



FAMILY & FRIENDS
ONBOARDING GUIDE

TABLE OF CONTENTS

Message From The Director, Communication, Constituent Services	1
Staying Connected: Messaging, Phone Calls, Mail	2
Visitation	3
Facilities Contact Information	3
Attorney/Client Contact	4
Inmate Financial Transactions	5
Youth Cost of Care Payments	6
Health Services Bureau	7-8
Board of Pardons and Parole	9
Visitation Form	10-13
Visitor Rules	14
Visitor Dress Code	15
Visitor Update Form	16
Application Denial Appeal Form	17
Legal Authority Consent for Minor Visit/Escort Form	18-19
Offender Mail Policy	20-26
Offender Access to Audio and Video Calling	27-30
Offender Visiting Policy	31-36
Offender Video Visitation Policy	37-41
Authorization Release of Information	42-43



A NOTE FROM DIRECTOR GOOTKIN

The incarceration of a friend or family member can be a trying experience for the people left at home. To help ease this transition, the Montana Department of Corrections developed the “Friends and Family Onboarding Guide.”

From getting set up for visitation, to depositing funds in inmate accounts, the guide will direct you through the necessary processes to stay connected with your loved ones.

The DOC understands the important role maintaining relationships in the community plays in the ultimate success of inmates, and is committed to assisting with this effort from start to finish.

We hope you find this guide useful.

Respectfully,

Brian Gootkin, Director

COMMUNICATION

The DOC recognizes the important role staying in contact with friends and family plays in the overall wellness of inmates while incarcerated, and their successful return to their communities. As such, several options are available to allow inmates to maintain these connections.

Email • Mail • Phone calls • Video visitation • In-person visitation

Please be aware, all communications (with the exception of legal), are monitored and recorded. All communication options listed above are not available at all DOC-contracted facilities, and associated costs may vary.

CONSTITUENT SERVICES

The DOC’s constituent services manager is available to assist inmate family and friends, along with other members of the public, with questions or concerns.

If your request involves a DOC inmate, please include the inmate name, DOC number, and the facility at which the individual is located with the inquiry. The constituent services manager will respond to your inquiry in a timely manner.

Please be aware, policies and procedures are in place at DOC facilities for inmates to communicate with staff members, file grievances, and request medical or behavioral health care. The purpose of the constituent services manager is not to circumvent these processes, but instead, to provide additional support to family and friends of inmates as needed.

Connect with Constituent Services Manager Renee Seiller-McDaniel

by phone (406) 444-1680 or email RMcDaniel@mt.gov.

STAYING CONNECTED



MESSAGING

Messaging is a popular method for inmates at DOC facilities to stay in touch with their friends and families. This service is provided through a DOC contract with GettingOut and is available at Montana State Prison, Montana Women's Prison and Pine Hills Correctional Facility using tablets.

Please visit our website to learn how to use GettingOut Messaging: COR.MT.GOV/FriendsandFamily/StayingConnected

Note that all communication through the tablets is initiated by inmates via an email invitation. Once an invitation is received, individuals must create a GettingOut account. Family and friends should not create an account until they receive an invitation.

Requirements and restrictions exist for email use. For more information, please closely review **3.3.6 DOC Offender Mail Policy (pages 20-26)**.

Strict adherence to this policy is necessary for security purposes.

Inmates may exchange text messages through their tablets, as well as receive video messages and photos.

Text messages – 25 cents per minute or message

Video messages – 35 cents per minute

Photo attachments – 25 cents per minute

PHONE CALLS

Phone calls originate with inmates inside DOC facilities.

Inmates may make calls from their tablets or from traditional wall unit phones. Each inmate receives one free phone call every week. After that, the cost is 6 cents per minute.

Requirements and restrictions exist for phone calls. For more information, please closely review **3.3.7 DOC Offender Access to Audio and Video Calling (pages 27-30)**. Strict adherence to this policy is necessary for security purposes.

MAIL

Mail arrives at, and leaves, facilities via US Postal Service. Requirements and restrictions exist for what items may be sent to, or received from, DOC facilities. For information about these restrictions, please closely review **3.3.6 DOC Offender Mail Policy (pages 20-26)** related to mail correspondence. Strict adherence to this policy is necessary for security purposes. **You will find facility mailing addresses on page 3.**

VISITATION

IN - PERSON

Before scheduling a visit, members of the public must be approved by the facility at which the inmate is incarcerated. To do so, individuals must complete the Visitor Application Form and return it to the appropriate facility. The review process may take up to 90 days from the date the form is received.

Requirements and restrictions exist for visitation at all DOC facilities. Please closely review **DOC Policy 3.3.8 Inmate Visiting Policy (pages 31-36)**. Strict adherence to this policy is necessary for security purposes.

Visitor Application Form (page 10-13)

When approved for visitation, visits must be scheduled online for Montana State Prison. Find our Visitor Brochure along with a digital version of the Visitor Application Form at COR.MT.GOV/FriendsandFamily/Visitation.

Visits to Crossroads Correctional Center, Dawson County Correctional Facility, and Pines Hills Correctional Facility must be scheduled by calling the facility.

In person visits to Montana Women's Prison do not need to be prescheduled.

VIDEO

Inmates may initiate video visits with their family and friends by connecting their tablets to docking stations located in their units. Online scheduling of video visits is no longer available. Each inmate receives one, 10-minute period of free video visitation every week. After that, the cost is 25 cents per minute.

3.3.7 DOC Offender Access to Audio and Video Calling (pages 27-30)

Requirements and restrictions exist for visitation at **all** DOC facilities. Please closely review **3.3.21 DOC Offender Video Visitation Policy (pages 37-41)**. Strict adherence to this policy is necessary for security purposes.



FACILITIES CONTACT INFORMATION

- **Montana State Prison**

Main Line: 406-415-6126
 Visitation: 406-415-6313
 Mailing Address:
 700 Conley Lake Road
 Deer Lodge, MT 59722

- **Montana Women's Prison**

Main Line: 406 - 247-5100
 Visitation: 406-247-5118
 Mailing Address:
 701 South 27th Street
 Billings MT 59101

- **Pine Hills Correctional Facility**

Main Line: 406-232-1377
 Mailing Address:
 4 North Haynes Avenue
 Miles City, MT 59301

- **Crossroads Correctional Center**

Main Line: 406-434-7055
 Mailing Address:
 50 Crossroads Drive
 Shelby, MT 59474

- **Dawson County Correctional Center**

Main Line: 406-377-7600
 Mailing Address:
 440 Colorado Blvd
 Glendive, MT 59330

- **Riverside Special Needs Unit**

Main Line: 406-225-4500
 Mailing Address:
 2 Riverside Road
 Boulder, MT 59632 w

ATTORNEY/CLIENT CONTACT



Attorney/client contact is provided for DOC secure facilities using a number of methods. Those include:

MAIL

Inmates in DOC facilities are able to communicate with their legal counsel confidentially via mail. Required steps — like clearly marking mail as “Legal Mail” — are described in [3.3.6 DOC Offender Mail Policy \(pages 20-26\)](#).

PHONE CALLS

Inmates in DOC facilities are able to communicate with their legal counsel confidentially via telephone. Required steps are described in the [3.3.7 DOC Offender Access to Audio and Video Calling \(pages 27-30\)](#).

LEGAL VISITS

Legal visits may be arranged Monday through Friday between 8 a.m. and 5 p.m. at DOC secure facilities. They must be requested at least 24 hours in advance by calling the wardens’ offices.

At Montana State Prison, call (406) 415-6519.

At Montana Women’s Prison, call (406) 247-5118.

At Pine Hills Correctional Facility, call (406) 232-1377.

At Crossroads Correctional Center, call (406) 434-7055

At Dawson County Correctional Facility, call (406) 337-7600

INMATE FINANCIAL TRANSACTIONS



Inmates may receive funds for their use in the prison canteen, etc. from immediate family members on their visiting list, their attorney, and one approved non-family member (with certain restrictions).

Not on an approved visiting list? Go to cor.mt.gov/FriendsandFamily/Visitation, or complete the form on pages 10-12 of this guide and follow the instructions. Fill out the visitation application indicating the facility for which you wish to be approved.

ONLINE DEPOSIT

Approved individuals may place money in an inmate's trust account through the online Inmate Trust Account Deposits service by visiting **login.mt.gov**. No proceeds benefit the state of Montana or the DOC.

This system serves inmates at:

- Montana State Prison
- Montana Women's Prison
- Crossroads Correctional Center
- Dawson County Correctional Facility

When creating your OKTA account confirm that the name you enter matches the name on your visitation application exactly. If your name does not match exactly, the system will not accept your payment.

Questions?

Email: corhelp@mt.gov

Phone: 406-444-4234

MAIL A DEPOSIT

Approved individuals may mail money to an inmate in the form of a cashier's check or a U.S. Postal Service money order. Personal checks are not accepted and are returned to the sender.

The cashier's check or money order must include:

- the inmate's full name and DOC number
- the sender's full name and address

In addition:

- Funds must be received within 20 days of the date of purchase.
- The envelope containing the cashier's check or money order must be postmarked from the immediate area in which the approved sender's listed residence is located.

YOUTH COST OF CARE PAYMENTS



Under Montana law, Montana Code Annotated 41-5-1525, when a court places a youth under the supervision of the DOC, the court determines whether the youth's parents or guardians can pay part or all of the associated costs.

ONLINE PAYMENT

- Visit the Online Payment Portal at svc.mt.gov/doa/opp/CORCostofCare/cart. Be sure to have the invoice available.
- Follow the instructions provided online.

