

# VISITING

## Minnesota Sex Offender Program

Issue Date: 2/4/25      Effective Date: 3/4/25      Policy Number: 420-5100

**POLICY:** To maintain family and community relationships, Minnesota Sex Offender Program (MSOP) clients may visit approved family, friends, and support persons through in-person and video visiting, subject to limitations necessary to provide a safe and secure therapeutic experience.

**AUTHORITY:** Minn. Stat. §§ 246.014, subd. (d) [Effective through June 30, 2025]  
Minn. Stat. § 246C.07, Subd. 3(a)(2) [Effective on July 1, 2025]  
144.651, subd. 26; 253B.03, subd. 3; 253D.19, subd. 1

**APPLICABILITY:** MSOP program-wide, excluding MSOP Community Preparation Services (CPS). This policy does not apply to attendance at treatment review meetings or Special Review Board hearings.

For CPS client visits see MSOP Division Policy 225-5160, “Community Preparation Services (CPS) Client Visits.”

**PURPOSE:** To maintain procedures for client visits at MSOP and via video technology.

### DEFINITIONS:

Client Visit Record – information and documentation, stored electronically or in hard copy, regarding client visits including, but not limited to, applications, logs of visits, authorization documents, visit requests and support documents for the application process.

Criminal History Check – review of the publicly-available criminal history records.

Minor – an individual under 18 years of age.

Non-Contact – a client visiting status prohibiting physical contact between the visitor and the client.

Special request – a request for a visit outside of the regular visiting rules or process.

Video equipment – equipment used to facilitate a video visit which may include a cellular telephone, television or laptop, speakers, camera, and remotes.

Video visit – a secure video conference between an MSOP client and family, friends, and/or outside stakeholders.

Video visit software – an internet-based program used to facilitate free voice/video calls to another party using the same software (e.g., Skype, Zoom).

VideoNow staff – Department of Human Services (DHS) staff in St. Paul who provide technical support with Vidyo equipment and/or scheduling meetings/visits.

VidyoConnect – a form of interactive television using the DHS network.

Visiting Restriction – a restriction placed on specific visits or visitor(s), such as non-contact. Restrictions may be implemented due to client behavior, visitor behavior, or if the primary therapist determines the visit or visitor could interfere with treatment progress.

Visitor – any person who has completed the application process and has been approved to enter MSOP facilities and/or participate in a video visit. Includes:

- A. Immediate family of a client – spouse (Minn. Stat. §§ 517.18 and 517.23); and birth, step, or adopted: children, parents, siblings (including half siblings), grandparents and grandchildren.
- B. Professional visitor – professionals such as probation officers, mental health professionals, attorneys, judges, county case managers, ombudsman, or spiritual representatives, who are on official business and are not included on the client’s visitor list. This may include law students, paralegals and other agents working under the direct supervision of licensed attorneys or mental health professionals.
- C. Other Visitor – any individual not covered in A or B above.

Volunteer – see MSOP Division Policy 410-5043, “Volunteer Services Program.”

## **PROCEDURES:**

- A. Visiting Application and Approval
  - 1. Clients are responsible for providing Visiting Application (420-5100a) and Facility Contact Info and Directions (420-5100b) to potential visitors.
  - 2. Prospective visitors ages 18 years and older must complete applications and return them to the facility visiting supervisor/designee for processing. MSOP returns incomplete applications to the applicants for completion.
  - 3. A minor applicant must be listed on the application of the minor’s custodial parent/guardian.
    - a) The custodial parent/guardian may give written permission to another specified adult to escort the minor in their absence by submitting a Minor Escort Authorization Form (420-5100c) to the visiting supervisor/designee.
      - (1) The specified adult must also have an approved visiting application if they intend to participate in the visit.
      - (2) The visiting supervisor/designee verifies the application contents by contacting the custodial parent/guardian.
      - (3) Once the Minor Escort Authorization Form (420-5100c) is in the Client Visit Record, the authorizing person must submit a separate written notification to rescind.
    - b) The custodial parent/guardian must include a copy of each minor's state/county certified birth certificate with the visitor’s application.
    - c) The client’s primary therapist reviews the client’s Client Request (420-5099a) for approved minor visitors annually.
    - d) When an approved minor visitor turns 18 years of age, it is the visitor's responsibility to submit an individual Visiting Application (420-5100a) for approval.

