

CROSSROADS CORRECTIONAL CENTER  
**VISITING ROOM INFORMATION**

The Visiting Room rules and regulations are listed below and must be followed at all times to maintain visiting privileges, in addition to IS/SOP13-3.1 Offender Visitation. Please read this information thoroughly.

**VISITING LIAISON**

A Visiting Liaison is available during normal business hours and is the primary contact person for visitors calling the institution with questions or concerns regarding visiting issues.

**VISITORS**

Only those persons who are approved and listed on the offender's computerized visiting list will be permitted to visit.

Only immediate family and one person designated as a significant other, who are approved and listed on the offender's visiting list, may visit on weekends. The definition of immediate family for weekend visits, per IS13-3.1, includes spouse, parents/stepparents, mother-in-law, father-in-law and their spouses, siblings/stepsiblings and their spouses, grandparents/stepgrandparents and their spouses, great-grandparents/stepgreat-grandparents and their spouses, legal guardian, primary support person and her/his spouse, children/stepchildren and their spouses, grandchildren/stepgrandchildren and their spouses, great-grandchildren/stepgreat-grandchildren and their spouses. Also, the custodian of the offender and his/her spouse will be allowed to visit as immediate family, as well as the custodian of the offender's minor child(ren) and his/her spouse, providing the custodial child(ren) are present for the visit.

**VISITING SCHEDULES**

The following visiting schedule has been established for this institution with two (2) separate 4-hour blocks of visiting being available each visiting day:

- Friday:                    9:30 a.m. – 1:30 p.m.  
                                     2:30 p.m. – 6:30 p.m.
  
- Saturday:                9:30 a.m. – 1:30 p.m.  
                                     2:30 p.m. – 6:30 p.m.
  
- Sunday:                    9:30 a.m. – 1:30 p.m.  
                                     2:30 p.m. – 6:30 p.m.

Additionally, the following terms apply to the visiting hours at this institution:

Each block of time will be considered one visit.

Visitors may only visit one time per day.

Visitors shall not be allowed on institutional grounds more than thirty (30) minutes prior to visiting times.

Offenders will not be called for visits from 11:00 a.m. to 12:00 p.m. or 4:00 p.m. to 5:00 p.m., unless extraordinary circumstances exist which may extend those hours.

Admittance of visitors will cease one (1) hour prior to the end of visiting hours.

The noncontact visiting area will close thirty (30) minutes prior to normal visiting hours with no visitors being allowed into this area one (1) hour prior to the close of normal visiting hours. For Example: Normal visiting hours cease at 6:30 p.m. Visits in the noncontact visiting area will stop at 6:00 p.m. (30 minutes prior to normal visiting), with no visitor being admitted to the noncontact visiting area after 5:00 p.m.

### **VISITS**

Each offender at this institution may receive eight (8) visits per month, unless otherwise determined by their institutional adjustment status. If the offender is assigned to administrative segregation, they may receive two (2) visits per month. Offenders not assigned to administrative segregation may be given the opportunity to receive additional visits determined by their behavior. These incentive visits shall take place on Fridays only.

A visit shall be limited to three (3) visitors and may include up to three (3) additional visitors under the age of five (5). If more than the allowable number of visitors arrive at the institution on a given day, it will be the responsibility of the visitors to divide the visiting period among themselves, with only one exchange of visitors allowed. The exchange of visits will be counted as one (1) visit for the offender, provided the offender does not leave the Visiting Room. Children are not to be left alone with the offender or unattended in the reception area during the exchange of visitors.

Limitations of the number of visitors who may visit an offender at one time and the length of the visit may be reduced to prevent overcrowding and comply with state fire codes which may restrict the number of individuals allowed in an area of a given size.

A visitor leaving the Visiting Room area will not be allowed to reenter unless they are retrieving medical or baby items from their locker or securing their vehicle while being escorted by staff.

### **NONCONTACT VISITS**

Noncontact visits may be imposed on an offender due to behavior. Specified cubicles in the visiting area with security glass positioned between the offender and his visitor(s) are designated for noncontact visits. One (1) adult, accompanied by one (1) child (17 years of age or younger), may visit an offender in this area. One exchange of visitors will be allowed during the visit. Games, books, food items from vending machines, etc., may not be brought from the Visiting Room into the noncontact area or waiting area by a visitor. Additionally, vending machine items may not be purchased by visitors to be given to offenders in the noncontact area.

Offenders on noncontact status are limited to the number and length of visits according to their status, with no more than one visit per day. The offender will be able to inform visitors of their visiting limitations. The noncontact visiting area will close thirty (30) minutes prior to the close of normal visiting hours and admittance into this area will cease one (1) hour prior to closing.