MAILING MONEY

Mail a check or money order for a youth's cost of care to:

Department of Corrections

Youth Cost of Care Payments

PO Box 201301

Helena, MT 59620-1301

Be sure to include your full name, address and parent number, as well as the youth's full name and CAPS/JO number. Make checks or money orders payable to the Montana Department of Corrections.

HEALTH SERVICES BUREAU



The Montana Department of Corrections has a variety of health services to care for patients in our secure facilities. The Montana State Prison is accredited by the National Commission on Correctional Health Care. Family members cannot receive information about an inmate's health unless an inmate has signed a release of information form or a Power of Attorney Form **DOC 1.5.6 Attachment Authorization Release of Information (pages 42-43)**.

Inmates/residents from all facilities are transported to community medical centers for serious illness or injury.

Here is a brief overview of services that our Health Services Bureau offers.

Montana State Prison

- 24-hour medical care
- Infirmary
- Clinic
- Out-patient sick call
- Chronic care
- Urgent and emergent care
- Proactive care
- Routine and preventative
- Medication management
- Re-entry to community services

Pine Hills Correctional Facility

Clinic setting for medical:

- Sick call
- Routine medical care
- Vaccinations
- Health education
- Chronic care
- Medication management
- Urgent/Emergent
- On-site mental health therapists and treatment services:
 - Individual therapy
 - Group therapy
 - Substance use disorder
 - Sex offender treatment
 - Tele-psychiatry services

Montana Women's Prison

- Clinic setting for medical;
- Out-patient sick call;
- Chronic care;
- Routine and preventative care;
- Vaccinations;
- Health education;
- Medication management;
- Collaboration with DPHHS and River Stone Health for on-site mammograms and cervical screenings.
- On-site behavioral health and treatment services:
- Co-occurring treatment services to address both behavioral health and substance use;
- Implementation of gender specific curricula;
- Incorporating criminal thinking, substance use and trauma;
- Ability to provide psychological assessments;
- Staff training in Dialectical Behavior Therapy (DBT), Personality Disorders

Crossroads Correctional Center

- 24-hour medical care
- Infirmary
- Clinic
- Out-patient sick call
- Chronic care
- Urgent and emergent care
- Proactive care
- Routine and preventative
- Medication management
- Re-entry to community services

DENTAL AND VISION SERVICES

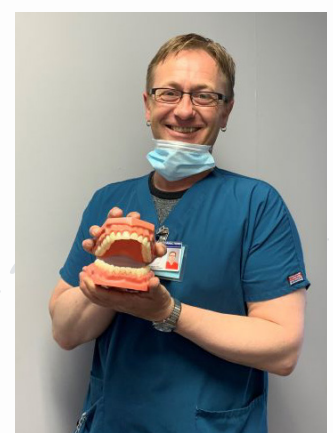
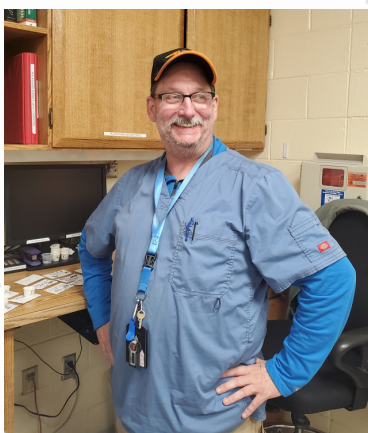
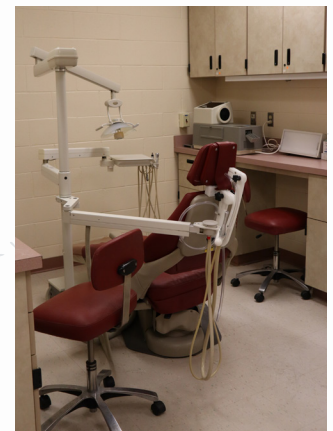
- Dental intake assessments;
- Routine dental care;
- Emergent dental issues;
- Vision services;

BEHAVIOR HEALTH AND TREATMENT SERVICES

- Intake screening;
- Behavioral health treatment by on-site staff
 - Individual group therapy
 - Group therapy
 - Urgent/emergent calls
 - Education
- Tele-psychiatry visits

Dawson County Correctional Facility

- Out-patient sick call
- Chronic care
- Urgent and emergent care
- Proactive care
- Routine and preventative
- Medication management



BOARD OF PARDONS AND PAROLE

The Board of Pardon's and Parole is a separate entity from the Montana Department of Corrections. If you have any questions about the parole process, please contact the board at (406) 846-1404, visit www.bopp.mt.gov or send a letter to 1002 Hollenbeck Road Deer Lodge, MT 59722.

The board's primary responsibility in making decisions about parole and executive clemency, is public safety. Montana law states that the board may release any person committed to prison when the board believes:

- the person is able and willing to fulfill the obligations of a law-abiding citizen and the inmate can be released without detriment to the inmate or to the community.

Parole and executive clemency are privileges, not rights, earned by inmates convicted of felony crimes. As part of the criminal justice system, the board is doing its part by following the appropriate laws, releasing deserving inmates to community placements, and keeping undeserving or dangerous inmates in prison. The board also promptly returns to custody inmates who prove to be unwilling to abide by the conditions of their release.

Contact the Board

If you have any questions or concerns, please feel free to write, email or phone the board's office.

Montana Board of Pardons and Parole

1002 Hollenbeck Road
Deer Lodge, MT 59722
Phone: 406.846.1404
Fax:406.846.3512
Email: CORBOPP@mt.gov





Visitation Application

Adult Application
 Information Change

Adult & Minor Application
 Renewal

Inmate/Resident Name .	DOC Number								
<p><i>Check the box for the facility inmate/resident is currently located:</i></p> <table style="width:100%;"> <tr> <td style="width:50%;">Crossroads Correctional Center, Shelby <input type="checkbox"/></td> <td style="width:50%;">Montana Women's Prison, Billings <input type="checkbox"/></td> </tr> <tr> <td>Dawson County Correctional Center, Glendive <input type="checkbox"/></td> <td>Pine Hills Correctional Facility, Miles City <input type="checkbox"/></td> </tr> <tr> <td>Montana State Prison, Deer Lodge <input type="checkbox"/></td> <td>Riverside Special Needs Unit, Boulder <input type="checkbox"/></td> </tr> <tr> <td>Saguaro Correctional Center, Eloy AZ <input type="checkbox"/></td> <td></td> </tr> </table>		Crossroads Correctional Center, Shelby <input type="checkbox"/>	Montana Women's Prison, Billings <input type="checkbox"/>	Dawson County Correctional Center, Glendive <input type="checkbox"/>	Pine Hills Correctional Facility, Miles City <input type="checkbox"/>	Montana State Prison, Deer Lodge <input type="checkbox"/>	Riverside Special Needs Unit, Boulder <input type="checkbox"/>	Saguaro Correctional Center, Eloy AZ <input type="checkbox"/>	
Crossroads Correctional Center, Shelby <input type="checkbox"/>	Montana Women's Prison, Billings <input type="checkbox"/>								
Dawson County Correctional Center, Glendive <input type="checkbox"/>	Pine Hills Correctional Facility, Miles City <input type="checkbox"/>								
Montana State Prison, Deer Lodge <input type="checkbox"/>	Riverside Special Needs Unit, Boulder <input type="checkbox"/>								
Saguaro Correctional Center, Eloy AZ <input type="checkbox"/>									

Please complete the entire form to be considered to visit an inmate at a Montana Department of Corrections facility. Failure to answer or provide complete information on each question will result in the application being denied. One form must be completed for each adult visitor. Minor children must be listed on the same form completed by their legal authority. Criminal background checks are conducted on each applicant. Applicants are required to review *Visitation Rules & Regulations* and *Visitation Dress Code* found at cor.mt.gov before signing application.

Applicant Full Legal Name		Aliases or other names used (<i>i.e. maiden name</i>)	
Address	City	State	Zip
Social Security Number	Date of Birth	Phone Number	
Driver's License or State ID Number	Issuing State	All other states lived in	
Relationship to Inmate/Resident		Length of time you've known inmate/resident	
Spouses - please include a copy of a certificate of marriage or registration of common law marriage with application.			
Your Employer	Employer's Address	Employer's Phone Number	

Are you a victim of the inmate listed above (current and past crimes included)?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
<i>If YES, please contact the DOC Victim Services team at (888) 223-6332 prior to sending in this application.</i>		
Are any of your family members victims of the inmate (current and past crimes included)?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Are you a current or former employee, volunteer or contractor of the Montana Department of Corrections or a DOC secure facility?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
<i>If YES, please list facility and dates of employment or volunteer or contract service:</i>		
Are you on another inmate's visiting list at a DOC facility?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Have you visited any DOC secure facility under any other name?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
<i>If YES, please list names:</i>		
Have you ever been convicted of a felony?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Do you have any misdemeanor or felony charges pending?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Are you on probation or parole?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
<i>If YES, please include a letter from your probation/parole officer granting their permission for you to visit.</i>		
Are you requesting approval to send money to this inmate/resident?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Money can be deposited online at https://app.mt.gov/inmatebanking/ or money orders can be mailed to the facility.		

LEGAL AUTHORITY CONSENT FOR MINOR VISIT AND/OR ESCORT

You can skip this page if you do not need to give consent for a minor visit and/or escort.

