Illinois Department of Corrections
Administrative Directive

Number: 05.01.401
Title: Offender Video Visitation
Effective: 4/1/2021

Authorized by: Rob Jeffreys
Acting Director

Supersedes: 05.01.401 effective 2/1/2020

Authority: 42 USCA Section 12101 et seq.
730 ILCS 5/3-7-2
20 IAC 525: Subpart A

Related ACA Standards:
5-ACI-2E-03, 5-ACI-4A-21, 5-ACI-4B-21, 5-ACI-5A-01,
5-ACI-7D-14-16, 21.

Referenced Policies:
DR 525, 05.01.106, 05.03.150

Referenced Forms:
DOC 0004 – Offender Visiting List
DOC 0330 – Permission to Allow Visitation of a Minor
Child
DOC 0409 – Notice of Visitor Restriction
DOC 0434 – Incident Report

I. POLICY
The Department shall control video visitation 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 video visitation in correctional facilities.

B. Applicability
This directive is applicable to all correctional facilities within the Department that offer offender video visitation.

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 – Shall include visitors 18 years of age and older.

Inappropriate behavior – for the purpose of this directive shall refer to a violation of a facility regulation, Department Rule or state or federal law.

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 offenders.
F. **General Provisions**

1. In accordance with standard offender visitation procedures (see Administrative Directive 05.01.106):
   a. To receive visiting privileges, during reception to the Department and during orientation to each newly assigned facility, each offender shall be required to complete an Offender Visiting List, DOC 0004, indicating persons, including minors under 18 years of age, with whom the offender wishes to visit.
   b. For any person under the age of 18 years, who is not a child of the offender, a current Permission to Allow Visitation of a Minor Child, DOC 0330, must be on file prior to an approved visit.
   c. The DOC 0004 shall be reviewed and each requested visitor shall be approved or denied in accordance with Department Rule 525: Subpart A. Offenders shall be advised of any visitor who has been denied.

2. Video visitation shall not be utilized for legal visits. No presumption of confidentiality shall be made.

3. Any requests from State or other government agencies to utilize the video visitation system to contact an offender shall be forwarded to the Department’s Video Visitation Liaison for review.

4. Prior to scheduling a video visit, adult visitors must complete all registration procedures with the vendor. Visitors under the age of 18 years must be added under the adult’s registration to participate in visitation.

G. **Requirements**

The Chief Administrative Officer (CAO) at each correctional facility that offers video visitation shall ensure that a written procedure is established for video visits. The written procedure shall provide for the following:

1. **Offender Eligibility.**
   a. Only offenders in A grade and general population shall be eligible to utilize the video visitation system.
   b. Offenders shall be advised of eligibility criteria via handbooks, bulletins or posted notices.
   c. Video visits shall only be conducted at an offender’s parent facility.

2. **Availability.**
   a. Video visitation must be scheduled by the visitor through the vendor system.
      (1) Days and times for video 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 seven to 30 days in advance.
   b. The number of video visits eligible offenders are allowed shall be determined by the CAO.
c. Maximum duration of video visits shall be limited to that established by the vendor.

d. Offenders shall be advised of the days and times video visitation is available at the facility and the number of video visits he or she is allowed via handbooks, bulletins or posted notices.


a. Visitor Approval

(1) 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 offender's DOC 0004.

   (a) A minor child shall be denied visitation until a DOC 0330 has been received, if applicable. Failure to submit the DOC 0330 for a minor shall not preclude the approval of the adult visitor.

   (b) Prospective visitors currently on parole or MSR, and ex-offenders shall require preapproval of the CAO (no designees).

(2) Upon notification that a video visitation has been scheduled through the vendor system, and prior to issuing a call pass, the facility Visitation Coordinator shall review Visitor Tracking in Offender 360 (O360) to ensure there are no restrictions and verify the prospective visitors have been approved on the offender's DOC 0004.

b. Check-In Procedures

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 three approved adult visitors. Offenders 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 offender shall be reported to the facility Visitation Coordinator who shall document the information in the vendor system.

c. 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.

d. 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.
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 offender, the person with whom they are visiting or other persons shall be documented on an Incident Report, DOC 0434, and reported to the CAO.

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 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.

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.

e. Visitor Restrictions

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 (Administrative Directive 05.01.106). Notice of restrictions shall be provided to the visitor and offender in writing on the Notice of Visitor Restriction, DOC 0409.

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

All restrictions shall be input into Visitor Tracking 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).

Notification of all new visitor restrictions and reinstatements shall be updated daily in Visitor Tracking in O360.