4. Upon receipt of the completed application:
- a) The visiting supervisor/designee conducts a criminal history check. Criminal history reports are confidential and are not released to the client or used for any purpose other than to determine approval for visiting.
  - b) Applicants with active arrest warrants are not approved for visiting.
  - c) For applicants with felony level convictions, the facility security director/designee, facility director/designee, and facility clinical director/designee review the application.
  - d) The facility director and facility clinical director must review/approve any applicants on correctional community supervision (e.g., probation, parole, supervised release) or who have pending criminal charges.
  - e) After completing the criminal history check, the visiting supervisor/designee forwards the application to the client's primary therapist.
  - f) The primary therapist completes the Primary Therapist Visiting Application Review Form (420-5100d) and forwards it to the visiting supervisor/designee, who enters the information into the visiting database.
  - g) If the visiting supervisor/designee and the primary therapist are not in agreement on approval of a visiting application, the facility director and facility clinical director make the final determination.
  - h) The visiting supervisor/designee:
    - (1) forwards an updated Client Visit Record to the client;
    - (2) notifies the applicant using the Visitor Application Notification form (420-5100f); approved notices also include the Visiting Room Expectations (ML – 420-5100g, or SP – 420-5100h) and Visitor Information Sheet (420-5100i);
    - (3) forwards the updated Visitor List to Master Control; the visitor lists must include the MSOP St. Peter and Moose Lake sites; and
    - (4) annually reviews the visitor's application (including a criminal background check) and provides updates to clients. Visitors are only notified if there is a change in their status. The visitor's prior year's criminal history is replaced by the current year in the Client Visit Record.
    - (5) If in the annual review a new felony level conviction is discovered, the visitor's application is reviewed by the facility security director/designee, facility director/designee, and the facility clinical director/designee.
  - i) Clients married to each other (refer to MSOP Division Policy 420-5500, "Client Marriage") may submit a Client Request (420-5099a) to combine their visiting lists.
    - (1) The visiting supervisor/designee notifies both clients' primary therapists.
    - (2) The primary therapist processes the request following this policy.

- j) MSOP only recognizes the following forms of identification:
    - (1) a valid driver's license from the state of residence;
    - (2) a valid state photo identification card from the state of residence;
    - (3) a valid photo military identification card – active duty only;
    - (4) a valid passport if a resident of a foreign country; or
    - (5) valid tribal identification card as detailed in Minn. Stat. § 171.072 (b) and (c).
  - k) Visitors must update name or address changes by presenting an updated form of identification (as listed above) to processing staff. Processing staff notify the visiting supervisor/designee who updates the visiting database. Visiting staff make a copy of the identification upon first visit (or changes) and file in the Client Visit Record.
5. The applicant's approved visiting application must be in the Client Visit Record prior to a visit.
  6. Prior to the visit, visitors to the facility who require a reasonable accommodation for a disability must contact the visiting supervisor/designee to discuss the accommodation.

## B. Registration

### 1. In-Person Visiting Registration:

- a) When entering the facility, all adult visitors must register on the Visitor Registration Form (420-5100j).
- b) Each adult visitor must provide the identification listed on their application when registering.
- c) Visitors must wear proper attire as identified in the Visitor Information Sheet (420-5100i).
- d) Limited locker space is available to secure personal items. The facility is not responsible for the loss or theft of any personal property.
- e) All visitors must pass a security check (which may include a metal detector, hand-held wand, or pat search) before entering the visiting room.
  - (1) Visitors with medical devices (such as metal implants, etc.) which may cause a metal detector to alarm must consent to a pat search. These visitors are metal detected with a hand-held wand and a localized pat search is conducted in the area of the condition. (See MSOP Division Policy 415-5012, "Searches – Employees and Visitors.")
  - (2) Visitors who are unable, for non-medical reasons, to successfully pass metal detection may be asked to submit to a pat search and allowed to visit on non-contact status for one visit only. Failure to comply with the requested pat search may result in the visit being denied subject to determination by the facility officer of the day (OD) or administrator on call. Subsequent metal detector failures result in denied visits.

- (3) When a pat search is required, staff complete the Visitor Notification of Search (420-5100k) and provide an original to the visitor for signature before the pat search occurs. Staff search visitors according to search criteria outlined in MSOP Division Policy 415-5012, "Searches – Employees and Visitors."
- (4) All Moose Lake visitors over the age of five are hand stamped.
- (5) Service animals are subject to search. (See also MSOP Division Policy 420-5440, "Animals (Pets).")