Only the person with legal authority over the minor child may authorize the child to visit the incarcerated inmate. The document forming the basis of the legal authority must be attached to this application. For example, the child’s birth certificate on which the person is named as a parent, or a letter of guardianship issued by the court. Other documents as proof of legal authority may be attached for the Department’s consideration.

Please fill out ***BOTH*** pages.

I affirm that I have legal authority to make decisions on behalf of the minor(s) listed below. I have attached proof of my legal authority to this document.

Minor Name (print)	Month and Year of Birth	Minor Name (print)	Month and Year of Birth

As legal authority, I authorize the following individuals ***who are themselves approved as visitors for this inmate/resident*** to escort the minor(s) listed on this form to visit the above-named incarcerated individual.

Anyone who will be escorting the minor(s), including the minor(s) legal authority, must be listed on this form.

Adult Escort Name	Month and Year of Birth	Relationship to Minor	Adult Escort Name	Month and Year of Birth	Relationship to Minor

LEGAL AUTHORITY CONSENT

Sign in the presence of a Notary Public

 Legal Authority Name (print)

 Signature

 Date

I do swear either from personal knowledge or from satisfactory evidence, that the signature on this form is that of the person before me as named in this document.

SUBSCRIBED AND SWORN BEFORE ME THIS:

_____ OF _____
 Day Month, year

SEAL

Notary seal is not required when submitted by DPHHS for a minor who is in the care of the state

 Notary Public Signature

Notary Public in and for the state of: _____

County of: _____

Name: _____

My Commission expires: _____

I certify the information on this application is true and complete. Any omissions on the form will cause the application to not be processed and approved. I further understand that, by certifying the above, if incorrect, I may later be denied visiting and mailing privileges. By signing this form, I also give my consent to a criminal background check. I acknowledge I have read and understand the visitation dress code and regulations as outlined on cor.mt.gov. I understand that my visiting privileges could be revoked or suspended at any time for violations of the Visiting Policy.

Signature	Date
-----------	------

Upon completion, send this form to the appropriate facility below:

<i>For Montana State Prison, Crossroads, Dawson & Riverside</i>	<i>For Montana Women's Prison</i>	<i>For Pine Hills Correctional Facility</i>
Montana State Prison & Saguaro Correctional Center Visitation Department 400 Conley Lake Road Deer Lodge, MT 59722 Fax: 406-415-6622	Montana Women's Prison MWP Visiting Department 701 South 27th Street Billings, MT 59101	Pine Hills Correctional Facility Visitor Approval Staff 4 North Haynes Ave Miles City, MT 59301

The review process may take up to 90 days from when the form was received.

Visiting Rules and Regulations

Any violation of these rules may result in the visit being terminated and possible visiting suspension or revocation.

Before Entering The Facility

- All vehicles must be secured while visiting a facility.
- Use and possession of tobacco on Department of Corrections property is prohibited.
- Handbags, backpacks, prescription, and non-prescription medication etc. are not allowed inside facilities and are to be left in a secured (locked) vehicle. Exemptions to be made by the facility staff.
- Visitors will not be allowed to leave the building and return to the visit.

Physical Contact

- A brief (approximately five seconds) closed mouth facial kiss and an appropriate embrace at the beginning and end of the visit is allowed. Petting or fondling during the kiss/embrace is not allowed. Kissing, embracing, or hugging isn't allowed in the middle of your visit.
- Handholding in full view of the visiting officers/staff is allowed. Massaging, caressing, or rubbing in any form is not allowed. Visitors and inmates are not allowed to interlock their legs or recline their knees against the other person.
- Children 8 years old and younger are allowed to sit only on the lap of the inmate, visiting parent, or guardian. Others in the room are not allowed to sit on each other's laps, even when taking photographs.

Visitors and inmates are not allowed to perform the following actions

- Seat themselves where the visiting officers/staff don't have full view of all the parties. Visiting officers will change seating arrangements to address any concerns.
- Move/re-arrange the chairs/tables in the visiting rooms. If chairs or tables need to be moved to accommodate an inmate or a visitor with a disability (for example, to fit a wheelchair), staff shall move them. The chairs must be kept squared-up to the tables at all times, and not moved to the corners, placed side by side, or turned to face sideways or backward.
- Lean over the tables.
- Interact with those not in their party and/or the inmate they were approved to visit. The same applies to inmates. They are not allowed to interact with other inmates in the visiting rooms or individuals who were not approved to visit with them. Brief polite and respectful verbal social gatherings and acknowledgements are allowed.
- Put their feet on the table for any reason.
- Remove their shoes and/or socks.
- Shake or move a vending machine.
- Take an item purchased from a vending machine out of the visiting room.
- Enter other areas other than those specifically designated as visiting areas.
- Allow children to use the restrooms without supervision by the approved visitor they are with.
- Exchange any items, food, or drinks with anyone.
- Leave the visiting room unless terminating the visit. At specific facilities, you may leave with permission from the visiting officer for bathroom use.

Supervision of children

It is the responsibility of the inmate and his or her visitors to supervise and control their children on DOC property. If the inmate and his or her visitor neglect this responsibility after being warned, the visit will be terminated.

Food and Vending Machines

Vending machines are available for purchase of snacks or soft drinks. Only visitors may handle money for the vending machines. Report any problems encountered in using the machines to visiting officers/staff.

Restroom Facilities

Visitors and inmates must notify the visiting room officers/staff when they need to use the restroom. Visitors must use designated visitor restroom.

Visitor Dress Code

Clothing should not be disturbing, inappropriate, or offensive to other visitors, residents, and/or staff. All clothing must be clean, in good repair (no holes, tears, etc.) and appropriate.

Staff checking visitors will determine if the clothing/hygiene is appropriate. If requirements are not met and the visit is not allowed and the visitor disputes the decision of the staff, they will be referred to the shift supervisor. Staff will be as consistent as possible.

A final decision will be made based on the shift supervisor's discretion. Shift supervisors can vary between each visit.

Visitors are expected to conduct themselves in a manner that is polite and respectful to other visitors, staff, and residents. Violations of this may result in being denied entry or early termination of the visit. Repeated violations of these conduct guidelines may result in a suspension or total revocation of the visitor's visitation privileges. The Montana Department of Corrections and its facilities will not tolerate disrespectful or aggressive behavior to include loud, threatening, abusive or profane language; verbal or physical aggression toward staff members, residents, or visitors; inappropriate physical contact; or improper use or abuse of state property.

Visitors wearing the following items/types of clothing **will not be allowed** into a DOC secure facility:

- Form fitting clothing items that are revealing.
- Clothing associated with gang dress.
- Revealing shorts
- Transparent tops, skirts, or pants. Undergarments must not be visible through the clothing.
- Clothing without the proper undergarments (bra, slip, and underwear).
- Tops must be long enough that no skin is exposed when arms are raised overhead.
- Tops that are revealing or have revealing necklines.
- No cowl neck sweaters or hoodies
- No dresses or skirts.
- Clothing that, taken as a whole, resembles resident issued clothing.
- Any clothing that, taken as a whole, resembles correctional staff uniforms.
- Shoes must be worn at all times.
- Clothing items with designs that are profane or derogatory.
- Clothing with designs that promote illegal drugs, alcohol, or sexual behavior.
- Clothing that is obviously soiled or has large holes/tears.
- Sunglasses (unless they are prescription).
- Visitors are cautioned to refrain from wearing metal items underneath their clothing as any metal item will not clear the metal detection devices. This may necessitate a clothed body search to verify the source of the metal causing the alert.

Visitors must hang their coats, vests, hats, scarves in the designated area and are not allowed to remove clothing items they wear into a visiting room. Jackets/coats with hoods must be hung up in the designated area.

Visitor Information Update Form

You can send your completed form to the following visitation department addresses (Updates for Dawson County, Crossroads and Riverside can be sent to Montana State Prison):

Montana State Prison

Visitation Department
400 Conley Lake Road
Deer Lodge, MT 59722

Montana Women's Prison

MWP Visiting Department
701 South 27th Street
Billings, MT 59101

Pine Hills Correctional Facility

Visitor Approval Staff
4 North Haynes Ave.
Miles City, MT 59301

Name of inmate that you are updating your information for:

Inmate Name

Inmate DOC Number

Visitor's Name: _____

If you are changing your name, please give a copy of your ID with new name on it.

Visitor's Updated Address: _____

Change in marital status: **Yes** **No**

If you are updating for marriage, please attach a copy of your marriage certificate.

If minor children are associated to this visitor and the change should be applied to them, please list the children on the following lines:

Visitor Signature

Date

Application Denial Appeal

If you disagree with the visit denial or denial to send money, you may appeal the decision to the facility by completing this form and, fully explaining why you are appealing. Mail the completed form to the appropriate facility listed below. (Please send applications for Dawson County, Crossroads and Riverside to Montana State Prison):

Montana State Prison

Associate Warden of Security
400 Conley Lake Road
Deer Lodge, MT 59722

Montana Women’s Prison

Associate Warden of Operations
701 South 27th Street
Billings, MT 59101

Pine Hills Correctional Facility

Associate Warden of Security
4 North Haynes Ave.
Miles City, MT 59301

Reason for appeal:

Applicant’s Signature

Date

Response

Is there sufficient evidence and documentation to support the denial? **Yes** **No**

Is there substantial staff compliance with applicable procedures? **Yes** **No**

Affirm. I uphold the decision. Visiting status will not change.

Affirm. I uphold the decision. Sending money status will not change.

