

Monroe Correctional Complex
VISITOR'S GUIDELINES

WELCOME STATEMENT

The Department of Corrections welcomes you to Monroe Correctional Complex, which consists of 5 separate units: Washington State Reformatory Unit (WSRU), Minimum Security Unit (MSU), Twin Rivers Unit (TRU), Special Offender Unit (SOU), and Intensive Management Unit (IMU). 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 10 approved visitors per visit for regular visiting, 3 for the Inpatient Unit (IPU), and 2 for the IMU. 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

Where	Days	Check In Time	Check Out Time
SOU	Friday - Monday	12:30	8:00
MSU	Friday - Monday	12:30 5:30	3:30 8:30
WSRU	Friday - Monday	12:30	8:00
IPU	Friday - Monday	1:00	3:00
TRU	Friday - Monday	12:30	8:00
IMU	Friday - Monday	12:30	3:30

MSU, WSRU, and the IPU have a rotating schedule. The IPU will visit on the same days as the WSRU A/C units. The unit schedule will be posted in the living units, the Visiting Area, and on the facility's website at <http://www.doc.wa.gov/facilities/prison/mcc/>.

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

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 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 the TRU/MSU Visit Room Sergeant at (360) 794-2577 or the WSRU/SOU/IMU Visit Room Sergeant at (360) 794-2683.

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HOW YOU GET THERE

- **From South** – Take I-5 North to I-405 North. Take exit 23 off I-405 for WA-522 East (Monroe/Wenatchee-/Woodinville/US-2 exit). Follow WA-522 East approximately 10 miles. Take West Main exit (also the Monroe City Center); turn right and proceed down West Main Street until you reach the appropriate facility entrance*.
- **From North** – From I-5, take US-2 East to Monroe/Stevens Pass Hwy. Turn right at the first light (Fryelands Boulevard). Go to the end of Fryelands Boulevard and turn left onto West Main Street. Proceed down West Main Street until you reach the appropriate facility entrance*.
- **From East of the mountains on US-2 (Stevens Pass):** Go West on US-2 to Monroe. Turn right at the 4th light (WA-522 West overpass entrance). Take the first exit, West Main Street and turn left. Proceed east on West Main Street until you reach the appropriate facility entrance*.
- **From East of mountains on I-90 (Snoqualmie Pass):** Go West on I-90 to North Bend exit (WA-202) to Fall City. Take WA-203 at intersection to Monroe. After crossing the bridge entering Monroe, turn left at the first light (Main and Lewis streets); proceed approximately 2 miles to appropriate entrance*.

*Entrances: There will be 2 entrances off West Main Street for MCC with signs posted to show that the entrance closest to WA-522, 170th Drive is for TRU only. The entrance for the other units will be further east on West Main Street to 177th. After turning onto 177th, there will be a sign straight ahead for WSRU and MSU and further down a sign to turn right for SOU and IMU.

- **MSU** 16700 177th Ave. SE, PO Box 7001, Monroe, WA 98272-0777 (360) 794-2960
- **WSRU** 16700 177th Ave. SE, PO Box 777, Monroe, WA 98272-0777 (360) 794-2683
- **TRU** 16774 170th Drive SE, PO Box 888, Monroe, WA 98272-0888 (360) 794-2400
- **SOU** 16730 177th Ave. SE, PO Box 514, Monroe, WA 98272-0514 (360) 794-2200
- **IMU** 16694 177th Ave. SE, PO Box 7002, Monroe, WA 98272-0777 (360) 794-2200

WHAT TO DO WHEN YOU ARRIVE

Vehicles/Parking

Visitors must not park at the bottom of the hill on West Main or 177th Avenue prior to visiting.

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.

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

Visitor Check-In

You are welcome to arrive 60 minutes before visits. If you arrive prior to the start time for visitor processing, you must remain in your vehicle. Please check in at the visitor entrance as follows:

- TRU: Stop at the stop sign/speaker box where the sign reads "Visitors Check In." The Tower officer will direct the visitor where to park.
- WSRU and MSU: Stop at the stop sign/speaker box below the tower where the sign reads "Visitors Check In." The tower officer will direct the visitor where to park.
- SOU: After parking, proceed through the front gate of the unit and check in with visit employees at the front desk.

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.

IMU/Segregation Visits

Only no-contact visits will be conducted in the IMU and will be limited to immediate family only. Visitors will report to the SOU for check in. No money or debit cards will be allowed for IMU visits.

Visits will be on a first come, first served basis and may be cancelled due to offender's negative behavior prior to the announced visit. Depending on the offender program level, restraints may be required for the duration of the visit. Visits will not be allowed for 24 hours upon placement in the IMU/Segregation Unit.

The amount of time an offender will be allowed to visit depends on the program level:

- Level 1/Isolation – May have emergency visits only if approved by the IMU Associate Superintendent/designee prior to visit
- Level 2 - 1 hour per week
- Level 3 - 2 hours per week
- Level 4 - 3 hours per week

Segregation offenders may have no more than 3 one-hour visits per week.

IPU Visits

Visitors must be 18 years or older to visit offenders housed on the 4th floor Inpatient Unit in WSRU.

Visits may be terminated due to emergency situations that happen or if employees determine the presence of visitors may cause a security/safety risk to employees, contract staff, offenders, or visitors.

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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, 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 debit card. Debit card limits are established by the facility based on vendor resources. For Monroe Correctional Complex, the debit card limit is \$50. Debit Card machines are located in the processing center of the visit rooms. Directions on how to purchase/load cards will be on the machines. If you need assistance loading or purchasing a card, an employee can assist you. Only one debit card per visitor will be allowed.
- Keys - Drivers may keep one car key and/or remote on a single ring key chain. The keys will be secured in the processing area by visit room employees.
- 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. If your medication is needed during your visit, you may ask visit employees for a locker to store it in. 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.

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- 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:

- Service animals may not interact with offenders or other visitors.
- Cleanup of waste and disposal in the following area(s): Animals will be taken to a grassy area off of the sidewalks and away from buildings to relieve themselves. If the animal defecates anywhere, the owner will remove the waste by placing it in an animal waste bag and placing it in a receptacle outside of the facility. If the animal defecates on a sidewalk or inside a building, the owner will also notify an employee so the area can be disinfected.
- 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 3 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.
 - 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.).

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- 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.

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.
- 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 hung in the processing area.

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- 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, locketts, 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.
 - 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:

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- 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.
- 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, money or vending machine debit cards may be used for vending machine purchases by visitors. With the exception of MSU, only visitors will be allowed at the vending machines and handle the debit cards. Exceptions may be made for visitors with disabilities. 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 vending machine debit cards 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.

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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.
- 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>.