CHAPTER 90 JAIL OPERATIONS
SECTION 90.12 COMMUNICATION, VISITATION, AND MAIL

This policy supersedes Corrections Division policy 13.02.

90.12.03 VISITATION

POLICY:
It is the policy of the Corrections Division to permit inmates to have visits with family, friends, and their attorneys under conditions consistent with the security of the jail. This policy includes provisions for:

- High risk inmates and inmates in segregation areas have opportunities for visitation unless there are substantial reasons for withholding such privileges.
- Inmates are given an explanation of visitation procedures during the admission process.
- The visitation process is done via Video Visitation. There are no face to face visits permitted by friends and family. The only face to face visits are with official visitors.
- All visitors must register online at www.securustech.net or www.visitfromhome.com to create a video visitation account. The same account is used to schedule visits from home or on-site facility visits.
- Each visit must be scheduled a minimum of 24 hours in advance, whether visiting from home or visiting at the facility.
- Each inmate is allowed two (2) free video visits per week that are provided from the visitation booths at the facility. These visits are scheduled on a first come first serve basis and we do not have control over who gets priority in these visits.
Inmates are allowed unlimited visits from home users. Each visit from home costs $6.99 for each 30 minute visit.

- All visits are recorded electronically for security reasons, and can be reviewed by visitation staff, supervisors, and/or security officers.

**DEFINITIONS:**

**Contact Visit:** Any visit where limited contact is allowed without any barriers between the inmate and the visitor(s).

**Legal Guardian:** Person possessing a court order naming them as guardian. Individuals possessing a signed notarized statement of temporary guardianship for the purpose of bringing an inmate’s child to the jail for visitation.

**Official Visit:** Any visit whereby a legitimate business or professional cause is served. Official visitors include attorneys, investigators, legal assistants, law students, probation and parole officers, law enforcement officers, addiction and mental health counselors, military personnel conducting official business or any other such person authorized by the Security Supervisor or supervisor on duty.

**Religious Visit:** Any visit specifically granted to an inmate’s Pastor, Minister, Rabbi, or other religious leader other than family members.

**Regular Visit:** Any visit that takes place between an inmate and an individual during scheduled visiting hours. Regular visitation is held in the designated visitation area via the Video Visitation Terminals.

**Special Visit:** A special visit is any visit, except official, that is authorized outside of the inmate’s normal visiting hours. Visitors under the age of eighteen must be accompanied by a legal guardian. These must be authorized by the Security Supervisor or the Supervisor on duty.

**PROCEDURES:**

**A. Visitation Schedules**

1. The following schedule has been formed to allow each inmate two free 30-minute on-site visits weekly, not to be completed on the same day.

   Visitation Hours are as follows:
   
   On-site at Facility – Sunday through Saturday
   8:00am – 2:00pm and 4:00pm – 6:00 pm
At Home Visits – Sunday through Saturday
8:00am – 2:00pm and 4:00pm – 8:00pm
2. There is not a limit on the number of home visits allowed per inmate.
3. Visiting hours and days are subject to change without notice.

B. Number of Visitors Allowed

Due to the space available in visitation, a maximum of three (3) visitors are permitted to enter the visitation booth at any one time, to include infants and children.

C. Approved Visitors

1. In order to be approved for visiting, visitors must be 18 years of age or older, with a Securus video visitation account that has been approved by the visitation staff.
2. All visitors must provide a valid state-issued photo ID (driver’s license or State ID card).
3. An inmate’s spouse, who is under the age of 18, may visit by providing a certified copy of their marriage certificate, and valid State-issued photo ID.
4. Visitors under the age of 18 must be accompanied by their parent or legal guardian. They must provide a copy of their birth certificate, unless he/she is legally married to the inmate receiving the visit or he/she has been emancipated by the court. It is up to the visitor to provide this documentation at each visit.
5. Only immediate juvenile relatives will be permitted to visit. This includes sons, daughters, brothers or sisters of the inmate. Juvenile children of inmates wanting to visit must be accompanied by a parent or legal guardian and provide a copy of the juvenile's birth certificate with the inmate identified as the father. Adopted juvenile children must be accompanied by a legal guardian and legal documentation of the inmate as adoptive parent. Juvenile brothers or sisters must be accompanied by a legal guardian and provide birth certificates of both the inmate and juvenile visitor showing common parent or parents.
6. Visitors under the age of 18 may visit with a grandparent(s). Prior to any visit by a juvenile not accompanied by a parent(s) or legal guardian, a completed, notarized and approved “Non-Guardian Visitation
Authorization Form” must be completed. This form must be filled out completely and will be submitted along with a copy of the child’s birth certificate at every sign-up time. The “Non-Guardian Visitation Authorization Form” will remain active for up to a 30-day period beginning the first of each month and will expire at the end of each month. At that time the “Non-Guardian Visitation Authorization Form” will be “VOID” and a new form will be required before the juvenile is allowed to visit. Forms may be obtained from visitation during posted visitation hours. Forms altered in any way will not be accepted.