Dismiss. I overturn the decision for the following reasons:

Visitation is:

Approved Disapproved Date: _____

Sending money is:

Approved Disapproved Date: _____

Signature

Date



LEGAL AUTHORITY CONSENT FOR MINOR VISIT AND/OR ESCORT

Inmate/Resident Name:

DOC Number:

Only the person with legal authority over the minor child may authorize the child to visit the incarcerated inmate. The document forming the basis of the legal authority must be attached to this application. For example, the child’s birth certificate on which the person is named as a parent, or a letter of guardianship issued by the court. Other documents as proof of legal authority may be attached for the Department’s consideration.

Please fill out **BOTH** pages.

I affirm that I have legal authority to make decisions on behalf of the minor(s) listed below. I have attached proof of my legal authority to this document.

Minor Name (print)	Month and Year of Birth	Minor Name (print)	Month and Year of Birth

As legal authority, I authorize the following individuals **who are themselves approved as visitors for this inmate/resident** to escort the minor(s) listed on this form to visit the above-named incarcerated individual.

Anyone who will be escorting the minor(s), including the minor(s) legal authority, must be listed on this form.

Adult Escort Name	Month and Year of Birth	Relationship to Minor	Adult Escort Name	Month and Year of Birth	Relationship to Minor

LEGAL AUTHORITY CONSENT

Sign in the presence of a Notary Public

 Legal Authority Name (print)

 Signature

 Date



LEGAL AUTHORITY CONSENT FOR MINOR VISIT AND/OR ESCORT

I do swear either from personal knowledge or from satisfactory evidence, that the signature on this form is that of the person before me as named in this document.

SUBSCRIBED AND SWORN BEFORE ME THIS:

_____ OF _____
Day Month, year

SEAL

Notary seal is not required when submitted by DPHHS for a minor who is in the care of the state

Notary Public Signature

Notary Public in and for the state of: _____

County of: _____

Name: _____

My Commission expires: _____



**STATE OF MONTANA
DEPARTMENT OF CORRECTIONS
POLICY DIRECTIVE**

Policy:	DOC 3.3.6 OFFENDER MAIL
Chapter 3:	FACILITY/PROGRAM OPERATIONS
Section 1:	Rights and Privileges
Effective Date:	June 1, 1998 Page 1 of 7
Revised:	September 28, 2020
Signature:	/s/ Reginald D. Michael

I. POLICY

The Department of Corrections secure facilities will establish procedures that permit offenders to send and receive mail in accordance with the provisions of this policy and subject only to the limitations necessary to maintain public safety and facility order, security, health, and rehabilitation.

II. APPLICABILITY

All Department secure facilities.

III. DEFINITIONS

Administrator – The official, regardless of local title (division or facility administrator, bureau chief, warden, superintendent), ultimately responsible for the division, facility or program operation and management.

Contraband – Any item possessed by an offender or found within the facility that is illegal by law, prohibited by policy or procedure, or unauthorized by those legally charged with the administration and operation of the facility.

Correspondence – Letters sent and received.

Designee – The person designated to act on behalf of the person responsible for specific decisions or actions.

Electronic Mail (E-Mail) – An approved electronic means of communication provided through a DOC approved vendor for offenders to send messages to recipients.

General Correspondence - All correspondence not otherwise considered legal or privileged correspondence.

Immediate Family Member – An offender’s legal spouse, natural or adoptive parents and children, siblings, grandchildren, grandparents, corresponding in-law, person verified as being primarily responsible for raising the offender in the absence of a parent and any other member of the offender’s household.

Legal or Privileged Correspondence – Legal correspondence includes correspondence to or from the office of a licensed attorney, court, court official, Montana Human Rights Bureau, consular official, or any individual or entity designated to receive Prison Rape Elimination Act communications, and any correspondence or documents (e.g., a summons and complaint) sent to a

Policy No. DOC 3.3.6	Chapter 3: Facility/Program Operations	Page 2 of 7
Subject: OFFENDER MAIL		

sheriff's office for service of process. Privileged correspondence includes correspondence to and from attorneys associated with recognized legal advocacy groups, such as the ACLU, the Montana Innocence Project, and Disability Rights Montana.

Mail – All mail, including correspondence, publications, and packages.

Sexually Explicit Material – Material that portrays, depicts, or describes:

1. Nudity, which includes exposed, partially exposed, or transparently exposed male or female genitalia, pubic area, or anus, or female areola. Photographs or pictures images that contain blackened dots, stars, or other similar such covering of the areola of the female breast or of human genitalia will also be considered as nudity.
2. Sex act(s), including but not limited to genital to genital, oral to genital, anal to genital, or oral to anal contact or penetration, genital or anal contact or penetration with an inanimate object, masturbation, sadistic or masochistic abuse, bondage, bestiality, and/or bodily excretory behavior which appears to be sexual in nature.
3. Participant(s) who appear to be nonconsenting, dominated, degraded, humiliated, or in a submissive role, and/or acting in a forceful, threatening, dominating, or violent manner that appears to be sexual in nature; and/or
4. Minor(s), or models depicting minors, in a sexually suggestive setting, pose, or attire.

Urgent Situations – Any significant disruption of normal facility or agency procedure, policy, or activity caused by riot, escape, natural disaster, employee action, or other serious incident.

IV. Department Directives

A. Requirements

1. Youth correctional facilities may establish procedures that do not strictly comply with the provisions of this policy due to national correctional standards allowing youth offenders to send privileged correspondence to a broader range of officials than is allowed by policy for adult offenders and additional limitations on the nature and amount of publications to which underage offenders may subscribe.
2. Outgoing correspondence must indicate on the envelope the sending offender's name, identification number, and the proper name and address of the facility in which the offender is incarcerated.
3. The facility administrator, or designee, is responsible for assigning a staff member to oversee offender mail services and for establishing and maintaining operational procedures that address the following requirements:
 - a. rules and regulations governing offender mail must be available to staff, offenders, and offenders' correspondents;
 - b. when an offender bears the cost of postage, there is no limit on the source, destination, amount, or content of incoming or outgoing correspondence, within the parameters of this policy, including, but not limited to, air, certified, registered, oversize, and overweight mail services;
 - c. provide for the convenient deposit and distribution of mail on every business day;
 - d. all incoming and outgoing offender general correspondence and packages may be opened, read, and inspected for contraband and prohibited content;

Policy No. DOC 3.3.6	Chapter 3: Facility/Program Operations	Page 3 of 7
Subject: OFFENDER MAIL		

- e. staff inspect, confiscate, and dispose of contraband including, but not limited to, currency and unauthorized enclosures and staff apprise offenders of such actions;
- f. methods for identification and handling of prohibited mail;
- g. first-class general correspondence is forwarded after an offender's transfer or release when a forwarding address is available and, if unavailable, mail may be returned to the sender;
- h. if an offender is transferred to a different Department-owned or Department-contracted prison, the offender's legal or privileged mail will be returned to sender with a notice of the offender's new address;
- i. offenders are provided access to U.S. Postal Service regulations;
- i. indigent offenders are provided the means to send a reasonable amount of correspondence each month;
- j. address restricted items, e.g., credit cards or credit card applications, or other materials that may be disposed of on the basis of security; and
- k. incoming and outgoing mail inspection procedures adhere to the following time frames, excluding weekends, holidays, urgent situations and when the offender is temporarily absent from the facility, e.g., in the hospital or on leave to court:
 - 1) correspondence, including legal or privileged, and publications are held for inspection no longer than 72 hours; and
 - 2) packages are held for inspection no longer than 72 hours.

B. Limitations and Prohibitions

1. Facility procedures will allow uncensored offender correspondence when correspondence is in accordance with this policy. When facility staff censor or reject offender correspondence, the offender or source must be notified of the reasons for the action and have an opportunity to appeal the decision to officials who did not participate in the original disapproval of the correspondence.
2. Offenders may not send or receive mail that contains sexually explicit material including publications that feature on a regular basis or promote sexually explicit material.
3. Correspondence is not allowed between an offender and any individual committed to a Department-owned or contracted secure care facility unless the facility administrator(s) approve an exception to the policy on a case-by-case basis.
4. General incoming or outgoing correspondence found to contain any of the following will be held and may be referred to the Office of Investigations, which will investigate according to Department policy and determine whether the offender will be informed that the correspondence is undeliverable pending the investigation:
 - a. threats of physical harm against any person or threats of, or participation in, criminal activity;
 - b. blackmail or extortion;
 - c. plans for activities in violation of DOC policy or facility-specific procedure, such as riots or plans to escape or assist another to escape;
 - d. contraband including drugs or drug paraphernalia;
 - e. other material which, if communicated, would create a serious danger to facility security;

Policy No. DOC 3.3.6	Chapter 3: Facility/Program Operations	Page 4 of 7
Subject: OFFENDER MAIL		

- f. contents that violate U.S. Postal regulations; or
 - g. taped correspondence unless the offender obtained prior approval from the facility administrator.
5. To address the potential for contraband to be concealed in adhesives, facilities may adopt procedures to implement protocols that may include one or more of the following:
 - a. postage on incoming general correspondence must be in the form of postage from a United States Postal Service postal meter or an envelope with preprinted postage;
 - b. staff will photocopy all general correspondence before delivery;
 - c. staff will photocopy only envelopes or other portions of general correspondence using adhesive before delivery;
 - d. staff will cut off or otherwise remove stamps or other items adhered to incoming general correspondence; or
 - e. general correspondence with adhesives will be addressed on a case-by-case basis.
6. Incoming correspondence must be on standard size (8.5" x 11") white copy, printer, or loose-leaf paper or standard stock postcards. Due to increased susceptibility for concealment of contraband, the following types of correspondence are prohibited:
 - a. Postcards featuring any type of printed design, picture, or depiction;
 - b. Greeting cards; or
 - c. Any unusually thick paper or stationery.
7. Incoming correspondence must be written in pen or pencil. Incoming correspondence containing markings made with any of the following are prohibited:
 - a. Marker;
 - b. Crayon
 - c. Colored pencil;
 - d. Glitter;
 - e. Chalk;
 - f. Lipstick; or
 - g. any type of adhesive material.
8. Incoming correspondence may contain photocopies of drawings made using colored/pencil or crayon, paintings, or greeting cards, provided the photocopies do not violate any other provision(s) of this policy.

