

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	12:00 p.m.	3:30 p.m.
	Saturday and Monday	5:15 p.m.	8:30 p.m.
At the main facility in the Visit Area for living units M, N, and T	Friday and Sunday	5:15 p.m.	8:30 p.m.
	Saturday and Monday	12:00 p.m.	3:30 p.m.
At the Minimum Security Unit (MSU) in building C-2	Friday, Saturday, and Sunday	12:30 p.m.	3:30 p.m.
	Friday, Saturday, Sunday, and Monday	5:15 p.m.	8:30 p.m.
At the Infirmary in the main facility for offenders unable to attend normal visiting due to significant health concerns	Friday, Saturday, Sunday, and Monday	1:00 p.m.	3:00 p.m.
		6:00 p.m.	8:00 p.m.

Video Visiting

Visitors may check availability through JPAY to schedule video visiting.

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

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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 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. 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 **with the windows up**. The Department will not be liable for lost or stolen property.

Individuals dropping off a visitor **in the half circle by the flagpoles** should ensure the visitor has been allowed access, but may not wait in vehicles or on facility grounds after the visitor has been processed for visiting.

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

Visitor Check-In

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You are welcome to arrive 30 minutes before visits. Visitors will park in the visitor parking lot on the right at the entrance to facility grounds (first 6 rows). The main facility is the 2 story building behind the flagpoles and C-2 visitation at MSU is located at the west end of the parking lot. Please use the concrete sidewalks and do not cut through vehicles in the parking lot when going to the MSU Visiting room.

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 and the red light is on. Main facility visitors may enter the building to begin processing when the sign reads Visiting Open in green and the green light is on. Visitors are not allowed to line up at the exterior door of Public Access.

Visitors for MSU must remain in their vehicle or in the fenced-in waiting area until 10 minutes before the 12:30 p.m. visiting period and then can walk to the C-2 visitation door to be processed. For the 5:15 p.m. visiting period visitors must remain in their cars or the fenced-in waiting area until the sign reads Visiting open in green and the green light is on at the main institution.

Parking on Sprague Avenue is not allowed per local law enforcement.

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.

Please inform visit personnel 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.

Identification

If you are 18 years of age and older, you must present a valid, 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

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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 bag:

- Money (for cash vending machines) - At facilities where cash is required for vending machine purchases, you will be allowed \$20.00 in change or bills in denominations of \$5.00 or less. You may also bring an additional \$20.00 for the offender.
- Money (for debit vending machines) - At facilities with debit vending machines, you will be allowed a vending machine **Zip Key with a limit of \$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.**
- 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 or 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 from 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 empty, clear plastic bottles that can be filled with water, juice, milk, or formula.
- One plastic Tupperware type child's cup with lid.

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- Two unopened plastic containers of formula, juice, or other infant specific fluids (e.g., Pedialite). Breast milk may be allowed if it is in a clear plastic bottle that employees are able to inspect.
- 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.

If facility resources are available, nursing mothers may be asked to relocate to a non-restroom location identified by facility employees. If there is no suitable location for nursing, mothers may nurse in the visit room, provided they maintain reasonable modesty while nursing.

Service Animals

Service animals must meet the requirements of the Americans with Disabilities Act (ADA). Support animals and in-training service animals do not meet ADA requirements and will not be allowed.

The animal's owner is responsible for the animal, including:

- Cleanup of waste and disposal in the following area(s): **Garbage can in the waiting area.**
- Ensuring the animal remains on a leash under their control at all times.

Service animals may not interact with offenders or other visitors.

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.

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- 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/Shift Commander/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 will be free of reference to obscenity, alcohol, drugs, Security Threat Group (STG), violence, or sex in any form.
- Buttons or closures will 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 is 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.

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- 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.
 - While socks/stockings are not mandatory, you will be asked to remove your shoes to clear the electronic detector, and your feet will come in contact with the floor area where other visitors have been processed.
- 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:

- Criminal activity
- Weapons or objects that present danger of any kind
- Visitors that have consumed alcohol, marijuana, and/or any illegal substance
- Contraband not allowed on:
 - The premises: alcohol, tobacco, marijuana, and illegal drugs, or

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- Your person: gum
- Any disturbance or the creation of emergency situations within the facility
- Conduct/behavior that:
 - Threatens the health and safety of any visitor, offender, or others
 - May result in damage to the facility premises or equipment
 - Is disrespectful or inappropriate towards facility employees
 - Disrupts the visits of others
- Purchasing food and drinks for other visitors or an offender you are not currently visiting

General Guidelines:

- A brief hug and kiss (i.e., no more than 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. While seated at a table, hands must be on or above the table top. As visiting areas are family friendly environments, caressing and/or sexually suggestive behavior of any kind is not 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

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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 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.

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 guardian/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 5 years of age 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.
- Adult escorts are expected to encourage children to return play items to their proper locations after use.

Suggestion/Comment forms are available in the visit room and online at <http://www.doc.wa.gov/family/visits.asp>.