

City of St. Louis Department of Public Safety/Division of Corrections
POLICY & PROCEDURES

CHAPTER:	5	Inmate Programs	5.7.3
SECTION:	7	Mail, Telephone and Visiting	EFFECTIVE DATE: 5 / 29 / 2020
SUBJECT:	3	Inmate visits	
STANDARDS: ACA – 4 – ALDF: 2A-61, 5B-01, 02, 03, 04, 6A-02			
APPROVED: Dale Glass COMMISSIONER OF CORRECTIONS			REVIEW DATE: 5 / 29 / 20
			REVISION DATE: 6 / 26 / 20
Rescinds: 5.7.3 dated 11/6/10 Cancel:			

I. POLICY

It is the policy of the Division of Corrections to allow inmates to have social, professional and special visits to maintain ties with their families and the community.

II. RESPONSIBILITIES

All Division of Corrections staff members having direct contact with the inmate population are responsible for adhering to the following procedure.

III. DEFINITIONS

Adult Visitor: Any visitor 17 (seventeen) years of age or older.

Clergy/Faith Visitor: An approved faith group representative, e.g. Pastor, Rabbi, Imam, etc.

Constituent Service Unit: Designated Division staff tasked with managing a system for resolving Informal Resolution Requests from inmates and complaints filed against the Division by the citizens of St. Louis.

Contact Visit: Visits which allows for direct face to face discussion with an inmate and visitor(s). Contact visits may be authorized for Law Enforcement Officers, Probation & Parole Hearings, Psychological Screening, Court Ordered visits, etc.

Eligible Inmate: An inmate with no visiting restrictions.

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Eligible Visitor: Those visitors who are approved for inmate visitation.

Faith Group: Members of religious organizations such as Islamic, Christian, Buddhist, Judaism, etc.

Integrated Jail Management System (IJMS): A computer application used to document and track activities of inmates within the Division of Corrections.

Immediate Family Member: Defined as spouse, mother, father, brother, sister, grandmother, grandfather, and children.

Law Enforcement/Correctional Staff Visitor: A visitor from any law enforcement agency such as: the St. Louis Metro Police Department, Sheriff Dept, City Marshall; US Marshal Services, independent bounty hunters and Correctional Facility Investigators, or other outside law enforcement agencies, and outside Correctional institution officials.

Legal Visitor: An Attorney of Record on the inmate's current charge(s), or an attorney representing the inmate in litigation other than the inmate's current charge(s), who must furnish verifiable documentation from the jurisdiction where the case is being litigated which supports the claim of legal representation. Attorneys other than as described herein, will complete formal application for consideration under social visitor guidelines. (See definition under "Social Visitor").

Legal Visitor Visiting Area: A non-contact visiting booth on the 1st Floor at MSI adjacent to the Social Visiting Area. Legal visits may also be conducted in the Multi Purpose Rooms at MSI/CJC, professional visiting booths at CJC or other secured areas as determined by the Commissioner/designee.

Legal Visitor Pass: (White Color). A white color legal visitor pass given to an inmate's legal visitors at CJC only.

NP: Nolo Prose

Non-Paper Pass Visiting Booth: A non-contact visiting booth, generally used for social visitors that do not require the exchange of paperwork.

PAW: Pending Application of Warrant

Paper Pass Visiting Booth: A visiting booth that allows the exchange of paperwork via a secured paper pass. It may also serve as a handicapped accessible visiting booth; and may be utilized by other professional visitors with written authorization from the Commissioner/designee.

Permanent Association List (Visiting List): A list of five (5) friends or family members approved to visit an inmate during incarceration period.

Professional Visitor: A visitor from any governmental or private agency with legislative authority or with a court order to visit an inmate in an official capacity, (i.e., Probation

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and Parole Officer, Deputy Juvenile Officer, Interpreters, Mental health professional, Physicians, Psychologists, Social Workers, etc.).

Professional Visitor Area: A designated area in each housing unit on each floor of CJC and adjacent to the regular visiting booth at MSI.

Professional Visitor Pass (Yellow): A Yellow Professional Visitor Pass given to an inmate's "professional visitor" at CJC. Individuals with a yellow Pass may be allowed to enter the secure perimeter only with a Correctional Staff escort.