C. Legal or Privileged Correspondence

1. Legal or privileged correspondence must be marked on the front of the envelope as "Legal Mail," "Legal Correspondence," "Privileged Mail," or "Privileged Correspondence," and must have a mailing address or return address which clearly indicates that the mail is to or from a source listed in the definition of "legal or privileged correspondence" above.
2. Incoming mail readily identifiable as being from a court will be handled as legal correspondence, regardless of whether its envelope has been marked as legal mail or legal correspondence.

Policy No. DOC 3.3.6	Chapter 3: Facility/Program Operations	Page 5 of 7
Subject: OFFENDER MAIL		

3. Staff may not read the content of incoming or outgoing legal or privileged correspondence.
4. The following standards apply to legal or privileged correspondence:
 - a. if outgoing, the offender must indicate on the envelope the name and official status of the addressee, and present the correspondence unsealed to staff, who will inspect the enclosed correspondence by shaking the pages to ensure no contraband is hidden before the offender seals the envelope ; and
 - b. if incoming, the sender must indicate on the envelope his or her name and official status and the correspondence will be opened by staff to inspect for contraband in the presence of the offender, unless waived by the offender in writing, or in circumstances which may indicate contamination as approved by the administrator, or designee.

D. General Correspondence Requirements

1. Outgoing general correspondence may be stamped by the facility with the facility name and address.
2. Offenders must leave outgoing general correspondence unsealed to be read by facility staff.
3. If a recipient of offender correspondence notifies the facility administrator, or designee, he or she does not wish to receive correspondence from an offender, the facility will notify the offender and return to the offender any correspondence addressed to the recipient.
4. Financial transactions will adhere to the following standards:
 - a. offenders may request that the facility transfer money from his/her account to a person on the offender's approved correspondence or visiting list; and
 - b. facility procedures will dictate the process by which offenders may receive money from approved correspondents.
5. General correspondence that is in a language other than English or in code, completely or in part, will not be treated differently because it is not written in English; however, the correspondence may be delayed for translation in accordance with the following:
 - a. staff will exercise due diligence and make a good faith effort to translate and review contents within ten calendar days for compliance with this policy;
 - b. if translation will delay the normal mailing of the correspondence, the inmate will be notified;
 - c. if attempts to translate are unsuccessful within 10 days, the inmate will be provided a written notice of the undeliverable mail including a description of why the document was rejected and the effort's made to translate the document;
 - d. correspondence may be rejected if it is determined that the document contains written material that is detrimental to the security, order, or discipline of the institution; and
 - e. if the Department is unable to attain translator services, offenders will continue to receive correspondence.

Policy No. DOC 3.3.6	Chapter 3: Facility/Program Operations	Page 6 of 7
Subject: OFFENDER MAIL		

1. Offenders may receive publications in any language or code to include books, magazines, and newspapers sent directly from the publisher and prepaid publications sent directly from a publisher, book club, or book store, following staff determination that content does not violate the provisions of this or any other existing DOC policy or facility-specific procedure or contain, advocate for, or encourage the following:
 - a. instructions for manufacturing of explosives, weapons, drugs, or drug paraphernalia;
 - b. violence or disruption of the safety and security of the facility;
 - c. racial, religious, or national supremacy or hatred;
 - d. behavior that is detrimental to rehabilitation such as gambling, illegal sexual activity, or the commission of a crime; or
 - e. sexually explicit material.
2. Deliveries of books, magazines, newspapers, advertising brochures, catalogs, newsletters, or other published materials may be provided to an offender when the publication is addressed to the individual offender and includes the appropriate offender identification number; if mailings are properly addressed and denied for content, facilities must have procedures for adequate offender notification.
3. Bulk mailings not addressed as prescribed by this policy may not be delivered and the facility is not required to provide an undeliverable notice to the offender. Facility administrators are advised to consult the U.S. Postal Regulations and local post office regarding the proper handling of undelivered bulk mailings, i.e., whether the postal service destroys them or delegates to the facility the permission to destroy them.

F. Packages

1. A designated facility staff member will:
 - a. screen and approve all offender packages;
 - b. process packages in an area inaccessible to offenders;
 - c. dispose of all packaging material outside of the facility; and
 - d. inventory and document package contents in accordance with facility procedures.
2. Offenders will pay to ship packages and send them only to persons on the offender's approved correspondents or visiting list.

G. E-mail

1. Facilities may offer offender e-mail capabilities through the Department's vendor-provided e-mail service.
2. The procurement of offender e-mail services will be sourced and approved in accordance with *DOC Policy 1.2.9 Contracts*.
3. Offenders will access e-mail services through offender issued tablets and must adhere to the guidelines set forth in *DOC Policy 3.3.10 Offender Issued Computer Tablets*.
4. Email exchanges will be initiated by the offender.

Policy No. DOC 3.3.6	Chapter 3: Facility/Program Operations	Page 7 of 7
Subject: OFFENDER MAIL		

5. Recipients will be able to accept or deny email requests.
6. Recipients will be charged for accepted requests and will incur a fee per email
7. Emails will be subjected to the same restrictions as physical mail.
8. Facilities/programs offering offender email services must establish procedures highlighting their specific email service functions, access, and usage.
9. The facility administrator may suspend/revoke e-mail services due to violations of Department policy or facility/program procedures applicable to the device or service. The facilities/programs must establish an appeal/review process for suspension/revocation.

IV. CLOSING

Questions concerning this policy should be directed to the facility administrator.

V. REFERENCES

- A. 45-7-307, MCA
- B. 4-4487 through 4-4496; *ACA Standards for Adult Correctional Institutions, 4th Edition*
- C. 4-4492, 4-4495; *ACA 2008 Standards Supplement*
- D. 3-JTS-5H-01 through 3-JTS-5H-10; *ACA Standards for Juvenile Correctional Facilities, 2003*
- E. 3-JTS-5H-04, 3-JTS-5H-08, 3-JTS-5H-09; *ACA 2008 Standards Supplement*
- F. *Guidelines for the Development of a Security Program, 3rd Edition, 2007*
- G. *DOC Policy 3.1.17, Searches and Contraband Control*

VI. ATTACHMENTS

None





STATE OF MONTANA
DEPARTMENT OF CORRECTIONS
POLICY DIRECTIVE

Policy:	DOC 3.3.7	OFFENDER ACCESS TO AUDIO AND VIDEO CALLING
Chapter 3:	FACILITY/PROGRAM OPERATIONS	
Section 3:	Rights and Privileges	
Effective Date:	April 1, 1998	Page 1 of 4
Last Revised:	Oct 18, 2023	
New Review:	Oct 18, 2024	
Signature:	/s/ Brian Gootkin, Director	

I. POLICY

The Department of Corrections facilities allow offenders access to public telephones, as well as audio and video calls utilizing offender issued computer tablets. This access maintains essential communication between community and legal contacts.

II. APPLICABILITY

Secure care facilities Department-owned and contracted, as specified in contract.

III. DEFINITIONS

Administrator – The official, regardless of local title (division or facility administrator, bureau chief, warden, superintendent), ultimately responsible for the division, facility or program operation and management.

Facility – Refers to any prison, correctional facility, correctional or training program under Department jurisdiction or contract.

Pre-paid Calls – Telephone calls placed by an offender using funds from the offender’s pre-paid billing account.

Tablet – For purposes of this policy, a specially-designed mobile device provided by the Department that allows offenders access to communication, as well as educational, entertainment and other various content. This definition does not apply to tablets that offenders may have as part of offender property.

Video Call – A form of communication utilizing offender issued tablets between an offender and approved participant.

IV. DEPARTMENT DIRECTIVES

A. General Provisions

1. The Department will use a monitoring/recording system on telephones and offender issued tablets to enhance facility security, increase offender and public safety, and reduce the occurrence of criminal activities or activities that could be a threat to the orderly operation of a correctional facility.

Policy No. DOC 3.3.7

Chapter 3: Facility/Program Operations

Page 2 of 4

Subject: **OFFENDER ACCESS TO TELEPHONES**

2. The use of telephones and tablet audio/video calls by offenders is a privilege, not a right.
3. The Department will ensure offenders have access to reasonably priced communications services and that contracts involving offender communication services:
 - a. comply with applicable state and federal regulations;
 - b. are based on rates and surcharges that are commensurate with those charged to the general public for like services, and any deviation from ordinary consumer rates will reflect costs associated with the provisions of services in a correctional setting; and
 - c. provide the broadest range of calling options determined by the Department director to be consistent with the requirements of correctional management.