2. Video Visiting Registration:

- a) Each adult visitor must display the identification listed on the visitor's application to visiting staff when registering.
- b) Visitors must wear proper attire as identified in the Visitor Information Sheet (420-5100i).
- c) Visiting staff must ensure the background in the video visit is appropriate to the treatment environment.

C. Visiting List

1. Each client is allowed up to 24 approved visitors on the client's list at any one time.
2. Only immediate family members are allowed to be on more than one client's visiting list.
3. Visitors who no longer wish to be on a client's visiting list must send a written notification to the facility visiting supervisor/designee.
4. A client may submit a Client Request (420-5099a) to the facility visiting supervisor/designee to have a visitor removed from the client's visiting list.
5. Visitors removed from a client's visiting list may not reapply for visiting privileges for six months.
6. Professional visitors, contractors, and interns must be at least 18 years of age and are allowed entry into the facility in accordance with MSOP Division Policy 410-5032, "Event Letters."
7. Professional visitors are encouraged to schedule their visit in advance. Professional visits normally occur during business hours (Monday through Friday, 9:00 a.m. to 5:00 p.m.). Unscheduled professional visits outside of normal business hours are subject to approval by the OD.
8. Volunteers are not allowed to be on an individual client's visiting list. (See MSOP Division Policy 410-5043, "Volunteer Services Program" and MSOP Division Policy 420-5300, "Spiritual Practices.")
9. Clients who are placed into the community on a provisional discharge who wish to visit client(s) residing inside the secure perimeter must have approval and support from their assigned reintegration agent. The reintegration agent contacts the MSOP Reintegration Director. If the MSOP Reintegration Director approves the request, the MSOP Reintegration Director contacts

the facility director and facility clinical director where the client is to be visited for approval. If the visit is approved, it is monitored and governed by all other visiting rules. The client on provisional discharge may visit with only one client in the secure perimeter at a time.

10. Clients who are fully discharged from civil commitment must submit a completed Visiting Application (420-5100a) and staff process as outlined in section A above.
11. Non-employees (including but not limited to contractors, consultants, interns, and volunteers), professional visitors, former and current MSOP staff, and any other individual who previously provided services to MSOP clients or to MSOP are restricted from visiting MSOP clients and will not be placed on any client visiting list. Limited exceptions may be granted if unanimously supported by MSOP site facility directors and facility clinical directors. Office of Special Investigations (OSI) director may be contacted for information on any open investigations.
12. The facility director/designee, in consultation with the facility clinical director, determines any exceptions to the visiting list.

#### D. General Visiting Restrictions

1. Clients with correctional supervised release conditions prohibiting contact with minors must sit as far away as possible from other clients' minor visitors. Staff may assign seating in the visiting area.
2. For Protective Isolation (PI), Administrative Restriction (AR) status, and clients on levels of observation:
  - a) clients on PI status are not allowed visits;
  - b) clients on AR status follow individual administrative restriction plans; and
  - c) clients on levels of observation may have visits in consultation with clinical or Health Services staff, or as directed in their Levels of Observation Directive (215-5270a-5020c).
3. Visitors exhibiting behaviors creating a safety or security risk, who disrupt the visits of others, who violate a visiting rule, and/or who engage in suspicious and/or inappropriate conduct are subject to have the visit terminated or denied.
  - a) When terminating or denying a visit due to a rule violation, visiting staff provide the visitor with a Notice of Violation of Visiting Rules (420-5100l) before the visitor leaves the facility (if possible). If it is not possible, the visiting supervisor/designee mails the form to the visitor.
  - b) When necessary, the visiting supervisor/designee, in consultation with the client's primary therapist:
    - (1) prepares the Visiting Restriction Notice (420-5100m);
    - (2) forwards the form to the facility director/designee and facility clinical director/designee for review and approval;
    - (3) provides the visitor and client with a written copy of the Visiting Restriction Notice (420-5100m), which includes the reason and length of the restriction and any conditions necessary to terminate the restriction; and

- (4) maintains current records of restricted visitors.
  - c) If the restriction is for less than one year, the visitor's privileges are reinstated at the conclusion of the restriction period. If the restriction is for one year or more, the visitor must re-apply for visiting privileges.
4. A client who exhibits behaviors creating a safety or security risk, disrupts the visits of others, and/or violates a visiting rule, is subject to having the visit terminated or denied.