### **CLERGY VISITS**

A clergy person wishing to visit an offender must inform the Institutional Chaplain for the visit to be approved. Once approved, no advance notice of the clergy person's intent to visit in the Visiting Room will be necessary once the clergy person's name is placed on the offender's visiting list. However, if the clergy person wishes to visit in an area other than the Visiting Room, the clergy person will be required to notify the Chaplain at least one (1) week in advance of the proposed visit in order for arrangements to be made and appropriate paperwork completed. The approved clergy person may visit during normal visiting hours.

Clergy/spiritual advisors will be allowed to visit two (2) different offenders per day; however, clergy visits to any one offender are limited to one (1) per week. Visiting clergy persons will follow the normal procedure of entering the institution as other visitors, unless alternate arrangements have been made through the institutional chaplain.

A visit by a clergy person will not be charged against an offender's allocated number of monthly visits, nor shall a clergy person's name on an offender's visiting list affect the number of approved visitors. Clergy visits will be directed to an individual offender. Offenders who are immediate family members may be visited as a group, but no other group visits will be permitted.

Clergy person and visited offenders will not be permitted to mingle with other offenders and/or their visitors. No more than two clergy persons will be permitted to visit an offender at one time. Clergy may be accompanied in the Visiting Room by a member of the offender's immediate family, provided the family member is included on the offender's visiting list and the family member's visit is charged to the offender.

Clergy persons may be permitted to take into the Visiting Room those religious materials needed for the discharge of pastoral ministry to the visited offender, subject to the safety and security of the offender. All materials will be inspected and must be removed by the clergy person at the conclusion of the visit. The offender will not be permitted to retain any of the religious materials. Visiting clergy persons will carry appropriate credentials while in the institution and should be prepared to produce them for inspection by staff.

### **DRESS RESTRICTIONS**

Visitors must dress appropriately for the good order and security of the institution, as well as, to minimize the possibility of offending others. Clothing must not be excessively tight, baggy, transparent or revealing. It should not display gang, racial, drug/alcohol-related, inappropriate or inflammatory language or symbols, and may not have a

camouflage design. Skirts, dresses and shorts must be no shorter than two (2) inches above the top of the knee when sitting or standing, to include, dresses or skirts with slits or fasteners should not be open higher than two (2) inches above the top of the knee when sitting or standing; wrap around skirts or dresses are not permitted. Slit dresses and skirts are not permitted when the slit extends higher than two (2) inches above the top of the knee. No holes or slits are permitted in pants or jeans. Shirts, blouses, and dress tops must cover the chest, back and stomach and have sleeves that cover the shoulders and underarms, with absolutely no display of cleavage or midriff. Appropriate undergarments must be worn and not visible. Shoes must be worn, except by infants not walking. Appropriate headgear may only be worn based on religious requirements or due to the loss of hair as a result of a medical condition or medical treatment, in which case, a written physician statement must be submitted to the Visiting Liaison three (3) days prior to visiting. Such headgear will be subject to search. Non-prescription sunglasses may not be worn inside the visiting area. Jewelry may be worn, but it may be required that it be removed if it presents a safety or security concern; necklaces must not exceed 18" in length – no lockets.

Visitors will not be permitted to visit until appropriately attired. Visitors arriving for a visit being inappropriately dressed or altering their clothing in any way once they leave the front lobby will receive a warning which will be documented. If Visiting Room staff note the visitor has been documented arriving inappropriately dressed three (3) times in a period of six (6) months previous of the date of the latest occurrence, the visitor will be denied.

If jackets and coats are worn on the Visiting Room floor, they must be kept on at all times.

#### **ALLOWABLE AND NON-ALLOWABLE ITEMS IN THE VISITING ROOM**

To assure the safety and security of the institution, only a limited amount of items are allowed to be brought into the Visiting Room. The following information will let you know what items can and cannot be brought into the institution. It should also be noted that drugs, alcohol, weapons and other contraband are prohibited on state property. Vehicles on state property must be secured when unattended. Make sure all valuable possessions are not in plain view in your vehicle. Possession of any items considered to be contraband may result in arrest and prosecution. If the offender is found to be in possession of any contraband items following a visit, the assumption will be made that the visitor(s) is responsible for this possession and will be dealt with accordingly.

The visitor's valid, state-issued photo I.D. and up to \$50.00 in loose coins for the vending machines (no pennies, coin rolls or paper currency) are allowed. Coins must be contained in a clear plastic bag. The reception area will not furnish plastic bags for this purpose.