B. Offender Initiated Personal Calls

1. Offenders will have personal access to designated offender telephones located in accessible areas with collect call or pre-paid options, where available and access to their issued tablet to make pre-paid audio or video calls.
2. Facility staff will:
 - a. advise offenders that their calls may be monitored and recorded;
 - b. establish hours of availability and limitations for offender personal calls;
 - c. ensure offenders do not engage in tablet audio/video calling and messaging during official and stand-up counts. Offenders who do not immediately cease tablet activity during these times will face disciplinary action.
 - d. allow only calls from a facility approved list where applicable;
 - e. establish processes to verify and handle incoming emergency calls to offenders, e.g., serious family illness or death;
 - f. provide offenders in restrictive housing and secure housing units telephone privileges consistent with their classifications; and
 - g. prohibit unsupervised offender access to staff telephones.
3. The facility administrator, or designee, will enforce the prohibition of three-way or third party phone calls and audio/video calling as well as the ban on use of the telephone system to initiate or conduct criminal activity. In addition, the facility administrators may:
 - a. program telephones or restrict offender personal calls to reasonable time limits; and
 - b. prohibit or restrict offenders in detention and pre-hearing confinement status from making personal calls.
4. Offenders with hearing and/or speech disabilities, and offenders who wish to communicate with parties who have such disabilities, will be afforded access to a Telecommunications Device for the Deaf (TDD), or comparable equipment. Public telephones with volume control will also be available to offenders with hearing impairment.
5. Violations of this policy may result in the loss or suspension of calling privileges in accordance with facility disciplinary or classification procedures.

Policy No. DOC 3.3.7	Chapter 3: Facility/Program Operations	Page 3 of 4
Subject: OFFENDER ACCESS TO TELEPHONES		

C. Attorney Calls and Calls to Consular Officers

1. Offenders' constitutional rights will be protected by providing for unmonitored attorney calls; the facility will not intercept, record, or monitor offender calls to attorneys or to consular officers.
2. An offender will use telephones or their issued tablet to call their attorney(s). The call will not be recorded if the offender uses the telephone number provided to the designated facility office or unit to prevent the offender from making fraudulent calls. If an offender calls their attorney at another telephone number, the call may be recorded.
3. Offenders who are foreign nationals will have access to a diplomatic representative of their country of citizenship. Staff supervising calls to consular officers will:
 - a. verify the contact information;
 - b. place the call on a designated telephone; and
 - c. determine if the call is paid by the offender or consular officer.

D. Offender Telephone Use in Work Assignments

1. The facility administrator, or designee, must review and approve each offender who may have access to telephones as part of his or her assigned work program.
2. Staff will monitor the telephone use of offenders who have access to telephone, including:
 - a. offender workers with a conviction or history of fraud or other predatory behavior, where the offender has demonstrated a process of grooming the victim through stalking or otherwise laying the groundwork for a criminal act; and
 - b. offenders with access to the names, addresses, or phone numbers of private individuals while performing their duties in an offender work program.
3. Youth correctional facilities will ensure youth are not allowed to use telephones they may have access to at work assignments.

E. Telephone and Tablet Monitoring

1. Administrators will designate and authorize the staff members who may intercept, record, and divulge any telephone calls from an offender using the offender telephone system or tablets.
2. The contents of intercepted and recorded audio and video conversations will be divulged only as necessary to safeguard the orderly operation of the facility, in response to a court order, or in the prosecution or investigation of a crime.
3. Offenders will not have access to monitored or recorded calls.

F. Blocks on Calls from Offenders

1. Victims of offenders and recipients of unsolicited, unwanted offender calls may request a facility block on calls from offenders in Department custody.

Policy No. DOC 3.3.7	Chapter 3: Facility/Program Operations	Page 4 of 4
Subject: OFFENDER ACCESS TO TELEPHONES		

V. CLOSING

Questions concerning this policy should be directed to the Public Safety Division Chief.

VI. REFERENCES

- A. 4-4497, 4-4280; *ACA Standards for Adult Correctional Institutions, 5th Edition*
- B. 4-4497-1, 4-4271; *ACA Standards Supplement, 2008*
- C. 3-JTS-5H-11; *ACA Standards for Juvenile Correctional Facilities, 2003*
- D. *Guidelines for the Development of a Security Program, 3rd Edition, 2007*

VII. ATTACHMENTS

None





**STATE OF MONTANA
DEPARTMENT OF CORRECTIONS
POLICY DIRECTIVE**

Policy No. DOC 3.3.8	Subject: OFFENDER VISITING
Chapter 3: FACILITY/PROGRAM OPERATIONS	Page 1 of 6
Section 3: Rights and Privileges	Effective Date: Aug. 1, 1997
Signature: /s/ Loraine Wodnik, Interim Director	Revised: 05/15/2017

I. POLICY

The Department of Corrections provides visiting privileges for offenders consistent with facility security requirements and encourages family ties and supportive relationships important to the stability of offenders while incarcerated and upon release.

II. APPLICABILITY

All facilities Department-owned and contracted, as specified in contract.

III. DEFINITIONS

Administrator – The official, regardless of local title (division or facility administrator, bureau chief, warden, superintendent), ultimately responsible for the division, facility or program operation and management.

Chief of Security – The staff person, regardless of local title (security major, director of operations), designated by the administrator to manage the facility security program.

Contact Visit – A visit in which the offender and visitor are permitted limited physical contact.

Contraband – Any item possessed by an offender or found within the facility that is illegal by law, prohibited by policy or procedure, or unauthorized by those legally charged with the administration and operation of the facility.

Clothed Body Search – The manual body search of an individual that requires the removal of outer clothing, e.g., coats, hats, gloves; emptying of pockets; and inspection of papers, bags, books, or other carried items (also referred to as a pat search).

Facility/Program – Refers to any division, prison, secure care correctional facility, correctional or training program, or community-based program under Department jurisdiction or contract. This term includes the facility building or residence, including property and land owned or leased and operated by the Department.

Immediate Family Member – An offender’s legal spouse, natural or adoptive parents and children, siblings, grandchildren, grandparents, corresponding in-law, person verified as being primarily responsible for raising the offender in the absence of a parent and any other member of the offender’s household.

Non-Contact – A visit in which the offender and visitor are separated by a physical barrier and, therefore, cannot have physical contact.

Policy No. DOC 3.3.8

Chapter 3: Facility/Program Operations

Page 2 of 6

Subject: **OFFENDER VISITING**

correctional personnel, judges, licensed attorneys, legislators, and others on official business.

Reasonable Suspicion – A conclusion drawn from specific, objective facts which would permit a reasonable and experienced correctional staff person to suspect that an individual or set of circumstances poses a threat to facility security or to the health, safety, and security of offenders, staff, visitors, contractors, or community members, including, but not limited to, committing, or conspiring or attempting to commit a crime or rule violation.

Unclothed Body Search – A visual inspection of an individual's unclothed body and thorough search of the unworn clothing to detect concealed contraband (also referred to as a strip search).

IV. DEPARTMENT DIRECTIVES

A. General Requirements

1. The chief of security, or designee, will oversee the facility's visiting program.
2. Offender visiting arrangements will permit a degree of informality including the opportunity for limited physical contact when consistent with overall security requirements.
3. The facility administrator, or designee, may permit and restrict visits on a case-by-case basis as deemed necessary to maintain facility security requirements or in the best interest of offender rehabilitation.
4. Facility employees will ensure written information governing visits is available to offenders within 24 hours of arrival at the facility.
5. Facility visiting procedures will categorize which visitation violations are major violations and which are minor violations. Facility procedures will also specify an appropriate notification procedure for notifying visitors and offenders of restrictions, revocations, or suspensions the facility imposes for violations of the visiting procedures.
6. Facility visiting procedures will define:
 - a. schedules that ensure reasonable visiting hours and offender availability;
 - b. methods for notifying and disseminating visiting schedules and rules to prospective visitors;
 - c. methods of retaining official visiting records or logs documenting each visitor's signature, the date and time of the visit, and unusual incidents;
 - d. steps for documenting and maintaining confidential lists or logs of approved visitors;
 - e. location of visiting space staffed and equipped for effective supervision and surveillance;
 - f. areas in which contact and non-contact visitation will occur and when each type of visit is permissible;
 - g. accommodations for special or official visits and for persons with disabilities;
 - h. visiting as a privilege that may be curtailed as a disciplinary sanction; and
 - i. entrance and search procedures in compliance with *DOC Policies 3.1.5, Entrance Procedures, and 3.1.17, Searches and Contraband Control*.

B. Information for Visitors

Policy No. DOC 3.3.8

Chapter 3: Facility/Program Operations

Page 3 of 6

Subject: **OFFENDER VISITING**

1. Facility staff will ensure offenders are provided the following information to communicate to family and friends:
 - a. the process for requesting visits;
 - b. facility/program address, phone number, directions, and local transportation;
 - c. visiting schedule and number of visitors permitted;
 - d. dress code and visitor identification requirements;
 - e. entrance and search procedures;
 - f. rules pertaining to children;
 - g. items permitted within the visiting area and items that visitors may give the offender;
 - h. grounds on which visits may be denied or terminated; and
 - i. reasons for special or extended visits.

C. Approval of Visitors

1. Visitors are subject to a criminal background check in accordance with *DOC Policy 3.1.5, Entrance Procedures*.
2. Unless approved by the administrator, or designee, children under the age of 18 may not visit unless accompanied by a parent or legal guardian or previously approved responsible adult.
3. Persons on probation, parole, or other forms of conditional release may not visit offenders unless approved by the administrator, or designee. Facility procedure may identify specific criteria for exclusion based on relationship to the offender or non-satisfactory adjustment to the community. The administrator, or designee, must contact the appropriate probation and parole officer prior to approval and the officer must provide a copy of the travel permit in advance of the visit.
4. The administrator will not automatically exclude persons with a criminal background from visits; however, the nature and extent of the criminal record, supervision status, and potential threat to facility safety and security will be considered.
5. The chief of security may exclude a person from the approved visitor list for a reasonable suspicion that the visitor may have a detrimental effect on the offender or may constitute a threat to facility safety or security.