Social Visitor: Consists of persons selected by inmates and approved by the Division through the official approval process, and listed in the IJMS' Inmate Visiting Association List. Social visitor may include family members, friends and other professionals who may not meet the criteria to visit under the professional visiting category.

Social Visit: Visits with family members or friends for the purpose of maintaining ties with family members and the community.

Special Visit - A visit that may be approved under special circumstances such as: persons from out of state, family emergencies, etc., as outlined in this policy. Hours of visitation are as specified in this policy and procedures.

Temporary Association List (Visiting List): A list of five (5) friends or family members placed on the Association List at intake and permitted to visit the inmate for a thirty (30) day period.

Valid Photo Identification (ID): Picture identification that has not been tampered with, to include: a valid driver's license, State ID, military ID, work ID, and/or valid passport.

Social Visitor Pass (Green): A green Visitor Pass given to an inmate social visitor. Individuals with a Green Pass are not allowed to enter the secure perimeter area of the facility.

IV. PROCEDURES

A. General Information

1. There is no federal or state constitutional right guaranteeing inmate visitation (whether as a pre-detainee or convicted) therefore the Division recognizes inmate visiting as a privilege that may be approved, denied, suspended, or revoked by the Commissioner/designee of the facility to which the inmate is housed. The Division maintains consistency in its application of visits for all persons housed by the Division.
2. Social Visiting Hours are from 9:00 AM –8:40 P.M. with the 8:40 hour visit ending at 9: 20 P.M., Monday, Wednesday, Friday, Saturday and Sunday. No social visits on Tuesdays and Thursdays.

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3. Professional visiting hours are from 7:30 AM – 9:00 PM, daily. Professional visits outside of the official time frame must be requested and approved in advance by the Shift Commander.
4. Subject to the provisions of this policy, Attorneys, probation/Parole Officers and police officers may visit at any reasonable time with the exception of emergency situations.
5. Each inmate is allowed the same general visiting privileges with their attorneys. Attorneys are encouraged to visit their clients during normal visiting hours.
6. Media visits are covered under policy #1.1.18: News Media – Public Information. Visits by members of the government are in accordance with policy #1.1.16: Facility Tours. Attorney visits will be conducted in accordance with Divisional policy and procedures.
7. Eligibility to Visit
 - a. Who may Visit
 - (1) Persons listed in the IJMS- Inmate Association Visiting List – maximum 5 people. (List is good for 180 days).
 - (2) Persons volunteering in any Divisional facilities that have been given written approval by the Detention Center Superintendent / designee to be included on the Inmate Association Visiting List.
 - (3). A crime victim who presents a court order authorizing the visit.
 - (4). Clergy/Faith Group representative in good standing:
 - (a) Applicant will attach to the Clergy/Faith Group Representative Form, documentary evidence of license/ordination, or a written verification on official letter heading, of being current member in good standing of a faith group in which the clergy represents, when making application.
 - (b) All Clergy/Faith Group representatives must declare their visit as either social or clergy visit. It cannot be both.
 - (5). Law Enforcement/Correctional facility Staff visitor as defined in this policy.
 - (6) Legal visitor as defined in this policy.

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- (7) Professional visitor as defined in this policy
 - (8) Social Visitor as defined in this policy.
 - (9). Individuals under supervision must have permission from the supervising authority and must submit the written authorization with the Visitor Request Form. The Commissioner of Corrections/designee must also approve visitation.
- b. Who may not Visit
- (1). Current employees of the St. Louis City Division of Corrections including ancillary and/or auxiliary employees unless written authorization to visit immediate family member is obtained from the Commissioner/designee. (Immediate family members are: spouse, mother, father, child, siblings and grand parents only).
 - (2) Ex-employees of the Division including ancillary and/or auxiliary employees must obtain written authorization from the Commissioner/Designee prior to visiting.
 - (3). Inmates who were released from any St. Louis City Division of Corrections facility unless 180 days has elapsed since the release occurred and with the approval of the Commissioner of Corrections. (Exception will be if the person was incarcerated for ordinance/traffic violations, held on a 20-24 hour hold, arrested and briefly incarcerated on a suspect charge and released under the following status: PAW (Pending Application of Warrant), NP (Nolo Prose), will have their status reviewed to ensure that additional warrants have not been issued after their release.
 - (4) Any attorney who is not the inmate's attorney of record on current charge(s), or who is not representing the inmate in any other litigation unless approved for social visit.
 - (5) Any law enforcement official or other approved persons whose visitation request is declined by the inmate.
 - (6). Any visitor who has active warrant in any jurisdiction. The Division will conduct a record check on all applicants for visits.
 - (7). Any person under the age of seventeen (17) unless accompanied by an adult over the age of 21.