When bringing an infant or small child, the following items shall be allowed: one clear carry-all for infant supplies; six cloth or disposable diapers; one change of infant clothing; one single-layer baby blanket; three clear plastic baby bottles of prepared formula, juice or water; one clear plastic no-spill toddler cup; three unopened plastic vendor containers of baby food; one plastic pacifier, plastic teether and rattle; one small

plastic feeding spoon; one unopened package of wet wipes. No baby carriers will be allowed.

Medications/medical equipment needed to maintain life, such as nitroglycerine, insulin, oxygen or asthma inhaler may be taken into the facility. These items must be in their original container and only in the amount necessary for the duration of the visit. While some of these items may be needed for the duration of the visit, it will be at the discretion of the Visiting Room staff to determine if they may be taken on the floor or stored in a locker until needed. Upon the need for items stored in the locker, Visiting Room staff will escort the visitor to the locker to retrieve the needed item(s). No other medications are permitted on institutional grounds. Visitors who have surgically implanted metal hardware or who have special needs, i.e., wheelchairs, assistance animals, etc., must submit a written statement from a physician to the Visiting Liaison at least three (3) days prior to their visit.

Cellular phones, pagers, cameras, laptop computers, tape recorders and other electronic devices are not allowed inside the facility and should be securely stored in the visitor's vehicle. Gum and tobacco products, to include cigarette cases and lighters, are not permitted in the Visiting Room and will not be sold in the vending machines. No wallets, billfolds, purses, photographs or personal keys are permitted into the Visiting Room. There are small lockers available to store such items, however, it is suggested that you bring in only what is necessary and leave items which are not allowed inside your vehicle. The institution will not be held accountable for any items lost, stolen or damaged.

#### **PERSONAL PROPERTY ITEMS GOING OUT/COMING IN ON VISITS**

Legal documents (i.e., income tax papers, power of attorney, car title, etc.) for signature purposes, and a plain wedding band are the only items allowed to be brought to the offender through the Visiting Room. Any documents must be removed from the institution by the visitor by the end of the visit. Approval must be obtained from the Functional Unit Manager prior to any item being brought in. Offenders may also keep one drawing either brought in or drawn while in the Visiting Room by a child, provided it has been approved by Visiting Room staff. With approval from Visiting Room staff, offenders may accept one (1) piece of artwork made in the Visiting Room, per child visitor, to be taken back to their cell.

An offender may send excess personal property out on a visit. Prior approval must be received from their Functional Unit Manager and proper paperwork must be completed before property can be sent in this manner. Completed paperwork, along with the personal property to be sent out, will be forwarded to the Visiting Room. The visitor may pick up the property at the Visiting Room reception desk at the conclusion of the visit.

#### **FOOD VISITS**

Eligible offenders may be afforded the opportunity for two (2) food visits per calendar year. Food visits may be requested during any normal visiting session; however, staff will approve and schedule a maximum of (10) food visits per visiting session. Offenders

will be responsible to submit a request for a food visit at least fifteen (15) calendar days prior to the requested date, but no more than thirty (30) calendar days.

Only immediate family will be approved for food visits during weekends. Only approved visitors on an offender's visiting list will be allowed during food visits. Visitors will only be permitted to bring food into the Visiting Room during their approved visiting session.

The following requirements must be met prior to an offender receiving a food visit: offenders must have been incarcerated within the Missouri Department of Corrections for a minimum of 180 consecutive days; must be conduct violation free for a minimum of 180 days (calculated from the date due process is received) prior to food visits; and must not be on visiting restriction, i.e., noncontact visits. Offenders will be responsible to notify their visitors of eligibility for food visits and submit the request for a food visit.

If the offender becomes ineligible for a food visit before the approved food visit date, the food visit will not be allowed, but will be counted as one of the offender's two (2) opportunities for a food visit. Furthermore, if an approved food visit does not take place for any reason (i.e. visitors do not show up on the approved date/session, etc.), this will still be counted as one of the offender's two (2) opportunities for a food visit.

Should the Visiting Room be at maximum capacity and visitors are waiting for a visit, a two-hour time limit may be imposed by the Shift Supervisor. Those visitors allowed first to visit will be the first required to end their visit. Visitors approved for a food visit are recommended to arrive within the first two (2) hours of the visiting session to ensure they receive their food visit and must arrive no later than one (1) hour before the closing of the session.