D. Visiting Suspensions or Permanent Revocations

1. Visitors who attempt to or successfully introduce contraband will have visiting privileges permanently revoked.
2. Unless approved by the facility administrator, or designee, persons whose visiting privileges have been permanently revoked may not send money to an offender.
3. For a violation of visiting procedures, the facility may, at its discretion, suspend or permanently revoke an offender's visiting privilege with a particular visitor. If a person from the approved visitor list has suspended or revoked privileges, whether proposed or decided, they will be notified in writing and informed of their right to appeal.

Policy No. DOC 3.3.8

Chapter 3: Facility/Program Operations

Page 4 of 6

Subject: **OFFENDER VISITING**

4. Suspension or permanent revocation of privileges from one facility/program automatically applies to any Department-owned or contracted facility or program.
5. An offender's loss of visiting privileges through disciplinary action will not necessarily result in loss of visiting privileges for the offender's visitor when the visitor is not involved in the rule infraction.

E. Current and Former Employee Visiting

1. Current Department employees, or former Department employees who left employment in good standing, may have visiting privileges with offenders who are immediate family members if the offender was an immediate family member before becoming incarcerated or committed to the Department. Current or former employees who are granted visiting privileges pursuant to this section must comply with this policy and facility procedures.
2. Department employees without immediate family ties to an offender prior to incarceration or community supervision may not have visiting privileges.
3. Former employees who were not immediate family members of an offender prior to incarceration or community supervision may not have visiting privileges unless approved by the facility administrator or designee.
4. Any employee terminated from employment for cause, who resigned in lieu of termination due to inappropriate activities with an offender, or who engaged in inappropriate activities discovered after employment discontinued will have a permanent restriction from visiting offenders.

F. Sex Offender Visiting

1. On a case-by-case basis, a facility may restrict visiting between minors and offenders convicted of current or prior crimes involving sexual offenses against a minor or offenses causing bodily injury to a minor. This restriction may be imposed if it is in the interest of visitor safety, the security of the institution, or the offender's rehabilitation. Before restricting all visiting pursuant to this section, the facility will consider non-contact visits, especially if the offender is the legally recognized parent or guardian of the minor and the minor was not the victim of the offense.

G. Searches of Visitors

1. The facility/program will prominently display a sign outside the visiting area entrance stating:
 - a. visitors are subject to search; and
 - b. consequences of introducing contraband into the facility.
2. Staff will identify and search all visitors in accordance with *DOC Policy 3.1.5, Entrance Procedures* and *DOC Policy 3.1.17, Searches and Contraband Control*.
3. Visitors are subject to clothed body searches and metal detector sweeps upon entrance to facility property and while on facility property.

Policy No. DOC 3.3.8	Chapter 3: Facility/Program Operations	Page 5 of 6
Subject: OFFENDER VISITING		

4. Upon reasonable suspicion that a visitor is in possession of contraband, staff may request the visitor to consent to participate in an unclothed body search. If the visitor does not consent to the unclothed body search, staff will allow the visitor to leave the facility.
5. If a visitor refuses to submit to a required or requested search, staff will deny the visit and submit a detailed incident report to the appropriate supervisor.
6. If contraband is found on a visitor, staff will confiscate the contraband, terminate the visit, and submit a detailed incident report to the appropriate supervisor. Depending on the nature of the contraband, staff may immediately contact law enforcement and detain the visitor in accordance with *DOC Policy 3.1.5, Entrance Procedures*.

H. Searches of Offenders

1. Facility procedures must include unclothed body search requirements in accordance with *DOC Policy 3.1.17, Searches and Contraband Control* for offenders who have contact visits.
2. Staff must be alert to any indication of items hidden in body cavities of offenders and, if such searches become necessary, comply with the body cavity search restrictions in accordance with *DOC Policy 3.1.17, Searches and Contraband Control*.

I. Visiting Area Searches

1. Staff must thoroughly search all areas accessible to visitors and offenders before and after visits including, but not limited to, the following:
 - a. furniture in the visiting area;
 - b. trash containers, requiring staff to remove trash accumulated during visits;
 - c. items or equipment used during visits;
 - d. walls, ceilings, and other structural areas that may have eluded staff observance; and
 - e. bathroom facilities and equipment.

J. Supervision of Visits

1. Adult facilities must provide direct visual supervision of the entire visiting area at all times.
2. Youth facilities must provide, at a minimum, intermittent direct visual supervision of the entire visiting area.
3. Using mirrors or cameras can augment direct supervision and compensate for blind spots; staff must position themselves throughout visits to maintain a direct line of sight on interactions between offenders and visitors.
4. Staff is required to intervene to stop inappropriate behavior including behavior outside the bounds of permitted intimacy or actions in violation of visiting regulations, especially behavior that may make others uncomfortable, that is disruptive, or that is offensive to other offenders and visitors.
5. Inappropriate behavior resulting in an incident report or termination of the visit will require staff to provide reasons for termination in writing to the offender and/or visitor.

Policy No. DOC 3.3.8	Chapter 3: Facility/Program Operations	Page 6 of 6
Subject: OFFENDER VISITING		

6. Notices informing visitors of monitoring and video surveillance will be posted in the visiting area including a notice that same-gender staff may monitor restrooms during visits if prohibited behavior is reasonably suspected.

K. Special Visits

1. Special visits may be approved in accordance with facility procedures for persons who travel long distances, visit hospitalized offenders upon the offender's deathbed, visit offenders in locked housing status, or for official visits arranged between offenders and attorneys, clergy, social service agency representatives, foreign consular representatives, or other officials. Staff will verify the qualifications of official visitors and may request background information and official assignment documentation from the visitor.
2. Facility procedures will specify conditions and requirements for special visits. Attorney visits will take place where the attorney and offender may be afforded sound privacy, i.e. conference rooms. Staff may not subject such visits to auditory supervision.
3. Facilities that permit extended visits must provide eligibility guidelines and other specifics such as length, location, and conditions of visits.
4. Special visits may require prior time and date approval in compliance with facility procedure.

V. CLOSING

Questions concerning this policy should be directed to chief of security or facility administrator.

VI. REFERENCES

- A. 37-61-418; 45-7-307, MCA
- B. 4-4498, 4-4499, 4-4499-1, 4-4500 through 4-4504; *ACA Standards for Adult Correctional Institutions, 4th Edition*
- C. 3-JTS-2E-03; *ACA Standards for Juvenile Correctional Facilities, 2003*
- D. *DOC Policies 3.1.5 Entrance Procedures and Detainment of Non-Offenders; 3.1.17 Searches and Contraband Control; 3.3.3 Offender Grievance Program*
- E. *Deserly v. Department of Corrections, 2000 MT 42 (Mont. 2000)*

VII. ATTACHMENTS

None



**STATE OF MONTANA
DEPARTMENT OF CORRECTIONS
POLICY DIRECTIVE**

Policy:	DOC 3.3.21 OFFENDER VIDEO VISITATION
Chapter 3:	FACILITY/PROGRAM OPERATIONS
Section 1:	Rights and Privileges
Effective Date:	October 16, 2020 Page 1 of 5
Revised:	
Signature:	/s/ Reginald D. Michael

I. POLICY

The Department of Corrections provides video visiting privileges for offenders consistent with facility security requirements and encourages family ties and supportive relationships important to the stability of offenders while incarcerated and upon release.

II. APPLICABILITY

All Department secure care facilities.

III. DEFINITIONS

Administrator – The official, regardless of local title (division or facility administrator, bureau chief, warden, superintendent), ultimately responsible for the division, facility or program operation and management.

Chief of Security – The staff person, regardless of local title (security major, director of operations), designated by the administrator to manage the facility security program.

Facility/Program – Refers to any division, prison, secure care correctional facility, correctional or training program, or community-based program under Department jurisdiction or contract. This term includes the facility building or residence, including property and land owned or leased and operated by the Department.

Immediate Family Member – An offender’s legal spouse, natural or adoptive parents and children, siblings, grandchildren, grandparents, corresponding in-law, person verified as being primarily responsible for raising the offender in the absence of a parent and any other member of the offender’s household.

Reasonable Suspicion – A conclusion drawn from specific, objective facts which would permit a reasonable and experienced correctional staff person to suspect that an individual or set of circumstances poses a threat to facility security or to the health, safety, and security of offenders, staff, visitors, contractors, or community members, including, but not limited to, committing, or conspiring or attempting to commit a crime or rule violation.

Video Visitation – A form of visiting utilizing video equipment between the offender and the visitation participant.

IV. DEPARTMENT DIRECTIVES

Policy No. DOC 3.3.21	Chapter 3: Facility/Program Operations	Page 2 of 5
Subject: OFFENDER VIDEO VISITATION		

A. General Requirements

1. The chief of security, or designee, will oversee a facility's video visiting program.
2. Offender video visiting arrangements will permit a degree of informality including the opportunity for visual and audio interaction with friends and/or family
3. The facility administrator, or designee, may permit and restrict video visits as deemed necessary to maintain facility security requirements or in the best interest of offender rehabilitation.
4. Facility employees will ensure written information governing video visits is available to offenders within 24 hours of arrival at the facility.
5. Facility video visiting procedures will categorize which video visitation violations are major violations and which are minor violations. Facility procedures will also specify an appropriate notification procedure for notifying visitors and offenders of restrictions, revocations, or suspensions the facility imposes for violations of the visiting procedures.
6. Facility visiting procedures will define:
 - a. schedules that clearly define video visiting hours and offender availability;
 - b. methods for notifying and disseminating video visiting rules to prospective visitors;
 - c. methods of retaining official video visiting records or logs.;
 - d. accommodations for special or official video visits and for persons with disabilities; and
 - e. video visiting as a privilege that may be suspended as a disciplinary sanction.

