STAYING CONNECTED AND STAYING STRONG

A handbook for families and friends of those incarcerated in Minnesota State Correctional Facilities
The mission of the Minnesota Department of Corrections (DOC) is transforming lives for a safer Minnesota.

The following handbook provides an overview of the Department of Corrections (DOC) and is a resource for families and loved ones to stay connected during incarceration. Visit our website (http://mn.gov/doc) for the most up-to-date information.

**Vision**
Achieving justice through promotion of racial equity, restoration from harm, and community connectedness.

**Mission**
Transforming lives for a safer Minnesota.

**Values**
Safety • Dignity • Honesty • Service • Equity • Fairness • Respect
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location of Facilities</td>
<td>1</td>
</tr>
<tr>
<td>Facility Information</td>
<td>2</td>
</tr>
<tr>
<td>Classification Levels</td>
<td>3</td>
</tr>
<tr>
<td>Staff Organization</td>
<td>4</td>
</tr>
<tr>
<td>Terms and Abbreviations</td>
<td>4</td>
</tr>
<tr>
<td>Programming</td>
<td>5-6</td>
</tr>
<tr>
<td>Property</td>
<td>6</td>
</tr>
<tr>
<td>Finances</td>
<td>6-7</td>
</tr>
<tr>
<td>Contacting Your Loved One</td>
<td>7-9</td>
</tr>
<tr>
<td>Telephone</td>
<td>7</td>
</tr>
<tr>
<td>Mail</td>
<td>8</td>
</tr>
<tr>
<td>O-Mail</td>
<td>9</td>
</tr>
<tr>
<td>Visiting</td>
<td>9-12</td>
</tr>
</tbody>
</table>
LOCATIONS OF FACILITIES

- Togo
- Willow River/Moose Lake
- St. Cloud
- Rush City
- Lino Lakes
- Stillwater
- Oak Park Heights
- Shakopee
- Red Wing
- Faribault
FACILITY INFORMATION

Adult Male Facilities

Faribault
Phone (507) 334-0700
Fax (507) 334-0730
1101 Linden Lane
Faribault, Minnesota 55021

Lino Lakes
Phone (651) 717-6100
Fax (651) 717-6105
7525 Fourth Avenue
Lino Lakes, Minnesota 55014

Oak Park Heights
Phone (651) 779-1400
Fax (651) 779-1385
5329 Osgood Avenue North
Stillwater, Minnesota 55082

Rush City
Phone (320) 358-0400
Fax (763) 689-7543
7600 525th Street
Rush City, Minnesota 55069

St. Cloud
Phone (320) 240-3000
Fax (320) 240-3054
2305 Minnesota Boulevard SE
St. Cloud, Minnesota 56304

Stillwater
Phone (651) 779-2700
Fax (651) 351-3600
970 Pickett Street North
Bayport, Minnesota 55003

Moose Lake
Phone (218) 485-5000
Fax (218) 485-5007
1000 Lake Shore Drive
Moose Lake, Minnesota 55767

Adult Male & Juvenile Facility

Red Wing
Phone (651) 267-3600
Fax (651) 267-3761
1079 Highway 292
Red Wing, Minnesota 55066

Challenge Incarceration Program (CIP)

Willow River
Phone (218) 372-3101
Fax (218) 372-3090
86032 County Highway 61
Willow River, Minnesota 55795

Togo
Phone (218) 376-4411
Fax (218) 376-4489
62741 County Road 551
Togo, Minnesota 55723

Adult Female Facility (and CIP)

Shakopee
Phone (952) 496-4440
Fax (952) 496-4476
1010 West Sixth Avenue
Shakopee, Minnesota 55379

Minnesota Department of Corrections

Central Office
Phone (651) 361-7200
Fax (651) 642-0223
1450 Energy Park Drive, Suite 200
St. Paul, Minnesota 55108
What determines which facility someone will go to?
An incarcerated person’s facility placement is based on many factors, such as: length of sentence, offense characteristics, programming directives, criminal history, institutional adjustment, detainers, escape history, and prior incarcerations. The Minnesota Correctional Facility-St. Cloud (SCL) is the intake facility for all adult males. Shakopee is the intake location and facility for all adult females. All males, with the exception of release violators, begin at SCL for case planning and orientation, then may be transferred to another facility based upon procedure, classification, and department policies. Release violators are received at the Minnesota Correctional Facilities-Lino Lakes (LL), Faribault (FRB), Rush City (RC), Stillwater (STW), and Shakopee (SHK).