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- (8). Any visitor who refuses to provide information or omits information requested and/or submits false information to staff, or fails to follow the official visitation policy guidelines.
 - (9) Any person who is not approved to visit.
 - (10) Visits may be terminated at any time for cause or if a facility emergency exists.
 - (11) Individuals removed from an inmate's Association List (social visit) must wait 180 days before they can submit another Visitor Request Form and must pass all background checks in order to be considered for inclusion in the inmate's Permanent Association List again.
- c. Proof of Identity
- (1). All visitors must present an acceptable picture I.D. in order to visit an inmate. Any defaced or altered I.D card will not be accepted. The following will be accepted as valid to establish visitor identity:
 - (a). United States federal, state, or local government issued identification card with photograph,
 - (b). Department of Justice, Immigration and Naturalization Services issued identification card such a Resident Alien Card.
 - (c). Foreign Diplomatic Passport
 - (d). Any other form of I.D. with photograph such as Work I.D, Student I.D., etc. that clearly indicates date of birth.
 - (2). In addition to photo I.D., all legal, professional, law enforcement and clergy/faith group visitors must present proof of their professional capacity, (i.e., Missouri Bar Association Card, Clergy ordainment card, Law enforcement agency ID, etc.).
 - (3) Paralegals must present a current letter of introduction on letterhead from the law firm they represent. Photo ID is also required as described above.
 - (4). All visitors are required to register upon entry to the facility by completing the Visitors' Sign-in Log in its entirety. Visitors are required to write their names legibly in the Visitors' Sign-in Log.

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8. Visitation privileges may be revoked when information which would have resulted in denial of visits becomes known after an approval to visit has been granted. Revocation and/or suspension of visits may be ordered by the Commissioner/designee for any activity or event occurring subsequent to or after the approval for visits.
9. All persons requesting to visit inmates at CJC and MSI will be pre-approved prior to visiting an inmate. The Association List for adding visitors will no longer be accessible to housing unit officers.
10. Inmates have the right to refuse any visit.
11. Due to large number of visitors, and space limitations, an acceptable combination of visitors may include:
 - a. (2) adults, or
 - b. (2) adults and (1) child, or
 - c. (1) adult and (2) children; children under the age of 2 does not count for space purposes.
12. Inmates in special management units receives visitation unless there are special reasons for withholding such privileges and is documented.
13. The St. Louis City Police Department may be notified in the event a visitor is found destroying City property, and/or introducing, or attempting to introduce, contraband into the facility or engaged in any other suspected criminal activity. Visitors responsible may be subject to arrest and/or criminal prosecution.
14. Visitor Information Sheets are provided and will be maintained at the Lobby Reception Desk. Visitors are encouraged to submit any complaint or comment arising out of their visiting experience, in writing, to the Constituent Service Unit.
15. The Division will provide a copy of this policy to any visitor or inmate who requests to have one.
16. Establishment of Inmate Visitor Association List
 - a. Temporary Visitor Association Approval
 - (1) During inmate initial classification, the Classification staff advises the inmates that they must have their prospective visitors submit a Visitor Request Form (DOC Form #5.7.3-A) in order to establish a long term visiting privilege.

