

# VISITOR'S GUIDELINES

## WELCOME STATEMENT

The Department of Corrections welcomes you 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 your visit is safe and pleasant. The number of visitors allowed at one time may vary from one facility to another. Please read these guidelines carefully so you may have an enjoyable visit.

## WHO CAN VISIT

Visitors must have submitted a visitor's application and be approved before visiting. Each offender may have up to 4 adult approved visitors per visit, with no limit on approved minors. NOTE: The offender may not be available for a visit. You may avoid making an unnecessary trip or being turned away by pre-arranging visits with the offender.

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

## WHEN YOU CAN VISIT

### Visiting Times

Where	Days	Check In Time	Check Out Time
At the main facility in the Visit Area for living units K, L, and R	Friday and Sunday	1200	1530
	Saturday and Monday	1700	2030
At the main facility in the Visit Area for living units M, N, and T	Friday and Sunday	1700	2030
	Saturday and Monday	1200	1530
At the Minimum Security Unit (MSU) in building C-2	Friday, Saturday, and Sunday	1230	1530
	Friday, Saturday, Sunday, and Monday	1700	2030
At the Infirmary in the main facility for offenders unable to attend normal visiting due to significant health concerns	Friday, Saturday, Sunday, and Monday	1300	1500
		1800	2000

Offenders may request arrangements for special situations, such as friends or family traveling from extended distances.

- Visitors approved for an infirmary visit will contact the offender's Counselor or the Visit Sergeant 24 hours in advance to set up a visit.

If you leave during any visit period, you may be allowed to return during the next authorized visit period.

Visiting may be interrupted or cancelled due to facility needs. You may avoid making unnecessary trips or being turned away by going online or signing up to receive visit updates

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via Twitter at <http://twitter.com/@wadocvisits>. This page contains basic information including where to go to view facility guidelines. You can also get information by calling 509-244-6700.

### **HOW YOU GET THERE**

#### **Facility Information**

- Airway Heights Corrections Center (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.
- For more information on how to get to the facility, please call 509-244-6700.
- For information on local bus routes and times, please call Spokane Transit Authority (STA) at 509-328-RIDE (7433).
- 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 or visitors can turn left at the flagpoles and additional spaces will be on the right. Drivers may drop off a visitor(s) in the half circle by the flag poles, but must ensure the visit will commence before leaving facility grounds. 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.

### **WHAT TO DO WHEN YOU ARRIVE**

#### **Vehicles/Parking**

The speed limit on facility grounds is 15 mph. Thank you for not speeding.

Vehicles must be secured. The Department will not be liable for lost or stolen property.

Persons not visiting may not wait in vehicles or on facility grounds.

Pets are not permitted to wait in vehicles or on facility grounds.

#### **Visitor Check-In**

You are welcome to arrive 30 minutes before visits. Visitors for the main facility must remain in their vehicle or in the fenced-in waiting area while the sign reads Visiting Closed in red. Main Facility visitors may enter the building to begin processing when the sign reads Visiting Open in green. Visitors are not allowed to line up at the exterior door of Public Access. Visitors for MSU will wait in their cars or in the fenced area until 10 minutes before the visiting period and

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then will walk to the C-2 visitation door to be processed. Parking on Sprague Avenue is not allowed per local law enforcement.

Visitors will park in the visitor parking lot on the right at the entrance to facility grounds. The main facility is the two story building next to the flagpoles and C-2 at MSU is located at the west end of the parking lot. Please use the concrete sidewalks and do not cut through the vehicles in the parking lot.

Please inform visit employees in advance if you intend to share difficult news during your visit. Visit personnel will attempt to make a suitable seating arrangement for the visit.

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 turned back in 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.

### **Identification**

If you are 18 years of age and older, you must present current photo identification (e.g., driver's license or state ID card, passport, military or government identification, tribal identification, alien registration). Other forms of identification may be authorized by the Superintendent/designee. Expired or non-photo identification will not be accepted unless the Superintendent/designee approves in exceptional situations (e.g., the identification is recently expired, and the visitor is known to visit personnel).

### **Searches**

You will be required to sign a search permission form before visiting. Pat, electronic, vehicle, personal property, and/or canine searches may be conducted. Please read [DOC 420.340 Searching and Detaining Facility Visitors](#) before your first visit.