7. It is the visitor’s responsibility to provide this documentation at each visit.

D. Segregation

1. Inmates in segregation units are afforded visiting privileges comparable to those afforded to other inmates.

2. Inmates who are a clear threat to the security of the facility may be denied visiting privileges.

3. Attorney-client visits are not restricted except on clear evidence the visit will be a threat to security or order.

E. Medical Units

Inmates assigned to medical because of illness will be allowed the same visitation as general housing inmates.

F. Disciplinary

Inmates serving disciplinary segregation may be denied visitation.

G. Inmates in Intake

Newly arrested inmates are not allowed video visitation prior to completion of the booking process.

H. Search of Visitors

1. All visitors, including official visitors, entering the visitation area are subject to search.
2. Space is provided for the storage of visitors’ coats, handbags, and other personal items not allowed into the visiting area.

3. Handheld scanners are used on all attorneys entering the visitation area.

4. All scanners are tested and balanced on a regular basis prior to use.

5. Corrections staff are fully trained to operate handheld scanners.

6. If the handheld scanner detects any metal and the metal is not apparent, the visitor is searched by pat-down, upon consent, by an officer of the same sex.

7. All visitor pat-down searches are documented on an incident report. The incident report specifies the basis for the suspicion in detail and provides the following information:
   a. names of searching officers
   b. name of the supervisor approving the search
   c. name of the visitor being searched
   d. inmate the visitor was scheduled to see
   e. date and time of the search
   f. extent of the search
   g. what, if anything, was found

8. If contraband is discovered on the person or in the clothing of a visitor, an incident report is submitted; the contraband confiscated; and the incident reported to the proper law enforcement authorities for prosecution.

9. Any visitor’s refusal to be searched is sufficient cause for denial or termination of visitation.

I. Visitor Registration

1. All visitors are required to set up a Securus video visitation account. Along with setting up the account, a photo of the visitor and a photo of the visitor’s valid State-issued photo ID must be attached to the account.

2. The account is approved by visitation staff prior to a video visit being scheduled.

3. A Securus video visitation account does not guarantee automatic visitation privileges.
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4. All visitors (adults and/or children) accompanying the registered visitor to the visitation area must be recorded in the registration process.

5. The registration information is checked and verified by visitation staff.

6. All video visitation visits must be scheduled a minimum of 24 hours prior to the visit. This includes the visits from home and the visits done at the facility.

7. Visitors are assigned a specific visitation booth upon registration and are required to remain in assigned booths at all times.

J. Appropriate Dress for Visitation

1. All visitors are expected to dress in appropriate attire. Persons are not allowed to visit at the Hamilton County Jail if they are wearing anything in the list below. Appropriate undergarments are required to be worn at all times.

2. The following attire is not permitted inside visitation:
   a. Skirts or dresses more than 3” above the knee (when worn in a proper manner in standing position)
   b. Shorts more than 3” above the knee
   c. Jogging attire
   d. Sleeveless shirts or blouses
   e. Low-cut or tank tops
   f. Tops or dresses with less than half sleeves
   g. Spandex clothing
   h. Transparent clothing
   i. Camouflage clothing
   j. Security Threat Group clothing
   k. Extreme loose fitting clothing

3. Visitors are expected to dress in attire that is not provocative or offensive to others.

4. All visitors, including children, are expected to wear shoes. Sandals, tennis shoes, boots or dress shoes of any type are considered appropriate footwear. House shoes are not considered proper footwear for visitors to wear.
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5. Halter tops, t-shirts, sleeveless tops or similar apparel without a bra, see-through blouses, backless tops or dresses without a slip, wrap-a-round skirts that wrap less than 1-1/2 times, excessively short dresses, and dresses with button up front are not considered proper attire for visitors to wear.

6. Excessive clothing such as two (2) pairs of pants or an extra shirt under the top layer of clothing is not permitted inside the visitation area.

7. If a visitor’s appearance is deemed provocative, the final decision is made by visitation personnel. Their decision is grounds for denial of a visit.