Food may be vendor purchased or brought from home. No catered food will be permitted. During food visits, visitors may bring a maximum of four (4) containers holding an overall total of no more than four (4) individual food items. Each type of meat, vegetable, dessert, etc. is considered an individual food item. This rule will be strictly enforced. Additional items will not be permitted because more than one (1) individual food item is brought in one (1) container. For example: Catfish, chicken, ribs and shrimp would be considered four (4) individual food items and baked chicken, roasted chicken and fried chicken would be considered three (3) individual food items even if these items are all in the same container. In addition to the four (4) individual items, the following items may accompany the meal: bread, butter (individual packets or sealed container, 16 oz. or smaller) and three (3) types of condiments (unopened, single serving packages only). No beverages or beverage mixes will be allowed. Drinks may be purchased from the vending machines.

Containers for home prepared or store bought food may be no larger than 9 x 9 x 4 and must be constructed of clear plastic only. Vendor purchased food items must be brought in the original vendor packaging or container, with the exception of glass, metal or aluminum foil/pans. Visitors must provide utensils/dinnerware (plastic, paper or styrofoam plates, as well as plastic forks and spoons). No large or metal serving utensils will be permitted and no plastic knives will be allowed. All items may be placed

in a cardboard box or clear plastic container with lid to be transported into the Visiting Room. No ice chests, coolers or insulated bags are allowed.

All meats, breads, pies, cakes, etc., shall be sliced into serving size portions prior to being brought into the institution. No jello, ice cream or fresh fruit items will be allowed.

All food may be processed through the x-ray machine (if available) and will be inspected by staff prior to being admitted into the Visiting Room. In addition, all food and disposable items will be processed together; at one time, through the Visiting Room reception area.

Food will be consumed by the offender and his visitors only and may not be given away to other visitors or offenders. Food not consumed by the end of the visit will be removed from the institution by the visitor or be disposed of in the trash, with the exception of items purchased from the vending machines which may not be taken out of the Visiting Room and must be consumed or disposed of in the trash. At the end of each food visit, visitors are expected to dispose of all trash and leave their table area clean and neat. Offenders will not be allowed to take food out of the Visiting Room.

Failure to comply with food visit procedures may result in denial of food entering the institution, a termination of the visit and/or issuance of a conduct violation.

### **BIRTHDAY CAKES**

Offenders and visitors may celebrate a child's birthday by bringing in a birthday cake. The child must be twelve (12) years old or younger and must be the offender's child, sibling, grandchild, great-grandchild or step-relationship. The offender must submit a request to housing unit staff two (2) weeks prior to the child's birthday.

The birthday cake must be prepared at home or purchased from a vendor, but can be no larger than 12" x 16", single-layered only. Cake may not contain any decoration except icing and may not contain any plastic decorations, candies, sprinkles or candles. No ice cream or ice cream cakes will be permitted. Cake must be brought in a plastic storage container or, if purchased from a vendor, may be brought in a cardboard box. Cake must be sliced into serving size pieces and all cake will be processed through the x-ray machine with Visiting Room staff inspecting the cake also. Plastic or styrofoam disposable dinnerware and eating utensils are allowed and must be provided by the visitor. In addition, all food and disposable items will be processed together; at one time, through the Visiting Room reception area. No large or metal serving utensils will be permitted and no plastic knives will be allowed.

Cake will be consumed by the offender and his visitors only and may not be given away to other visitors or offenders. Offenders will not be allowed to take cake out of the Visiting Room. Cake not consumed by the end of the visit will be removed from the institution by the visitor or be disposed of in the trash. At the end of the visit, visitors are expected to dispose of all trash and leave their table area clean and neat.

### **RESTRICTIONS ON VISITING**

Visiting privileges of a visitor may be denied, terminated or suspended for a specific period of time up to one year, due to improper conduct. Some of the reasons for placing restrictions on visiting may be based upon, but not limited to, improper conduct of visitors; failure to follow visiting rules and regulations; refusal to submit to a search; suspected use of alcohol or narcotics; attempting to introduce contraband; smoking anywhere inside a state building; unacceptable language; improper dress of the visitor; refusal or failure to produce sufficient I.D.; falsification of information; failure to prevent children from disturbing other visitors, any breach of safety and security or a determination that continued relationships would be detrimental to the offender's rehabilitative effort. Furthermore, verbal and/or physical abuse towards correctional staff may result in the loss of visiting privileges.

Any specific visit may be terminated by the Shift Supervisor, if deemed necessary. If it is found that visiting privileges need to be suspended or terminated for a specific period of time, this may only be done by the Warden/designee, with written notification sent to the visitor, indicating the reason for the suspension or termination. The visitor may appeal the decision by writing a letter to the Deputy Division Director, giving his/her point of view.

When an offender is transferred to another institution, any visiting bans/restrictions should be continued at the receiving institution.