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- (2) The Classification staff will:
 - (a) Enter up to five names of inmate's temporary visitors in the Association List in the IJMS,
 - (b) Check the box approving the individuals as visitors, for 30 days;
 - (c) Enter the expiration date in the Association Note section and inform the inmate of the expiration date.
 - (d) Advise the inmate that after thirty days, visitors listed as Temporary will not be allowed to visit if DOC Form #5.7.3-A has not been received, unless authorized by the Commissioner/designee.
 - (3) At all visits, the Lobby Officer verifies the visitor's name on the Temporary Visitor List in the IJMS to determine if visitor's 30 days privilege has expired. If expired, and the visitor has not been approved and added to the Permanent Association List, the Lobby officer denies visitation.
- b. Regular Visitor Association Approval
- (1) The inmate will obtain a Visitor Request Form from the Caseworker, and mails the form to prospective visitor who completes and returns the form to the facility by U.S. mail.
 - (2) Correctional staff will not accept hand-delivered completed forms from visitors.
 - (3) The incoming forms from the prospective visitors will be placed in the Data Central mail box located in the front lobby by the Mail Room staff.
 - (4) The Data Central staff will review the forms and run a record check on each applicant.
 - (5) The Data Central staff will process the forms in accordance with stipulated rules in this policy and procedure.
 - (6) The Data Central staff will complete the screening process, takes the forms to staff Mail Box area and places the forms in the mail box of the Inmate Caseworkers. If the form is from MSI, the Data Central staff places the forms in the designated place for pick up and delivery by the Courier, to individual caseworkers at MSI

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- (7) The caseworker will enter the visitors' names, addresses and phone numbers to the inmates' Association List in the IJMS and will issue a copy of the Visitor Response Form indicating denial with reason, or approval.
- (8) No visitor will be allowed a social visitation to more than one inmate per visit, or be included in the Association List of more than one inmate unless the person is the inmate's immediate family member and has written approval from the Commissioner of Corrections.

c. Modification of Association List

- (1) Inmates are allowed a maximum of five (5) visitors in their Association List. Inmates may add new visitors to their Association List until they reach the maximum allowable number of visitors. When inmates have added the five (5) maximum approved visitors to their Association List, they will not be permitted to add additional visitors for 180 days, from the date the last visitor was added.
- (2). Inmates adding new visitors to their Association List may forward the Visitor Request Form to the prospective visitor and the form must be returned to the facility by the date indicated on the Visitor Request Form. For quality assurance, the Correctional Caseworker will be responsible for indicating the return date on the Visitor Request Form and initialing.
- (3). Inmates who return on a writ, whose approved visitors in the Visiting Association List has not exceeded the 180 days will not be allowed to submit new names, and may continue to receive visitation from the prior established list.

17. Legal, Professional, Law enforcement/Correctional, Social, and Clergy/Faith Group Visits

a. Legal Visit: Attorneys

- (1) Attorneys representing inmate in litigation other than the inmate current charge(s) will furnish verifiable documentation from the jurisdiction where the case is being litigated which supports the claim of legal representation in order to be granted permission to visit an inmate.
- (2) Attorneys of record on the inmate current charge(s) and attorneys representing an inmate in litigation other than the inmate's current charge(s), who presents verifiable evidence of such representation,

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may visit during official visiting hours; or may be allowed to visit after official visiting hours. Requests for visit after official visiting hours may be approved by the Shift Commander / designee.

- (3) Attorneys who are neither the inmate's attorneys of record on the inmate current charge(s), nor the attorneys representing the inmate in litigation other than the inmate's current charge(s) or, are representing the inmate in such litigation but fails to show proof of legal representation, will apply as a social visitor and must be approved in order to visit an inmate.
 - (4) All legal visitors will provide the full name of the agency they represent and the full names of the client they are visiting, as required. Failure to follow this procedure may cause delay in processing their requests.
 - (5) The Lobby Officer will verify that the log has been correctly completed and will not issue a pass if log is not correctly completed.
 - (6) The Shift Commander will record the visit in the Event Log and in the Shift Report.
 - (7) Attorneys who plan to visit inmate clients with aides, such as student interns, bi-lingual interpreters, etc., must:
 - a. Notify the Division 24 hours in advance,
 - b. Provide the Division with names of the aide(s), their affiliated school and/or organization.
 - c. Notify the Division 24 hours in advance if special equipment (such as Video Recorder, etc.) is to be used.
 - (8) Failure by attorneys to follow this procedure may result in delays in processing and admitting the aides to accompany the attorney to see their inmate client. No person will be permitted entry to visit an inmate without presenting their proper identification and professional capacity ID.
- b. Professional Visit
- (1) All Persons from any governmental or private agencies with legislative authority and/or a court order to visit an inmate in an official capacity may be granted a professional visitation privilege to visit the inmate.