K. Persons Restricted from Visitation

1. Persons who have been inmates in the Hamilton County Jail in the last six (6) months are not allowed to enter the visitation area or visit any inmate in the jail. Attorneys are exempt from this section when conducting official business as an officer of the court.

2. Persons who have been employed by the Hamilton County Sheriff’s Office and have either resigned due to disciplinary reasons or been terminated from such employment in the last six (6) months are not allowed to enter the visitation area or visit any inmate in the jail.

3. Current employees of the Hamilton County Sheriff’s Office are not allowed to enter the visitation area or visit any inmate in the jail, unless on official business or have prior authorization from the Security Supervisor or higher authority.

4. Persons found to have smuggled or attempted to smuggle any unauthorized item into the facility; deface, vandalize, destroy or otherwise fail to abide by the posted rules and regulations governing visitation are not allowed to enter the visitation area or visit any inmate in the jail.

5. Juveniles are not permitted to visit any inmate unless they are the sons, daughters, brothers or sisters of the inmate. Juveniles such as cousins, nieces, nephews, etc., are not permitted at any time.
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L. Searches of Inmates
1. Inmates are pat searched prior to and at the conclusion of each visit.
2. Inmates do not carry any items into the visiting area without authorization. Inmates attending official visits are allowed to carry pertinent legal material only.
3. Any unauthorized items discovered during the search are considered contraband and confiscated.
4. Inmates who have visits in the contact booths are escorted to the quarterdeck and strip searched before they are returned to their cell areas.

M. Special / Extended Visits
1. Special / extended visits may be authorized by the Security Supervisor or higher authority.
2. An electronic Inmate Request form is submitted to the Security Supervisor by the inmate requesting a special visit. This request is processed within the inmate kiosk system. The request must be filled out completely and forwarded to the Security Supervisor for approval.
3. Special / extended visits are approved in circumstances as deemed appropriate by the Security Supervisor or higher authority. An inmate who qualifies may receive one (1) special/extended visit each quarter.

N. Official Visits
1. Individuals in an official capacity are admitted to the facility after presenting proper credentials and identification. Acceptable credentials and identification are as follows:
   a. Attorneys – valid photo identification and valid Tennessee Bar Card
   b. Legal Assistants, Law Students, Psychologists or Psychiatrists, and Private Investigators – Valid photo identification and a letter from the attorney whom they are representing which includes the specific inmate’s name they represent and/or wish to interview.
   c. Military Personnel Conducting Official Business – Valid Military I.D. card and letter from Service Branch includes the specific inmate’s name they represent and/or wish to interview.
d. Law Enforcement Officers, Probation and Parole Officers – Valid employment credentials, which must include a picture I.D.

e. All Other Official Visitors – Must be approved by the Security Supervisor or higher authority and produce valid photo identification and proper credentials from the organization they represent.

2. Attorneys, legal assistants, law students, psychiatrists, psychologists, probation and parole officers, military personnel, and other law enforcement officers conducting official business reserve contact booths for use.

3. At no time is an inmate’s family or friends allowed to visit in a contact booth unless authorized by the Security Supervisor or higher authority.

4. Official visits generally take place at any time between the hours of 8:00 a.m. and 6:00 p.m. providing the visits do not interfere with the security and orderly running of the facility. However, except in extenuating circumstances, inmates will not be called for an official visit during meal times or head count.

5. Briefcases, documents, folders, etc. carried by official visitors are subject to search. Cell phones are not permitted unless authorized by the Security Supervisor or higher authority.

6. Inmates will be brought down within thirty (30) minutes of the requesting attorney’s arrival unless prior arrangements have been made.

7. At no time will an attorney be denied the opportunity to consult with his client provided the attorney is representing the inmate in a current court proceeding and there are no extenuating circumstances such as lock down or security problems at the jail. Reasons must be documented, with visitation access restored as soon as reasonably possible.

8. Attorneys may call ahead and request to have an inmate down and ready. This will be honored unless documented that a specific attorney is consistently late or does not show for requested visits.

O. Religious Visits

1. Individuals visiting in an official religious capacity are admitted to the facility after presenting proper credentials and identification. Acceptable credentials and identification are as follows:
a. Valid photo identification and appropriate religious identification.
b. Seminary certification, letterhead from the church listing visitor as Pastor, Minister, Father, Rabbi or Emon.

2. Religious visits take place with pre-arranged times scheduled through the Security Office.

3. These visits do not cause the inmate to lose a regular visitation time.

4. Religious visits are held in non-contact booths unless a contact booth is authorized by the Security Supervisor or higher authority.

