

# KNOX COUNTY SHERIFF

## POLICY AND PROCEDURE MANUAL

### CHAPTER 12

#### 12.3 PERSONAL AND PROFESSIONAL VISITS TO INMATES

Effective Date: July 1995

  
Assistant Chief Deputy

#### RELATED STANDARDS:

ALDF	CORE	PREA	TCI	TCA
5B-02, 5B-03, 5B-04, 7F-06	None	None	1400-1-.11 (7)	None

#### POLICY:

It is the policy of the Knox County Sheriff's Office Corrections Division to provide reasonable access to visitation so that inmates can maintain communication with their family members. 1400-01-.11(7)

#### DEFINITIONS:

**Court Ordered Contact Visit:** Court Ordered visit between an inmate and family member(s). Contact visits are completed in the visitation booths provided in each facility. Participants will be separated by the securing glass.

**Invocation of Rights:** A court order disallowing professional visits, from any law enforcement official, with the purpose of questioning, regarding any criminal charges or investigations pending, or contemplated without the defendant's legal representation present.

**Professional Visits:** Visits from professionals to include, but not limited to, attorneys, clergy and law enforcement officers

**IMS:** Inmate Management System

**Internal Visit:** Visitors utilizing the kiosks at the Visitation Center, for personal video visitation, at no cost.

**RDWDF:** Roger D. Wilson Detention Facility

**PBX:** Private Business Exchange

**KCJ:** Knox County Jail

**KCWRC:** Knox County Work Release Center

**Kiosk:** Computerized wall mounted system that conducts video visitation for inmates and other automated inmate management functions.

**Remote Visit:** Visitors use personal home computers or mobile devices to conduct video visits for a fee.

**Special Contact Visitation Area:** An area designated for contact visitation between professional/official visitors who are not attorneys with valid bar cards. These visitors include, but are not limited to, Attorney Investigators, DCS Case Workers and Mental Health Case Workers with the purpose of conducting evaluations. Other contact visits as deemed by the Facility Commander.

## PROCEDURES:

### SUB-SECTION A: GENERAL INFORMATION

Knox County Correctional Facilities use video visitation as the only method for personal visits.

1. Visitors may visit inmates externally by using their home computers to schedule external remote visits. Visitors must schedule these visits at least one day in advance of the date of the desired visit. Visitors must create an account with JAILATM.COM in order to schedule and purchase remote visits. Visitors may schedule up to two (2) thirty (30) minute visits per week. There is a charge of \$5.99 per thirty (30) minute visit. Prior to the scheduled visit, visitors will log onto JAILATM.COM to access the visit. The inmate will be notified on the kiosk that his/her visitor is calling in and will then log into the kiosk to accept the visit. The visit will automatically disconnect at the end of thirty (30) minutes or at any time either part chooses to end the call.  
**1400-01-11(7a)**
2. Visitors without access to home computers may opt to visit inmates internally, at no charge. Internal visits will be conducted at the Knox County Visitation Center located at 5109 Maloneyville Road. Visitors may only schedule visits by calling our visitation staff between 8:00 am and 6:00 pm, Monday through Sunday. Onsite visits must be scheduled at least one day in advance of the desired visitation date. Internal visitors will bring their valid driver's license or state identification card with them and check in prior to the visit. Once checked in, the visitor will be directed to an available kiosk and log in using their valid approved identification. The visitor will then choose the inmate they are there to visit. The inmate will be notified on the kiosk that his/her visitor is calling in and will then log into the kiosk to accept the visit. The visit will automatically disconnect at the end of thirty (30) minutes or at any time either party chooses to end the call.
3. Video visits are recorded and subject to monitoring at any time.
4. Inmates are required to wear their full issued uniform at all times during the visit.
5. Visitors are required to be in fully clothed in proper attire during the visit. No pornographic or sexual activities will be allowed during the visit. Any violation of this rule will result in immediate termination of the current visit, disciplinary actions and loss of visitation privileges.

### SUB-SECTION B: VISITATION HOURS AND RULES

1. Visitation hours for the RDWDF will be as follows:
  - a. Internal Video Visits (from the Visitation Center)  
  
8:00 a.m. to 1:00 p.m.

3:00 p.m. to 6:00 p.m.

b. Scheduled Remote Video Visits (2 Visits per week)

8:00 a.m. to 1:00 p.m.