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- (2) The following has been classified as professional visitors:
Probation and Parole Officer, Deputy Juvenile Officer,
Interpreters, Mental health professionals, Paralegal professionals,
Physicians, Psychologists, and Social Workers.
 - (3) All professional visitors will provide the full name of the agency
they represent and the full names of the client they are visiting.
Failure to follow this procedure may cause delay in processing
their requests.
- c. Law enforcement/Correctional staff Visit
- (1) Visitors from law enforcement agencies/Correctional institutions
may visit an inmate in an official capacity, for official business
purposes.
 - (2) Law enforcement/Correctional officials must present a valid photo
I.D card and a badge from the jurisdiction they represent as part of
the requirements to visit an inmate in an official capacity.
 - (3) The law enforcement/correctional personnel will complete the log
in its entirety. Other than a visit in an official capacity, law
enforcement /correctional personnel must apply for a social visit
and complete the application process and must be approved in
order to visit.
 - (4) Request to visit an inmate may be denied if the inmate declines to
see the visitor.
 - (5) The following entities have been classified as law enforcement
visitors: Federal Police, State Police, FBI agents, city/county
Police, the sheriff Dept. Federal/city/county Marshall, Prosecutor's
Investigators, Prosecuting Attorneys, their agents or officers.
- d. Social Visit
- (1) Any person(s) requesting a social visit must complete the formal
application process in order to be considered for inclusion on the
Inmate Visitor Association List.
 - (2). The following persons have been classified as social visitors:
inmate family members, friends, and other professionals
who may not meet the criteria to visit under the professional
visiting category.

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- (3) Representatives of private or governmental agencies other than as specified under Professional and Legal Visits may request a social visit with an inmate. Persons making the request must obtain authorization from the inmate's attorney of record and complete the formal application process for a social visit. Applicant may be approved provided the inmate has not exceeded the official number of visitors permitted. Requests may be denied if the inmate declines to see the visitor.

f. Clergy/Faith Group Representative Visit

- (1) Clergy/Faith Group Representative visits are intended for the purpose of one-on-one spiritual guidance:
 - (a) Inmates may request a clergy/faith group visit by submitting completed Social Service Request Form and forwarding it to Division's Program Manger.
 - (b) Clergy/family members may contact the Division's Program Manger to initiate clergy/faith group representative visit.
- (2) Clergy/faith group representative visits are on Tuesdays and Thursdays. Any visit outside the official days must be authorized by the Chief of Security/designee.
- (3) An inmate may be permitted to have up to two individuals for consideration as clergy/faith group representative visitors. The inmate must request in writing to the Division's Program Manger.
- (4) Approved clergy/faith group representative must adhere to facility dress code. Clergy must be at least 21 years of age.
- (5) If application is denied, the applicant may appeal the decision to the Commissioner of Corrections/designee, within ten (10) working days of receipt of denial.

18. Special Visit

- a. A special visitor is allowed to have two unscheduled visits if the visitor is from out of town as specified in this policy.
- b. Special visits may be granted for special circumstances such as:
 - (1) Funeral or sudden death in the family,

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- (2) Other family emergencies,
 - (3) Court ordered contact visit,
 - (4) Out of state family member (100 miles one way travel from outside of the St. Louis Metro area).
 - (5) Other special circumstances as determined by the Detention Center Superintendent or Designee.
- c. A special visit does not count against the number of weekly visits permitted for an inmate's social visits.
- d. Inmates requesting a special visit due to death in the family or other emergencies will fill out Social Service Request Form and gives it to the Housing Unit Officer or Caseworker who forwards it to the Shift Commander or Unit Manager for review and consideration.
- e. Subject to the provisions of this policy, all court ordered contact visits will be forwarded to the Detention Center Superintendent/designee. The visit will be documented in the Event Log and in the End of Shift Report.
- f. Telephone Initiated Special Visit Request:
- (1) The Correctional Staff Member receiving a telephone call requesting a special visit will contact the Chief of Security / designee, or the Unit Manager, or the Shift Commander; or the Program Manager by telephone.
 - (2) The designated staff will talk to the person who is calling to request the visit and inquire as to the reason and relationship. The staff taking the call will complete the Visitor Request Form, but the record check will not be conducted until the Visitor Request Form is signed by the visitor. The visitor cannot be approved until the person requesting the visit comes to the facility, signs the form and passes the required record check.
 - (3) The designated staff explains the protocol for special visits. If the visitor is from out of town, the staff makes decision based on the special circumstances outlined in this policy.
 - (4) If approved, the designated staff notifies the Lobby Officer of the scheduled special visit, giving the visitor's name, date and time of visit, and duration of visit. The designated staff will make a journal entry of all approved or denied requests in the IJMS/Event Log.