### **CHILDREN'S PLAY AREA**

A children's play area shall be provided to enhance visits. An outdoor play area is not utilized at this institution. Only children twelve (12) years of age and under will be allowed in the children's play area. Children will be supervised at all times. The tables and chairs closest to the play area will be reserved for those offenders who have children visiting.

An offender found in the play area who does not have a child visiting will be issued a conduct violation and the visit will be terminated. A visitor found in the play area who does not have a child visiting may be subject to suspension of visiting privileges.

No food or drink will be allowed in the play area.

One (1) adult will be allowed to sit on the rug with their child(ren), provided they are involved in positive interaction with the child(ren). Adults will not be allowed to lie down in the play area or sit on the children's furniture.

Children must not be left alone with an offender in the Visiting Room while a visitor exchange is made. In addition, children are not to be left unattended in the parking lot, receiving area or Visiting Room at any time.

Toys will remain in the play area, with the exception of books and games (cards, checkers, puzzles, etc.), which may be used in the play area or at individual tables. Games/toys will be returned complete and in the same condition by the end of the visit.



Toys may be removed from the play area by staff at any time due to misuse by the visitors (including children) or offender.

**GENERAL RULES OF VISITING**

Visitors thirteen (13) years of age or older shall be required to show a valid government I.D., to include school, Missouri Department of Revenue, passport, military or federal identification.

Visitors under eighteen (18) years of age, unless married to the offender, must be accompanied by an adult who is on the offender's visiting list. The status of the adult (immediate family or not) will determine the visiting status of the child.

The furniture located in the Visiting Room must not be moved and feet must be kept off of the furniture.

Vending machines and microwaves will be provided in the Visiting Room area for visitor use only. Offenders will not be permitted to utilize vending machines or microwaves nor will they be allowed to handle or have money in their possession at any time. Change machines shall be available at the entrance to the Visiting Room area and change must be made by the visitor prior to entering the Visiting Room. Vending and change machines are contracted by a private vendor. Crossroads Correctional Center will not be responsible for any loss or failure of these machines. Shaking of machines is prohibited. If money is lost in a vending machine, visitors may obtain the address to the vending company to request a refund. Offenders are not permitted to utilize vending machines or microwaves. Food or drinks purchased from the vending machines must be consumed during the visit or disposed of in the Visiting Room.

Offenders and visitors will not be allowed to feed each other, with the exception of small children.

Picture tickets may be purchased by a visitor from the vending machine in the Visiting Room or may also be purchased by the offender in the Canteen prior to the visit, allowing pictures of the offender and his visitor(s) to be taken in the Visiting Room. The only physical contact allowed between an offender and his visitor(s) at any time, including while pictures are being taken, is the holding of hands, with the exception of children (age 6 and under) who may be held by the offender, if appropriate to the status of the offender. No other physical contact will be permitted (i.e. hugging, arms around each other, etc.). All subjects of the picture must be standing, unless this is not medically feasible. No squatting, bending or sitting will be allowed. No subjects of the picture may display gang signs or gestures of any kind. No refunds. No retakes, with the exception of camera malfunctions, which must be authorized by Visiting Room staff. Pictures may be taken back with the offender to their cell or taken from the institution with the visitor. Once a picture has been removed from the institution, it may not be sent back to the offender through the mail.

Offenders must stay at their table during the visit, except to go to the restroom, use the drinking fountain, have a picture taken or monitor their child(ren) in the children's play area. All other areas are considered out of bounds for offenders.

Standing by the window for a prolonged period of time is prohibited.

No loitering in the parking lot or on any other state property at any time will be allowed.

Visitors will not leave any persons or pets unattended in a vehicle on state property. Vehicles must be secured while on state property. All visitors must remove keys and lock or disable their vehicle in a manner which will prevent the vehicle from being used. Should it be found that a visitor's vehicle is not properly secured, the visitor will be located and directed to secure the vehicle or remove it off of state property. If the vehicle can be secured, the visitor may be allowed to resume the visit.

Persons leaving the visiting area for anything other than medication or baby items, which can be stored in lockers, or to secure their vehicle, will not be allowed back in the visiting area.

Visitors will only visit with the offender whose list they are on.

Once the offender is seated in the Visiting Room, his visitors will be allowed entry. Offenders and visitors will be allowed one greeting and departing embrace and brief kiss which will be conducted at their assigned table. A brief kiss shall consist of a closed mouth kiss of a short duration. The offender will remain seated at the table following their "goodbyes" and the visitor must immediately exit the Visiting Room.

***Signature on File***

***4-2-13***

\_\_\_\_\_  
***Larry Denney, Warden***

\_\_\_\_\_  
***Date***