5. Only the person visiting with appropriate religious identification is admitted under the “religious visit”. If a family member or friend attends the visit it is not considered a “religious visit” and is considered a “regular visit”.

P. Communication with the Public
Facility staff members address all visitors with respect and refrain from becoming involved in verbal confrontations.

Q. Suspension or Termination of Visits
1. Visits are interrupted if any of the rules are violated during the visit.
2. Visiting privileges may be denied, terminated, or suspended under the following circumstances:
   a. Visitors under the influence of drugs or alcohol, or visibly using drugs or alcohol during the video visits.
   b. There is no time slot open on the video visitation schedule.
   c. Visitor provides insufficient or falsified identification.
   d. Visitor refuses to submit to search procedure.
   e. Visitor and/or inmate violate the video visitation rules.
   f. Visitor fails to maintain control of children.
   g. Visitor leaves the visitation area during a scheduled visit.
   h. The inmate refuses the visit.
   i. The inmate is on disciplinary restrictions.
   j. The visitor shows inappropriate material or photos during visit.
   k. Other reasons that are necessary to preserve the security of the facility and to maintain order in the visitation area.
3. Prior to the termination or suspension of visiting privileges, less restrictive alternatives are employed if appropriate. Such alternatives may include warning the inmate and/or visitor of the improper conduct.

4. Whenever a visit is terminated, the officer taking the action prepares an Incident Report.

5. For the first serious offense the visitation account is suspended for 30 days. The second offense results in a suspension of 60 days. The third offense results in a suspension of 90 days. Subsequent offenses result in long term suspension or permanent suspension.

6. Subsequent to an investigation of the incident, the Security Supervisor may deny an individual from visiting for a specified period, or permanently. A written notice of the decision is given to the inmate, and the visitor’s access to their Securus video visitation account is blocked. In the case of temporary suspension, a date is set when visiting privileges will be restored.

R. Control and Supervision of Visits

1. When the visitors are ready to enter the visitation area the access door is unlocked to the public visitation corridor and visitors are instructed to proceed to their pre-assigned visitation booths.

2. The visitors are allowed to enter the booths 10 minutes prior to the beginning of their scheduled visit.

3. The visitors are to exit the visitation area upon completion of the visit.

4. All visits are monitored and recorded for safety and security purposes. Visitation staff can terminate the visit at any time for violation of rules and regulations by the visitor and/or the inmate.

S. Emergency Procedures

1. First aid is provided as necessary by first aid/medical trained staff. The Central Control Room officers are contacted if Emergency Medical Services are needed. Emergency Medical Services are contacted by dialing 9-911.

2. A written report is prepared containing:
   a. Name and address of the visitor
b. Type of injury/illness

c. Type of aid rendered by departmental personnel

d. Condition of surrounding area where illness/injury occurred

e. Names, notification time, arrival time, and departure time of Emergency Medical Services personnel

T. Money

1. Visitors can deposit money into an inmate’s account by following the proper procedures:
   a. The inmates’ accounts are handled by Vend Engine.
   b. Money can be deposited on the inmate’s account by contacting Vend Engine at 1.855.836.3364 and providing them a credit/debit card number; by internet at VendEngine.com using a credit/debit card; or at the jail using one of the Vend Engine kiosks by inserting cash or using a credit/debit card.

2. No person employed at the Hamilton County Jail will accept cash, checks, or money orders on behalf of an inmate.

3. Deposits may be added to an inmate’s account at any time, on any day.

4. The person depositing money in an inmate’s account is not required to visit the inmate.

U. Visitation Records

1. Visitation records are maintained through the Securus video visitation system.

2. This information is stored for a period of not less than one (1) year. Recordings are available through Securus for up to 90 days.

V. Visitation Rules and Regulations

1. ALL VISITORS MUST PRESENT PROPER IDENTIFICATION (FEDERAL, STATE, OR LOCAL ISSUED PHOTO ID TO INCLUDE NAME, ADDRESS, AND DATE OF BIRTH) AT TIME OF EACH VISIT.

2. ALL VISITORS ARE SUBJECT TO SEARCH PRIOR TO ENTRY INTO THE FACILITY. FAILURE TO COMPLY WITH THIS PROCEDURE IS GROUNDS FOR DENIAL OF VISITATION.
3. NO CELL PHONES ARE ALLOWED INTO THE VISITATION BOOTHS.