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- (5) The Lobby Officer documents the scheduled visit on the calendar used for scheduled visits.

19. Denial of Visits:

- a. If at any time the Lobby Officer suspects that a visitor is under the influence of alcohol or a controlled substance, or if a visitor becomes disruptive or fail to follow the Divisional policy the officer will notify the Area Supervisor who reports to the scene and makes assessment.
- b. If the Area Supervisor confirms the Lobby Officer's suspicion, the Supervisor informs the visitor of the suspicion and advises the visitor that individuals under the influence of drugs or alcohol are not allowed entry into the facility. The visit will not be permitted and the visitor is asked to leave the premises by the Supervisor. The Correctional Officer completes an Incident Report in the IJMS, and logs the incident in the IJMS/Event Log.
- c. If the visitor protests the Area Supervisor's findings and directive, the Shift Commander is notified. The situation will be re-assessed and determined by the Shift Commander if the visit will be permitted or denied. If the Shift Commander's judgment concurs with that of the Lobby Officer, the visitor will be instructed again to leave the premises. If the visitor refuses to leave the premises, the St. Louis Police Department will be contacted for assistance.

20. Suspension of Inmate and Visitor Privileges

- a. The Chief of Security or Shift Commander may temporarily impose suspension of a visitor's visitation privileges pending a review by the Detention Center Superintendent as indicated in the Visitor Alert Form.
- b. Suspension of inmate visits will be imposed in accordance with Policy #3.3.6. Major Violations/Disciplinary Hearings. Suspension of inmates' visits will be posted with a date terminating the suspension following the inmates' names and IMN. A list of inmates denied visits will be maintained in alphabetical order by the Social Services' clerk who prepares the Disciplinary Hearing Log Sheets. Copies of this log sheet will be forwarded to the housing unit officers and the Front Lobby Officers' desk at both facilities' for posting.
- c. When a visitor is observed committing a rule violation, the staff member immediately ends the visitation and has the inmate returned to the cell / housing unit. The staff notifies the Area Supervisor and completes an Incident Report and a Visitor Alert Form. The Incident Report is forwarded in accordance with the Incident Reporting procedures.

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- d. Visitors may be permanently restricted from visiting any inmate for documented cause. Prior to permanent or temporary restriction, the affected inmate will be sent a copy of the Visitor Alert Form via institutional mail. The affected visitor(s) will be forwarded a copy of the Visitor Alert Form via US Mail. The form will contain the reason(s) for the restriction and a deadline date by which the visitor has an opportunity to appeal the restriction.
- e. A copy of the documented restrictions will be maintained in a separate file at both facilities by the Chiefs of Security. The originating facility will forward the form to CJC/MSI Chiefs of Security. A list of denied visitors is created by the Social Services/ Classification clerk on a security protected word document in alphabetical order by last name and maintained by both facilities' Front Lobby Officers.
- f. When a suspended visitor calls the facility to inquire about the status of their suspension, the individual is referred to the Chief of Security. The Chief of Security will explain the procedure to the caller. The Chief of Security will locate the Incident Report and attach the Visitor Alert Form to the Incident Report connected to the suspension and forwards the documents to the Commissioner of Correction for review and decision.
- g. A visitor may appeal imposed restrictions by writing a letter to the Commissioner of Corrections. The restricted individual must include their names, the name of the inmate with whom the violation occurred, the date of the visit and the circumstances under which the restriction was imposed. The visitor will not be allowed visitation until they have heard from the Commissioner/ designee. The Commissioner will respond to the appeal within 15 business days.

