall prohibit any clothing that is revealing or displays a security threat group affiliation.

**NOTE:** If the video visit station is located in the housing unit dayroom, then acceptable dress code shall be what is appropriate for individuals in custody while out during dayroom hours (shorts, sweatpants, T-Shirt, sweatshirt or State issued shirt).

c. Monitoring and Termination of Visits

(1) All video visits shall be monitored and recorded. Access to recordings by other agencies shall be in accordance with Administrative Directive 05.03.150.

(2) Visits that contain information that may impact the safety and security of a person or the facility or may involve illegal activity or violations of Department Rules by the individual in custody, the person with whom they are visiting or other persons shall be documented on a DOC 0434 and reported to the CAO.

(3) Visits may be terminated if inappropriate behavior or prohibited actions are observed. Procedures for identifying and reporting inappropriate behavior shall be provided in the local procedure and shall include notification of the incident to the Shift Supervisor, who shall contact the Back-up Duty Administrative Officer who shall determine if the visit shall be terminated and a restriction placed on the visitor. Inappropriate behavior may include, but shall not be limited to:

   (a) Any means of recording the video by any visitor or third party.

   (b) Introduction of unregistered visitors, including minors.

   (c) Display of weapons, drugs, alcohol, gang related materials or actions, sexual behavior, visible nudity or video.

   **NOTE:** Smoking, drinking, or panning or rearranging of the camera alone shall not be considered grounds for termination.

(4) Unless determined to be an immediate threat, visitors shall be given notification of the violation through one warning prior to termination of the video visit.

**J. Visitor Restriction Guidelines**

1. If contraband is discovered in the possession of an individual in custody either during or after a visit, it will be assumed the contraband was introduced by the visitor.

2. When an individual in custody’s visitor has been confirmed as testing positive for contraband with the ion scan or other approved detection equipment, visiting privileges shall be restricted for a minimum of six months for the first occurrence.

   a. If a second occurrence is within one year of the first occurrence, visiting privileges shall be restricted permanently.

   b. If a second occurrence is more than one year after the first occurrence, visiting privileges shall be restricted for a minimum of six months as a first occurrence.

3. Restrictions for other reasons may be more or less stringent as determined necessary by the CAO or as otherwise directed by the respective Deputy Director or Chief of the Women’s Division or above.
4. Any deviation in visiting restriction shall require the approval of the Director or Chief of Operations.

5. When a visitor is restricted, a review shall be conducted to determine any security concerns regarding the involved individual in custody.

6. Warnings, temporary restrictions and permanent restrictions and reviews for restoration of privileges shall be in accordance with Department Rule 525: Subpart A and shall be processed in accordance with standard visitor restriction procedures. Notice of restrictions shall be provided to the visitor and individual in custody in writing on a DOC 0409.

7. A copy of the DOC 0409 shall be maintained in the master file of the individual in custody with whom the visitor was visiting when the warning or restriction was incurred.

8. All restrictions shall be input into the Visitor Tracking System in O360 and the vendor’s system. Once a restriction has been issued, it shall be in effect for all facilities and visits regardless of type (video or in-person).


K. Master Roster of Visitor Restrictions

1. All visitor restrictions at all facilities within the Department shall be maintained in the Visitor Tracking System in O360.

2. Facilities shall update notification in accordance with Paragraph II.J.9. The notification shall include the following available information:

   a. For new visitor restrictions, the name, gender, race, home address, date of birth, driver's license or other identification number, if applicable, of each visitor restricted, the type of restriction, the reason for the restriction and the date the restriction was issued.

   b. For new visitor reinstatements, the name, gender, race, home address, date of birth, driver's license or other identification number, if applicable, of each visitor who has had their visiting rights restored, the type of previous restriction, the reason for the restriction and the date the restriction was issued.

3. An electronic backup of the Active Stop Order Report, OERVI 101, shall be maintained by each facility. The electronic backup report shall be updated no less than once per month and serve only as a back-up when the Visitor Tracking System in O360 is down; it shall not be used for routine checks of visitors.