You may bring the following items in a clear plastic coin purse or plastic bag:

- Money (for debit vending machines) - At facilities with debit vending machines, you will be allowed a vending machine Zip Key. Zip Key limits are established by the facility based on vendor resources. For AHCC, the Zip Key limit is \$39.00. Zip Keys can be purchased in Public Access at the main facility or in the C-2 lobby at MSU. Visitors must have \$5.00 to purchase a Zip Key, which will have a balance of \$0.00. Visitors may load money onto the Zip Key in Public Access at the main facility or in the C-2 lobby at MSU for use in the vending machines. Each visitor will be allowed one Zip Key.

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- 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 are required to bring their own quarter to use in the locker, which will be refunded after visitation. Visitors will be allowed to bring locker keys into the visiting room.
- Identification - You may be allowed to have one form of identification with you in the visiting area.
- Medical - You are allowed medications or medical equipment that is needed during the visiting period, if you provide proof of prescription of medically authorized need. Prescription medication must be in the original container and only in the limited amount needed during the visit. The original container must list your name and the names of the medication, pharmacy, and prescribing physician. Medications must be stored in your locker and you can request access to them via the visiting room employees. Nitroglycerin pills and rescue inhalers may be kept on your person. If you cannot clear screening due to a medical device/condition, 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 (birth-18 months) and Toddlers (18-36 months)**

Infant and toddler items must be stored in a clear plastic bag or container. The following items are allowed:

- Two clear empty 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 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 visit.
- Baby wipes that have been transferred to a zip lock plastic bag before the visit.

### **Service Animals**

Service animals must meet the requirements of the Americans with Disabilities Act. The animal's owner/escort is responsible for the animal, including:

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- Service animals may not interact with offenders or other visitors.
- Information regarding cleanup of waste and disposal will be provided by visit employees.
- Ensuring the animal remains under their control at all times.
- The animal is on a leash at all times.

### **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 you have been in the visit room for 1½ hours, you 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.
  - Decisions to shorten visits will be made on a first to arrive, first to leave basis.
  - In limited circumstances, an offender and his/her visitor(s) may not have their visit ended (e.g., visitors who have traveled over 300 miles, rely on specialized public transportation, etc.).
- If an offender 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 visitors and offenders and to promote a positive environment. You 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/designee will make the final determination regarding the appropriateness of any clothing, footwear, or accessories. The use of light perfume/cologne is allowed, however, if it is determined that it is overly powerful and offensive to others you may be denied entrance into visiting. This decision will be made by the Visit Sergeant.

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

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

- Clothing should be free of reference to obscenity, alcohol, drugs, gang references, violence, or sex in any form.

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- Buttons or closures should be fastened to the degree necessary to provide proper coverage.
- All clothing must be clean and in good repair, free of holes, rips, or tears. A rip that does not show skin is acceptable.
- Undergarments must be worn, to include bras and panties for females, and briefs or boxers for males. Underwire bras are permitted, but may require additional search.
- Clothing will not reveal breasts or expose undergarments, cleavage, stomach/midriff, or bare chest or back, including when arms are raised.
- Camouflage, bibbed attire, and pants with multiple side pockets may not be worn. While camisoles or light layering of T-shirts/sweaters is allowed, excessive layering that could conceal contraband are not allowed.
- Outer garment shirts must have sleeves.
- Sweaters, blazers, and sweatshirts are permitted.
- Hooded clothing is not allowed.
- Shorts must not fall more than 3 inches above the middle of the kneecap when standing. This standard also applies to women's dresses, skirts, capris, skorts, and slits in clothing.
- You may be prohibited from bringing hooded or heavy, parka style coats into the visit room. The placement of these items will be in the visitor's locker in Public Access/C-2 Lobby.
- Shoes, sandals, flip flops, and boots must be in good repair, free of holes, rips, or tears. Quilted, fur lined, or steel toed footwear is not allowed. High heels must be no more than 3 inches high from the heel of the visitor's foot to the ground.
- Accessories
  - The following items are permitted:
    - No more than 3 rings.
    - One necklace.
    - One bracelet.
    - One watch. Watches that contain other devices (e.g., cell phones, calculators, flash drives, etc.) are not allowed.
  - Metal jewelry or accessories will need to pass the electronic detector and/or be searchable by hand, which may increase your processing time. Jewelry that hides other items (e.g., broaches, lockets, pins) or jewelry that looks like a key is not allowed.
  - Scarves, neck ties, hats, and gloves are not allowed.
  - Belts are allowed, except money belts and belts with compartments or removable parts.