B. Scheduling Social Visits – CJC

- 1. The inmate will complete and submits an Inmate Visitor Request Form based on the approved Association List, to the Housing Officer. Visitor Request Forms must be submitted 48 hours in advance before approval. The Officer will schedule visits based on first come, first serve basis and based upon space availability within the housing unit.
- 2. The Housing Officer will verify the inmate's request with the availability of space on the IJMS.
- 3. Non-Paper Pass Visiting Booths are used when scheduling social visits and Paper Pass Visiting Booths are used when scheduling Professional or legal Visits.
- 4. If the requested date and time is available, the Housing Officer schedules the visit on the IJMS, sign Inmate Visit Request Form and give the inmate a copy of the

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approved request.

5. If the visiting booth and time are not available, the Housing Officer asks the inmate to reschedule the visit for another time.
6. The Housing Officer will write this response on the inmate's Visitor Request Form, sign and give the inmate a copy.

C. Social, Legal, Law enforcement/Correctional, Professional, and Clergy/Faith Group Visitor Processing – CJC

1. The visitors proceed to the lobby receptionist desk and the Lobby Officer asks the visitor the inmate's name and requests a valid photo ID from the Visitor:
 - a. If this is a social visit, the Lobby Officer verifies the visit has been scheduled on the Inmate IJMS.
 - b. If the social visit has been scheduled, the Lobby Officer verifies in the IJMS and compares the visitor's name and valid photo ID with the information.
 - c. Once verified, the Lobby Officer asks the visitor to properly complete the Visitor Register book. If the visitor refuses and/or does not properly complete the Visitor Register, the Lobby Officer informs the visitor that the visit will not be granted, returns the photo ID and the visitor is requested to leave the facility.
2. Inmates housed in Post Admissions Housing are only allowed professional visits.
3. Once the visitor registration is completed the Lobby Officer issues the appropriate Visitor Pass to the visitor.
4. The Lobby Officer places the visitor's valid photo ID in the slot corresponding to the assigned floor and booth.
5. The Lobby Officer informs the visitor what floor to visit and what elevator to take.
6. If no booth is immediately available or if visiting time has not been announced for social visitors, the Lobby Officer instructs the visitor to take a seat in the Visitor Waiting Area until a booth becomes available, or until visiting time is announced.
7. The Lobby Officer contacts the Housing Officers via telephone to let them know the name of the inmates with Visitors and the number of visitors coming to the Housing Unit.

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8. The Housing Officers will document in the IJMS inmate names, IMN, visiting booth assigned, date, start and ending time of each visiting session.
9. The Lobby Officer informs the visitors they may proceed to the visitation area and then calls the Housing Officers to tell them the visitors are on the way.

D. Social Visitor Processing - MSI

1. The visitor will approach the lobby desk and tell the lobby officer the inmate's name with whom the visit is requested.
2. The Lobby Officer will request a valid identification from the visitor, access the IJMS- Inmate Association Visiting List and determine if the visitor is pre-approved for social visits.
3. If the visitor's name is not on the IJMS- Inmate Association Visiting List, the visit will be denied. The Lobby Officer will inform the visitor to contact the inmate to be placed on the Inmate Association Visiting List.
4. If pre-approved, the Lobby Officer will instruct the visitor to:
 - a. Sign the Visitor's Register Book,
 - b. Write the inmate's name in the Visitor Register, and indicate the time.
 - c. Take a seat in the lobby waiting area until the visiting time is announced.
5. The Lobby Officer notates the date and time of the visit in the IJMS- Inmate Association Visiting List, and proceeds to:
 - a. Contact the appropriate Area Supervisor of the area of inmate housing unit,
 - b. Give the name of the inmate approved for visit, and
 - c. Wait for inmate to be dispatched to the Visiting Booth.
6. When the Visiting Booth Officer phones the Lobby Officer that inmate has arrived in the Visiting Booth, the Lobby Officer will:
 - a. Call visitors to the lobby desk,
 - b. Direct visitors to remove all personal items (i.e. pagers, cell phones, cigarettes, lighters, matches, chewing gum and other items) from their pockets and place them in the lockers located in the lobby waiting area, or
 - c. Instruct visitors to put any item on their person that is not allowed beyond

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the metal detector in their vehicle or locker. (No personal items are allowed beyond the metal detector).