3:00 p.m. to 6:00 p.m.

c. Unscheduled Video Calls

6:00 a.m. to 10:00 p.m. (Unlimited)

**RDWDF Daily Schedule:**

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Mornings</b>	Units 2 & 3	Units 1 & 3	Units 3 & 4	Units 2 & 3	Units 3 & 6	Units 1 & 3	Units 3, 4, & 6
<b>Evenings</b>	Units 3 & 4	Units 2 & 3	Units 3 & 6	Units 1 & 3	Units 3 & 4	Units 2, 3 & 6	Units 1 & 3

2. Visitation Hours for the KCJ are as follows:

a. Internal Video Visits (from the Visitation Center) 7 days a week

8:00a.m.-1:00 p.m. (last scheduled visit at 12:40 p.m.)

3:00 p.m. to 6:00 p.m. (last scheduled visit at 5:20 p.m.)

b. Scheduled Remote Video Visits

8:00 a.m. to 1:00 p.m.

3:00 p.m. to 9:00 p.m.

**KCJ:**

Day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>A Side</b>	1 <sup>st</sup> and 3 <sup>rd</sup> 0800-1400	0800-1400	1500-1800	0800-1400	1500-1800	0800-1400	1500-1800
	2 <sup>nd</sup> and 4 <sup>th</sup> 1500-1800						
<b>Remote ONLY</b>	1800-2100		1800-2100		1800-2100		1800-2100
<b>B Side</b>	1 <sup>st</sup> and 3 <sup>rd</sup> 1500-1800	1500-1800	0800-1400	1500-1800	0800-1400	1500-1800	0800-1400
	2 <sup>nd</sup> and 4 <sup>th</sup> 0800-1400						
<b>Remote ONLY</b>	1800-2100	1800-2100		1800-2100		1800-2100	

3. Visitation Hours for Work Release Center

1600 - 1800 (For Internal visitors)

1800 - 2100. (Remote Only)

Unscheduled Video Calls for KCWRC

6:00 a.m. to 10:00 p.m. (Unlimited)

1. Handicap visits will be conducted at the Roger D. Wilson Detention Facility Checkpoint via video kiosk. Visitors will need to call the facility to schedule these visits.
2. All extended or special visits between inmates and their families must be pre- approved by the Facility Commander or designee. The Shift Commander will document the special visit on the “Extended Visitation Form” and enter into the IMS computer. The original will be forwarded to the Accreditation Office and a copy is to be placed in the inmate file. **4-ALDF-5B-03**

**SUB-SECTION C:  
VISITOR REGISTRATION**

**4-ALDF-5B-04, 1400-01-.11(7d)**

1. All visitors scheduling remote or internal onsite visits must register with JAILATM.COM and provide full name, address, contact information and valid driver’s license or state issued identification.
2. Remote visitors will be required to log in to their accounts using their credentials prior to visits.
3. Internal onsite visitors must check in at the Knox County Visitation Center by presenting their valid driver’s license or state identification card.

**SUB-SECTION D:  
CONTACT VISITS (PERSONAL VISITS ONLY)**

1. Due to the physical design, the safety and security of all staff, visitors and inmates of the Knox County Corrections Facilities, inmates will not be permitted to have personal contact visits unless ordered by the court.
2. If a court order is obtained for a contact visit, the Facility Commander is to be notified. The Facility Commander will notify the Director of Corrections of the pending visit. The issuing judge may be notified that the court order is violating department policy and may be putting the visitor in imminent danger. If the issuing judge rescinds the order, the inmate will be notified and will be granted a telephone call to advise his/her visitor.
3. If the order is not rescinded, the visit shall be carried out and will be documented in the IMS computer.
4. KCSO procedure for court order contact include:
  - a. Designated Visitation Areas:
    - i. Visitation booths at the Knox County Jail
    - ii. Handicapped Visitation in Unit 1 and Unit 5 at the RDWDF
  - b. Date and time of the visit shall be at the discretion of the Facility Commander/designee
  - c. Visitor must present valid driver’s license or state identification card to the Checkpoint Security Staff.

- d. Total time of the visit shall be limited to 30 minutes
  - e. Total number of civilian visitors shall not exceed 2 persons
5. Any visitor granted a contact visit is subject to a strip search. A strip search is when a person is required to remove all his/her clothing. This search will be done in privacy and by a member of the same sex as the visitor. Should probable cause exist for a strip search, the Sheriff/designee will be notified prior to the search. **1400-01-.11(7e)**

**Note:** Prior approval for a visitor strip search must be granted by the Sheriff or his/her designee. A “Consent to Search” form must be completed anytime a visitor is strip-searched.