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- Religious and medically necessary head coverings are allowed, but are subject to search. Searches will be conducted in a private area by a person of the same gender.

Children must wear clothing that will not reveal underwear when they crawl, spin, etc. Shorts under dresses may be appropriate.

### **CONDUCT DURING VISITS**

The Department intends to maintain visiting programs which help offenders preserve positive ties with family and friends. Cooperation by all participants is encouraged. Please 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:**

- Any criminal activity
- Weapons or objects that present danger of any kind
- Visitors that have consumed alcohol and/or any illegal substance
- Contraband not allowed on:
  - The premises, including alcohol, tobacco, and illegal drugs, or
  - Your person, including gum
- Any disturbance or the creation of emergency situations within the facility
- Any conduct/behavior that threatens the health and safety of any visitor, offender, or others

#### **General Guidelines:**

- A brief hug and kiss (i.e., 4-5 seconds in length) are permitted at the beginning and conclusion of visits. During the visit, the only physical contact allowed between offenders and adult visitors is holding hands with hands in plain view. As visiting areas are family friendly environments, caressing of any kind will not be allowed.
  - In addition to brief, appropriate contact at the beginning and conclusion of each visit, an offender may have physical contact with his/her minor visitor(s) 8 years of age and under in a manner that respects the child's feelings and physical boundaries.
    - The child may sit on the offender's lap.
    - The offender may show affection toward the child (i.e., hugs or kisses).
    - Visit personnel will monitor the child for signs of disengagement (e.g., pulling away, crying, screaming, etc.) and will, if appropriate, instruct the offender to discontinue the physical contact or return the child to the guardian/escort.
  - The Superintendent/designee may establish additional requirements for an individual offender/visitor.
- Visitors that cause significant concern during their visit may be suspended from visiting privileges.

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- Visits may become emotional at times. If visit personnel observe this, they may check in with you.
- Conversations should remain quiet, without harsh language or swearing, encouraging pleasant and caring family interaction. Please avoid loud, excessively emotional, or disruptive behavior.
- Visit areas are provided for all visitors. Please use furnishings for their intended use.
- Because time is limited, the focus and interaction must remain between the offender and his/her own visitors and family. Conversations with other offenders and/or their visitors are not allowed with the exception of very brief (i.e., one or two word) courteous statements (e.g., hello, please, thank you, etc.).
- During visitation, Zip Keys may be used for vending machine purchases by visitors and can be used by visitors or offenders at MSU. Once opened, purchased food items must be removed from their packaging and placed on a plate or napkin. Any unopened items may be taken home by the visitor. Visitors will take all unspent money and Zip Keys with them when they leave.
- If restrooms are located outside the visit room, visitors may be subject to additional search.
- Please put away all items used during visits (e.g., games, toys, books).
- Please throw trash and recyclables in provided containers at the end of your visit.
- When the visit is over, goodbyes will be said at the table. Offenders will remain seated at the table while the visitors exit the visit room. After the visitor(s) has cleared the visit room door, offenders will finish clearing the table (e.g., games, toys, debris) prior to reporting to the out-processing area.

### **General Supervision of Children:**

- 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 will be stopped immediately by the visiting minor's escort.
- The offender may supervise a child(ren) while the adult visitor uses the restroom or the vending machine, provided there is no restriction prohibiting the offender from being alone with the child(ren).
- For health and safety purposes, children under age 5 must have an adult escort them when they use the restroom. While an adult visitor escorts the child to the restroom, the offender may supervise remaining children, provided there is no restriction prohibiting the offender from being alone with the child(ren).
- 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.



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- Showing affection, holding, and playing with visiting children promote positive family interaction. Please remember to be considerate of other visitors and your public surroundings.
- 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.

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

<http://www.doc.wa.gov/family/visits.asp>.