E. Special Requests

- 1. Clients may submit a Client Request (420-5099a) to the visiting supervisor or OD for any exceptions or requests not already addressed by this policy.
- 2. Clients may submit a Client Request (420-5099a) to the facility clinical director/designee to combine a contact visit with one other client. (Each individual client must submit a request.) The visitor limit remains at four and all other visiting rules apply.
  - a) Joint visits may be considered for approval under special circumstances, such as a major life event or treatment related event. One joint visit per year may be approved, any additional joint visit requests must be approved by the facility clinical director and the facility director.
  - b) Each client submits a Client Request (420-5099a) to the facility clinical director/designee to combine a contact visit with one other client, explaining the reason(s) for the joint visit request.
  - c) If approved, the facility clinical director/designee scans the approved Client Request (420-5099a) to the visiting staff prior to the visit. The visitor limit remains at four and all other rules apply.

F. In-Person Visiting Rules (see also Visiting Information for Clients (420-5100n))

- 1. Visits must occur within visiting hours as set forth in facility-specific visiting room expectations (ML – 420-5100g or SP – 420-5100h). If visitors are waiting to use the visiting room, visits are limited to one hour.
- 2. Clients and visitors are allowed one greeting and departing embrace and a brief closed mouth kiss. Holding hands above the table is permitted. No other contact is allowed. Clients and their visitors may not engage in verbal or physical sexually suggestive, sexual, or assaultive contact.
- 3. If the client or visitor leaves the visiting area for any reason, they are required to be reprocessed prior to resuming the visit.
- 4. Food and Beverages Allowed Inside the Visiting Room
  - a) St. Peter
    - (1) Each visitor and client may have one beverage in the visiting room.
    - (2) Beverages must be purchased by the client from either vending machines or ordering service.
    - (3) Upon entrance to the visiting room, clients must show beverage containers to visiting room staff to verify seal.

- (4) Beverages must be consumed and disposed of in the visiting room. No beverage containers, whether opened or closed, may be taken out of the visiting room by clients or visitors.

b) Moose Lake

- (1) Beverage vending machines are available in the visiting room.
  - (2) Only items purchased from the vending machines may be consumed in the visiting room.
  - (3) Vending machine items must be consumed and disposed of in the visit room, no vending machine items are allowed out of the visiting room with clients/visitors.
5. Visitors may bring completed checks or money orders (to be processed according to MSOP Division Policy 420-5250, "Client Property").
  6. Visitors may bring up to ten loose photographs (photos) into the visiting room. Photos are subject to search and review for appropriateness consistent with MSOP Division Policy 420-5230, "Media Possession by Clients." All photos must leave the facility with the visitor.
  7. Camera(s) are allowed in the visiting room for photography. Staff maintain possession of the camera and take pictures during the last five minutes of the visit. (St. Peter only – for clients in Phase III, Control Center staff maintain possession of the camera and take pictures.)
  8. Infant/toddler may have one each:
    - a) pacifier;
    - b) plastic baby bottle; and
    - c) receiving blanket.
  9. No coats, jackets, scarves, headwear or sunglasses are allowed in visiting room.

G. Video Visiting Rules

1. Video visits must occur within visiting hours as set forth in the Video Visiting Expectations (420-5100o). Clinically-supported video visits with person(s) not on an approved visiting list, or for special circumstances, are approved as outlined in section I below.
2. Video visits are limited to 30 minutes. Staff schedule video visits in 45-minute increments to allow for connecting the video equipment.
3. Video Visits are offered on state-issued devices and/or equipment using the facility guest wi-fi access.
4. Clients may submit a Client Request (420-5099a) to the visiting supervisor/designee to schedule a video visit. Clients are limited to one scheduled video visit per week.
5. Video visits are intended for family or social support visits only. Visits using video visit software are not allowed for legal, religious, treatment review meetings, etc.
6. Video visits are conducted with only one client at a time. Joint video visits are only permitted as outlined in section E.2 above.



7. Clients and visitors participating in a video visit must remain on-camera for the duration of the visit. The client and visitors must ensure that individuals not approved for the visit do not participate in the video visit, either directly on the video or indirectly in the background.
8. Staff directly monitor the video visit at all times.
9. Staff may terminate a video visit during emergencies, equipment malfunction, tampering, loss of video connection, or at staff discretion when deemed necessary.