### **SUB-SECTION E: VISITATION SPECIAL HOUSING**

#### 1. Medical

Male/Female

- i. Inmates housed in therapeutic isolation, in Medical 6B, must be pre-approved for visitation by the Medical Director or his/her designee.
- ii. If the visit is granted the inmate will utilize the portable kiosk located in medical.

#### 2. Disciplinary Pod

Inmates assigned to the Disciplinary housing will receive visitation as follows:

- i. When an inmate is placed in Disciplinary Segregation he/she will not receive a visit during the first 24-hours.
  - ii. Visitation days will be the same as general housing inmates; however there will be a portable kiosk that will be available when security concerns prohibit the inmate from using the pod kiosk.
- a. Inmates receiving a visit will be taken to the pod kiosk visitation area in handcuffs by the Pod Officer.

#### 3. Protective Custody

Inmates assigned to Protective Custody will have visitation as follows:

- i. Visitation methods, days and hours will be the same as general housing inmates.
- ii. Inmates will be removed from their cell when all other inmates have been secured.
- iii. The Pod Officer will then escort the inmate to the pod visitation area.

4. In the event an inmate housed in a Special Needs Unit does not receive his/her visitation, an “Incident Report” detailing the reasons must be submitted to the Facility Commander.

### **SUB-SECTION F:**

### HANDICAP VISITATION (COURT ORDER/LEGAL VISITORS)

1. Handicapped inmates housed with special needs will utilize the pod kiosk located on the bottom floor of the pod.
2. Handicapped Visitors may utilize the kiosk at the Checkpoint of the Roger D. Wilson Detention Facility.

### SUB-SECTION G: ITEMS ALLOWED IN THE FACILITY (COURT ORDER/LEGAL VISITORS)

Items allowed into the facility by those receiving a court ordered contact visit are limited to:

1. One (1)-baby bottle, one (1) baby blanket, one (1) baby diaper
2. Medical prescriptions/equipment such as nitroglycerin, inhalers, wheel chairs
3. All other items must be approved by the Facility Commander/designee
4. All items, including but not limited to, tablets and laptop computers approved to enter the secured areas of the facility must be taken with the visitor upon exiting.

### SUB-SECTION H: STORAGE OF UNAUTHORIZED ITEMS (COURT ORDER/LEGAL VISITORS)

1. Visitors must secure all items not allowed in the facility in the lockers provided or in their vehicle. Visitors at the Knox County Visitation Center must leave all items in their vehicles.
2. **Items will not be secured at the Checkpoint Desk.**
3. Any items left in the facility will be turned over to the Shift Commander on duty (Shift Supervisor at KCJ).

**Note:** Knox County and its employees will not be responsible for any items left in the lockers or vehicles.

### SUB-SECTION I: COMMUNICATION WITH THE PUBLIC

Facility Staff Members shall be courteous in their dealings with the public.

### SUB-SECTION J: DENIED, TERMINATION AND/OR SUSPENSION OF VISITATION

1. Visitor (video, professional and court ordered contact)
  - a. A visit may be denied, terminated and/or suspended under the following circumstances, but not limited to:
    - i. Visitor is under the influence of drugs or alcohol
    - ii. Visitor refuses to submit to search procedures
    - iii. Refusal or failure to present adequate identification or the falsification of identification information by the visitor
    - iv. Violations of facility visitation rules
    - v. As deemed necessary to preserve the safety and security of the facility

- vi. Failure to properly supervise children
- b. If contraband is found on the person or in the clothing of a visitor, the contraband will be confiscated and the Shift Commander will be notified and an Incident Report will be submitted.

**Note:** Anytime a visit is denied and/or terminated, this will be documented in the Inmate Management System (IMS).

- 2. Inmate
  - a. A visit may be denied, suspended or terminated under the following circumstances, but not limited to:
    - i. Violation of facility visitation rules
    - ii. Disciplinary action
    - iii. Whenever a visit is denied, suspended or terminated, a report will be prepared by the officer taking the action and forwarded to the Facility Commander.