B. Video Visitation

1. The following conduct is prohibited during video visits:
 - a. any display of nudity;
 - b. behavior or actions that are sexual in nature;
 - c. use or display of any weapons, illegal substances and related paraphernalia;
 - d. activity or display or graphics/paraphernalia associated with gangs; and
 - e. unlawful activity or depiction of unlawful activity
2. Depending on the severity of the conduct violation, an offender's video visitation privilege may be suspended or revoked, as determined by the facility administrator or designee.
3. Facilities will make reasonable accommodations to facilitate communication for offenders with hearing and/or speech disabilities, and offenders who wish to communicate with parties who have such disabilities.
4. Facilities must include a plan to appropriately monitor offender video visitation in local procedures.

C. Information for Video Visitors

Policy No. DOC 3.3.21	Chapter 3: Facility/Program Operations	Page 3 of 5
Subject: OFFENDER VIDEO VISITATION		

1. Facility staff will ensure offenders are provided the following information to communicate visitors:
 - a. the process for establishing/scheduling video visits;
 - b. visiting schedule and number of video visitors permitted;
 - c. grounds on which video visits may be denied or terminated; and
 - d. reasons for special or extended video visits.
2. A visitor may be suspended or banned from participating in video visitations with offenders for conduct violations, as determined by the facility administrator or designee.

D. Approval of Video Visitors

1. Children under the age of 18 may not participate in a video visit without a supervising adult present
2. For juvenile video visits, a visitor must be on a juvenile's approved visitor's list.
3. Persons on probation, parole, or other forms of conditional release may not have video visit with offenders unless approved by the administrator, or designee. Facility procedure may identify specific criteria for exclusion based on relationship to the offender or non-satisfactory adjustment to the community. The appropriate probation and parole officer must contact the facility administrator or designee prior to approval.
4. The chief of security may exclude a person from being a video visitor based on a reasonable suspicion that the video visitor may have a detrimental effect on the offender or may constitute a threat to facility safety or security.

E. Video Visiting Suspensions or Permanent Revocations

1. For a violation of visiting procedures, the facility may, at its discretion, suspend or permanently revoke an offender's video visiting privilege with a video visitor. If a video visitor has suspended or revoked privileges, whether proposed or decided, they will be notified in writing and informed of their right to appeal.
2. Suspension or permanent revocation of privileges from one facility/program automatically applies to any Department-owned or contracted facility or program.
3. An offender's loss of visiting privileges through disciplinary action will not necessarily result in loss of video visiting privileges for the offender's visitor when the visitor is not involved in the rule infraction.
4. Offenders may appeal video visitation suspensions or revocations in accordance with *DOC 3.3.3 Offender Grievance Program*.

F. Current and Former Employee Visiting

1. Current Department employees, or former Department employees who left employment in good standing, may have video visiting privileges with offenders who are immediate family members if the offender was an immediate family member before becoming incarcerated or committed to the Department. Current or former employees who are

Policy No. DOC 3.3.21	Chapter 3: Facility/Program Operations	Page 4 of 5
Subject: OFFENDER VIDEO VISITATION		

granted video visiting privileges pursuant to this section must comply with this policy and facility procedures.

2. Department employees without immediate family ties to an offender prior to incarceration or community supervision may not have video visiting privileges.
3. Former employees who were not immediate family members of an offender prior to incarceration or community supervision may not have video visiting privileges unless approved by the facility administrator or designee.
4. Any employee terminated from employment for cause, who resigned in lieu of termination due to inappropriate activities with an offender, or who engaged in inappropriate activities with offenders discovered after employment discontinued may be restricted from all types of offender visitation.

G. Sex Offender Visiting

1. On a case-by-case basis, a facility may restrict video visiting between minors and offenders convicted of current or prior sexual offenses against a minor or offenses causing bodily injury to a minor. This restriction may be imposed if it is in the interest of visitor safety, the security of the institution, or the offender's rehabilitation. If contact or no contact visits are disallowed, the facility may allow video visitation at the discretion of the facility administrator or designee and the child's legal guardian and or/ caregiver

H. Monitoring of Video Visitation

1. An adult facility must audio-video record all video visits and ensure it has the technological ability for authorized staff to intermittently monitor the audio-video recording.
2. Inappropriate conduct resulting in an incident report or termination of the video visit will require staff to provide reasons for termination in writing to the offender and/or the video visitor.
3. Notices informing video visitors of monitoring and surveillance will be provided to persons who accept video visitation requests from offenders.
4. Staff must ensure video visitors do not have a line of sight to sensitive areas or materials that could jeopardize the safety and security of the facility.

V. CLOSING

Questions concerning this policy should be directed to chief of security or facility administrator.

VI. REFERENCES

- A. 37-61-418; 45-7-307, MCA
- B. 4-4498, 4-4499, 4-4499-1, 4-4500 through 4-4504; *ACA Standards for Adult Correctional Institutions, 4th Edition*
- C. 3-JTS-2E-03; *ACA Standards for Juvenile Correctional Facilities, 2003*

Policy No. DOC 3.3.21	Chapter 3: Facility/Program Operations	Page 5 of 5
Subject: OFFENDER VIDEO VISITATION		

- D. DOC Policies 3.1.5 Entrance Procedures and Detainment of Non-Offenders; 3.1.17 Searches and Contraband Control; 3.3.3 Offender Grievance Program*
- E. Deserly v. Department of Corrections, 2000 MT 42 (Mont. 2000)*

VII. ATTACHMENTS

None





**State of Montana
DEPARTMENT OF CORRECTIONS
AUTHORIZATION FOR THE RELEASE OF INFORMATION**

Offender's Full Name	Address or Location
DOC I.D. #	Date of Birth
	Soc. Sec. #

Complete appropriate section and include all information and signatures.

SECTION I: Release of information contained in offender's case record.

I, _____, authorize the Department of Corrections to release
Offender
 information from my case file to the following person:

Name	Relationship to Offender
Offender's Signature	Date

SECTION II: Release of healthcare, treatment, or other types of information and/or records.

I, _____, authorize _____
(Offender) Facility/Agency/Person
 to release the following records covering the period from _____ to _____. I further authorize the
 exchange of information between the facility/agency/person and the Department for the purpose of: _____
 Authorization expires: _____

Check all that are specifically authorized:

- | | | |
|--|---|--|
| <input type="checkbox"/> Healthcare Information: | | |
| <input type="checkbox"/> Discharge Summary | <input type="checkbox"/> Progress Notes | <input type="checkbox"/> Operative Notes |
| <input type="checkbox"/> History and Physical | <input type="checkbox"/> Laboratory Tests | <input type="checkbox"/> Pathology Report |
| <input type="checkbox"/> Consultation Reports | <input type="checkbox"/> Emergency Room Report | <input type="checkbox"/> X-ray/Imaging Reports |
| <input type="checkbox"/> Immunization Record | <input type="checkbox"/> Complete Health Record | |
| <input type="checkbox"/> Other: _____ | | |
| | | |
| <input type="checkbox"/> Treatment Information: | | |
| <input type="checkbox"/> CD Evaluation results/recommendations | <input type="checkbox"/> Mental Health/Psychological Evaluation/Diagnosis | |
| <input type="checkbox"/> Discharge Summary | <input type="checkbox"/> Other: _____ | |

OTHER: _____

1. I understand that the information in my health record may include information relating to sexually transmitted disease, acquired immunodeficiency syndrome (AIDS), human immunodeficiency virus (HIV) or Hepatitis A, B or C. It may also include information about behavioral or mental health services, and treatment for alcohol and drug abuse. I understand that my records are protected under the federal regulations governing Confidentiality of Alcohol and Drug Abuse Patient Records, 42 CFR Part 2, and cannot be disclosed without my written consent unless otherwise provided for in the regulations.
2. I understand that I may revoke this consent at any time except to the extent that action has been taken in reliance on this authorization. The revocation is effective from the time it is communicated to the provider. Unless otherwise revoked, this authorization is valid for up to 30 months from the date of execution below. If no expiration is specified, this authorization will automatically expire six (6) months from the date of signing. This authorization does not permit the release of health care information relating to health care that the patient receives more than six (6) months from the date of execution below. (§50-16-527, MCA)
3. The Montana Department of Corrections, Montana State Prison, Montana Women’s Prison, its health care providers, employees, officers, and physicians are hereby released from any legal responsibility or liability for disclosure of the above information pursuant to the Uniform Health Care Information Act, §50-16-501 through §50-16-553, MCA, or the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 42 U.S.C. 1320d.
4. I understand that any disclosure of information carries with it the potential for an unauthorized re-disclosure and the information may not be protected by federal confidentiality rules.

Signature of Offender or Offender’s Representative	Date	
Relationship to the offender _____		
Signature of Witness	Date	
Signature of DOC Representative Requesting Information	Date	
Printed Name	Printed Title	
Address	Fax #	Email Address
cc: Offender File		