#### H. Infirmary Visits at MSOP (Moose Lake only)

Health Services staff in consultation with the Security Program Manager and the client's primary therapist:

1. reviews infirmary visits and/or phone call requests on a case-by-case basis;
2. approves visits/phone calls before they may occur;
3. designates dates and/or times of visits or phone calls; and
4. notifies the OD, infirmary staff and the visiting supervisor/designee of all necessary information.

#### I. VidyoConnect Visits

1. A client may submit a Client Request (420-5099a) to participate in a video visit for the following reasons:
  - a) a deathbed/death-related visit; or
  - b) a clinically supported visit in lieu of an in-person visit in the facility visiting room.
2. MSOP permits only one client to attend a video visit unless pre-approved by the facility clinical director in consultation with the facility director or their designees.
3. MSOP approves video visits only for up to one hour maximum unless otherwise approved by the facility clinical director in consultation with the facility director or their designees.
4. Staff supervise all video visits.
5. Death Bed/Death-Related
  - a) A client may request a video deathbed or death related visit as outlined in Deathbed-Death Related Visit (415-5091) or CPS Death Related Visits (225-5190).
  - b) If approved, the video visit substitutes for a physical transport for either the deathbed or death-related visit and is not in addition to an in-person visit.
6. Clinically Supported Video Visit
  - a) A client may submit a Client Request (420-5099a) to the client's primary therapist for a video visit.
  - b) The primary therapist consults with the client's treatment team, including the clinical supervisor and the facility associate clinical director (ACD), to discuss the requested video visit.

- c) The ACD consults with the facility clinical director and facility director or their designee(s) for final approval of the video visit.
- d) The respective ACD notifies the primary therapist of the approval or denial of the request and has the primary therapist inform the client.
- e) If a client is approved for a video visit, the primary therapist scans a copy of the approved Client Request (420-5099a) to the facility security director/designee or Community Preparation Services (CPS) Operations Manager/designee to facilitate the visit (see Facilitating a VidyConnect Visit (420-5099p)).

**REVIEW:** Biennially

**REFERENCES:** MSOP Division Policy 415-5030, "Contraband"  
MSOP Division Policy 415-5010, "Searches - Clients"  
MSOP Division Policy 415-5011, "Searches – Areas"  
MSOP Division Policy 415-5012, "Searches – Employees and Visitors"  
MSOP Division Policy 410-5032, "Event Letters"  
MSOP Division Policy 420-5250, "Client Property"  
MSOP Division Policy 420-5099, "Client Requests and Grievances"  
MSOP Division Policy 410-5043, "Volunteer Services Program"  
MSOP Division Policy 420-5500, "Client Marriage"  
MSOP Division Policy 420-5230, "Media Possession by Clients"  
MSOP Division Policy 420-5440, "Animals (Pets)"  
MSOP Division Policy 420-5300, "Spiritual Practices"  
MSOP Division Policy 420-5015, "Outside Food Orders"  
MSOP Division Policy 225-5160, "Community Preparation Services (CPS) Client Visits"

**ATTACHMENTS:** Visiting Application (420-5100a)  
Facility Contact Info and Directions (420-5100b)  
Minor Escort Authorization Form (420-5100c)  
Primary Therapist Visiting Application Review Form (420-5100d)  
Visitor Application Notification (420-5100f)  
Visiting Room Expectations – ML Site (420-5100g)  
Visiting Room Expectations – SP Site (420-5100h)  
Visitor Information Sheet (420-5100i)  
Visitor Registration Form (420-5100j)  
Visitor Notification of Search (420-5100k)  
Notice of Violation of Visiting Rules (420-5100l)  
Visiting Restriction Notice (420-5100m)  
Visiting Information for Clients (420-5100n)  
Video Visiting Expectations (420-5100o)  
Facilitating a VidyConnect Visit (420-5099p)

Client Request (420-5099a)  
MSOP Provisional Discharge Client Request (230-5600f)  
 Client Visit Record  
 Visitor List (Visiting Database)  
Levels of Observation Directive (215-5270a-5020c)

**SUPERSESION:** MSOP Division Policy 420-5100, "Visiting," 2/7/23.  
MSOP Division Policy 420-5107, "Video Visiting," 8/2/22.  
All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

/s/  
Nancy A. Johnston, Executive Director  
Minnesota Sex Offender Program