- d. Direct visitors to put any permissible remaining property on the lobby desk and proceed through the metal detector, one at a time.
7. The Lobby Officer frisk-searches each visitor in accordance with Division of Correction Policy # 3.1.34: Employee Search.

E. Professional, Legal, Law enforcement/Correctional, and Clergy/Faith Group Visitor Processing – MSI

1. The visitor will approach the lobby desk and tell the Lobby Officer the inmate's name with whom the visit is requested.
2. The Lobby Officer will check for the availability of the designated professional/legal/Law enforcement visiting area.
3. If the designated visiting area is not available, the Lobby Officer will:
 - a. explain the unavailability of the area to the visitor, or
 - b. Give the visitor option to use a regular visiting booth or wait until space becomes available in the professional visiting booth.
4. If the visitor arrives at the facility for a scheduled visit and the visiting room is taken, the Lobby Officer will give the visitor the option to use a regular visiting booth or to wait until space become available in the professional visiting room.
5. If the visitor is a law enforcement person, the Lobby Officer directs the official to store any weapon in a gun locker in secured authorized storage area.
6. Law enforcement officials visiting the facility in any capacity, for the purpose of interviews with staff or inmates will be handled in accordance with the following procedures:
 - a. Interviews with corrections staff will be conducted in the Front Lobby Conference Room.
 - b. Interviews with inmates will be conducted in the Processing area or at the immediate vicinity. The official will be directed to enter through security gates #10 and #11.
 - c. Officials entering through the Processing area at the back of the building must secure all weapons in the gun lockers located outside the Processing area.

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7. During non-regular business hours and the lobby is locked, the Legal Visitor calls the Control Officer via intercom and requests access to the facility to meet with inmate, and explains the purpose of the visit.
8. The Control Center Officer contacts the Shift Commander for permission to proceed with processing the visit. If the visit is approved, the Shift Commander or the Officer calls the Housing Unit Officer/Area Supervisor where the inmate is housed to tell the inmate that there is a visitor.
9. The Shift Commander designates an escort for the inmate. The Escort Officer remains with the inmate for the duration of the visit. Upon completion of the visit the inmate is returned to housing unit/cell unit. The Escort Officer reports back to assigned post.

F. Monitoring Social Visits – CJC and MSI

1. The Housing/Visiting Area Officer will ensure that the visitor is in the visiting booth and informs the inmate that the visitor has arrived. The area will be physically inspected by the Officer prior to the inmate being allowed to enter the area
2. At least every 15 minutes on an irregular schedule, the Housing/Visiting Area Officer visually monitors the visiting booth to see that the inmate and/or visitor are not being disruptive.
3. If the inmate or visitor is disruptive or violating facility rules, the Housing/Visiting Area Officer immediately end the visiting session, instruct the visitor to leave, and the inmate is returned to the cell/housing unit. (See 3.3.4 Inmate Rules and Discipline)
4. The Housing/Visiting Area Officer walks by the visiting booths to signal to the inmate that five (5) minutes are left for visiting.
5. When visiting time is over, the Housing/Visiting Area Officer instructs the inmate to leave the visiting booth, and re-inspect the area for contraband or damages.
6. The Visitor removes personal belongings and exits the facility through the front entrance after the conclusion of the visit.

G. Termination of Visits

1. During the visit, if the inmate or visitor is observed committing a rule violation, the staff immediately ends the visitation and has the inmate returned to the cell/housing unit. The staff notifies the Area Supervisor and completes an Incident Report and a Visitor Alert Form. The Incident Report is forwarded in accordance with the Incident Reporting procedures.

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2. If the visitor is an attorney, the Housing Unit Officer immediately notifies the Area Supervisor explaining the nature of the violation. The Area Supervisor reports to the scene, speaks with the attorney and assesses the situation, and contacts the Shift Commander who decides whether or not to end the attorneys visit. The Shift Commander must speak personally with the attorney about the violation and a report is written and submitted in accordance with policy.
3. The Area Supervisor instructs the Housing/Visiting Area Officer to document the incident in accordance with policy.