4. NO PURSES OR BAGS (INCLUDING DIAPER BAGS) ARE ALLOWED INTO VISITATION BOOTHS. VISITORS WITH INFANTS MAY TAKE ONE (1) BOTTLE INTO THE VISITATION BOOTH.

5. NO PETS OR OTHER ANIMALS ARE ALLOWED IN VISITATION BOOTHS EXCEPT FOR LEGITIMATE SERVICE ANIMALS.

6. VISITORS UNDER THE INFLUENCE OF ALCOHOL OR DRUGS WILL NOT BE ADMITTED INTO THE FACILITY. IF ANYONE IS OBSERVED CONSUMING ALCOHOL OR DRUGS DURING THE VIDEO VISIT THE VISIT WILL BE TERMINATED.

7. PROPER ATTIRE IS REQUIRED AT ALL TIMES. SHOES AND SHIRTS MUST BE WORN. SUGGESTIVE CLOTHING, SEE-THROUGH FABRIC, EXTREMELY SHORT SHORTS, MINI SKIRTS, AND HATS MAY NOT BE WORN. THE VISIT WILL BE TERMINATED IF ANY INAPPROPRIATE ATTIRE IS REVEALED DURING THE VISIT.

8. THE VISIT WILL BE TERMINATED IF NUDITY OR SUGGESTIVE BEHAVIOR IS OBSERVED DURING THE VISIT.

9. THE VISIT WILL BE TERMINATED IF PHOTOS OR VIDEOS OF SUGGESTIVE BEHAVIOR OR NUDITY ARE OBSERVED DURING THE VISIT.

10. VISITORS UNDER THE AGE OF EIGHTEEN (18) MUST BE ACCOMPANIED BY THEIR PARENT OR LEGAL GUARDIAN AND HAVE THEIR BIRTH CERTIFICATE, UNLESS HE/SHE IS LEGALLY MARRIED TO THE INMATE RECEIVING THE VISIT OR HE/SHE HAS BEEN EMANCIPATED BY THE COURT. PROPER DOCUMENTATION IS REQUIRED. THE VISITOR MUST PROVIDE ANY AND ALL DOCUMENTATION AT EACH VISIT.

11. ALL CHILDREN MUST BE CLOSELY SUPERVISED AT ALL TIMES BEFORE, DURING AND AFTER THE VISIT. CHILDREN MAY NOT BE LEFT UNATTENDED AT ANY TIME.

12. EATING OR DRINKING IN THE VISITATION AREA IS PROHIBITED.

13. TOBACCO PRODUCTS OF ANY KIND ARE STRICTLY PROHIBITED IN THE VISITATION AREA. ANYONE IN POSSESSION OF TOBACCO PRODUCTS WILL HAVE VISITATION PRIVILEGES TERMINATED.
14. LOUD TALKING, EXCESSIVE EMOTIONAL OUTBURSTS, OR ANY OTHER TYPE OF DISRUPTIVE BEHAVIOR IS NOT ALLOWED IN THE VISITATION AREA.

15. NO PHOTOS OR VIDEOS MAY BE TAKEN DURING THE VISIT. TAKING PHOTOS OR VIDEOS WILL RESULT IN THE VISIT BEING TERMINATED.

16. ANY VANDALISM OR DESTRUCTION OF HAMILTON COUNTY PROPERTY IS PROHIBITED AND MAY RESULT IN CRIMINAL CHARGES.

17. VIOLATION OF ANY OF THE ABOVE REGULATIONS MAY RESULT IN THE TERMINATION OF THE VISIT AND/OR SUSPENSION OR TERMINATION OF FUTURE VISITATION PRIVILEGES.

18. THE INTRODUCTION OF, OR ATTEMPT TO INTRODUCE INTO THE FACILITY OR UPON FACILITY GROUNDS, ANY CONTRABAND, TO WIT: ANY WRITTEN OR RECORDED COMMUNICATION; ANY CURRENCY OR COIN; ANY ARTICLE OF FOOD OR CLOTHING; ANY INTOXICATING BEVERAGE; ANY NARCOTIC OR DRUG OF ANY KIND OR NATURE; OR IS INTENDED TO BE USED AS AN AID IN ASSISTING OR ATTEMPTING TO ASSIST AN ESCAPE IS A FELONY AND WILL BE PROSECUTED UNDER ALL APPLICABLE FEDERAL AND STATE LAWS.

REVIEW:
This policy is reviewed on an annual basis by the Chief of Corrections.

ATTACHMENTS:
Non-Guardian Visitation Authorization Form