**SUB-SECTION K:  
CONTACT VISITS: PROFESSIONAL VISITORS (CRC ORDER 68942) 11/04/99**

- 1. Professional visitors include, but are not limited to, attorneys, Clergy and law enforcement officers.
- 2. Attorneys presenting valid driver's license or state identification card and attorney credentials to the Checkpoint Security Staff, will be permitted full confidential contact visits with inmates in designated areas within the secured units.
- 3. Professional visitors requesting a contact visit, other than attorneys with a valid bar card, will only be permitted to visit in the Special Contact Visitation Area located on the upper level of Unit 1. Valid credentials and valid driver's license or state identification card must be presented prior to authorizing the visit.
  - a. Designated attorney booths may be utilized if the attorney chooses.
  - b. Any associates, personnel or interpreters who accompany an attorney on a contact visit with an inmate, must produce credentials showing he/she is employed by the attorney, or his/her firm, prior to the visit.
  - c. If an associate, representing an attorney or firm is not accompanied by the attorney, they will be allowed only one visit with the inmate in the visitation area of the inmate's housing unit. They will not be granted contact visits unless court ordered.
- 3. Rules that apply to the general public also apply to professional visitors.
- 4. Professional visitors are subject to pat down searches.
- 5. Professional visitors may be allowed to enter the secured areas of the facility with only those

items that pertain to his/her visit. No bags, briefcases, etc. will be allowed in the secured areas. This search must be done in the presence of the visitor.

6. All items, including but not limited to, tablets and laptop computers approved to enter the secured areas of the facility must be taken with the visitor upon exiting.
7. Professional visitors must have prior approval from the Facility Commander/ designee before visiting their clients after visitation hours.
8. Professional visitors may also use the external remote or internal on site video visitation after creating an account with JAILATM.COM.
9. Attorneys who use the system may request privileged communications (non-recorded) with their clients by contacting jail administration after creating an account with JAILATM.COM.

#### **SUB-SECTION L: "ALERT" VISITS**

1. Prior to allowing a Professional visit for an inmate, the Classification "Alerts" screen on the Inmate Management System (IMS) must be checked.
2. If the IMS screen shows an "Alert" for an "Invocation of Rights", the inmate may not receive visits from any law enforcement official, with the purpose of questioning regarding criminal charges or, investigations pending or contemplated, without legal representation present.

**Note:** All professional visits are documented in the IMS computer.

#### **SUB-SECTION M: INTERVIEW AND CUSTODY EXCHANGE BY OUTSIDE AGENCIES**

1. Interview of Inmates in the Facility
  - a. If a representative of another agency requests to interview a state prisoner in our custody they may do so, unless that inmate has an "Invocation of Rights" on file. If an "Invocation of Rights" alert is noted on the IMS computer, the interview may not occur without the inmate's attorney or legal representative present.
  - b. Interviews of inmates, with representatives of outside agencies, require prior notification of the Facility Commander through the Shift Commander.
  - c. Upon approval of the interview, the Checkpoint Officer will complete an "Inmate Interview/Custody Exchange Court Order" and distribute as follows:
    - i. Original to the Facility Commander
    - ii. Copy placed in the inmate file
  - d. Interview rooms are available at all Knox County Corrections Facilities and within the Detective Division at the City/County Building.
  - e. If the interviewing representative arrives at the facility to conduct a pre-arranged interview with an inmate and there is a problem, the Checkpoint Officer will notify the Shift Commander or his/her designee.



2. Inmates Removal from Facility by outside Agency

- a. In the event a representative of an outside agency requests to take custody of a State Prisoner and remove them from the facility, they may do so only under the direction of a court order authorizing the exchange of custody for that particular inmate or by the discretion of the Director of Corrections/designee.
- b. This procedure will take place under the direction of the Intake/Release Manager or his/her designee. No inmates will exit the facility via the Checkpoint Area.

**SUB-SECTION N:  
VOLUNTEER VISITORS**

1. All approved volunteers will have a Knox County Sheriff's Office Identification Card, which they will present to the Corrections Officer before being allowed into the facility. Security Staff will ensure the visitor is on the "approved" visitor list on the intranet. **4-ALDF-7F-06**
2. If there is a question(s) as to the validity of their visits, contact the Programs Manager or Shift Commander.
3. Volunteer visitors will adhere to all rules and regulations that apply to all visitors.

**SUB-SECTION O:  
VISITOR INFORMATION**

The PBX/Receptionist will give verbal directions the Roger D. Wilson Detention Facility. Additional visitor information can be found at [www.knoxsheriff.org](http://www.knoxsheriff.org).