Five-Level Custody Classification System
The Minnesota correctional system has a five-level classification structure ranging from level 1, which is minimum custody, to level 5, which is maximum custody. Incarcerated individuals are assigned a classification score within 30 to 45 days of admission. This risk score determines what custody level they will be assigned.

Custody Classification System

- **Level 1 Minimum**: Faribault, Lino Lakes, Stillwater, Togo, Red Wing (Adults), Willow River
- **Level 2 Minimum**: Faribault
- **Level 3 Medium**: Lino Lakes, Moose Lake, Faribault
- **Level 4 Close**: Rush City, St. Cloud, Stillwater
- **Level 5 Maximum**: Oak Park Heights

MCF-Shakopee houses females of all security levels


**STAFF ORGANIZATION**

- **WARDEN**
  - ASSOCIATE WARDEN OF OPERATIONS
  - ASSOCIATE WARDEN OF ADMINISTRATION

- **PROGRAM DIRECTORS**
  - EDUCATION
  - SECURITY CAPTAIN
  - HEALTH SERVICES
  - FOOD SERVICE
  - HUMAN RESOURCES
  - FINANCE

- **RELIGIOUS SERVICES**
- **MINIMUM SECURITY**
- **RESTRICTIVE HOUSING**
- **CASE MANAGERS**
- **INCARCERATED PERSONS ACCOUNTS**
- **INCARCERATED PERSONS PHONES**

**COMMON DEPARTMENT TERMS**

- **Canteen** Facility store
- **Kite** Internal memo for an incarcerated person to communicate with staff
- **Flag** Main floor recreation space in living unit
- **Count** An accountability check of every incarcerated person several times during a 24 hour period
- **Switch In/Switch Out** Mandatory time to enter or exit cells or rooms
- **Galley/Tier** In older facilities, these are levels on which a cell is located in a living unit
- **Bubble** Glass enclosed officer station
- **Scrip** Money belonging to an incarcerated person
- **Restrictive Housing** Restrictive living unit used to house people who have violated major rules, may also be called Seg/Segregation
- **Lockup** Normal activities in all or part of the facility are stopped during which time staff conduct searches

**ABBREVIATIONS**

- **ABE** Adult Basic Education (education programming offered at all DOC facilities)
- **AOD** Alcohol and other drugs (reference to treatment programs at several DOC facilities)
- **CD** Chemical Dependency
- **CIP** Challenge Incarceration Program (Willow River, Shakopee, and Togo facilities)
- **CM** Case Manager
- **CO** Corrections Officer
- **DOC** Department of Corrections
- **ICWC** Institution/Community Work Crew (a DOC work service program in the community)
- **IR** Incident Report
- **ISR** Intensive Supervised Release (enhanced supervision status)
- **LOP** Loss of Privileges (restrictions resulting from misbehavior in a facility)
- **MCF** Minnesota Correctional Facility
- **MHU** Mental Health Unit
- **OID** Identification (ID number assigned to each incarcerated person in DOC facilities)
- **PO** Probation or Parole Officer
- **PSI** Pre-Sentence Investigation (a court-ordered social history report)
- **PRT** Program Review Team (DOC staff who review offenders and make program recommendations)
- **SRD** Supervised Release Date (date someone is released to supervision in the community)
PROGRAMMING
There are many programs available to those who wish to participate.

Education
All facilities provide adult basic education (ABE) programs to enable incarcerated people to complete a GED or high school diploma to improve their literacy skills. If someone does not have a verified high school or GED diploma when they begin their incarceration they will be required to obtain one. Adult facilities must provide comprehensive educational programming including literacy, general education development (GED) and high school diploma, special education, transition to post-secondary and career, post-secondary, life skills, and other programs designed to prepare offenders for successful reentry into society. Other programs provided include parenting programs; restorative justice programs; transition circle programs; canine training programs; family healing programs; recreation programming; and conflict resolution and mentoring programming. Not all programs are available at every facility.

Religious
Each facility provides opportunities to pursue individual religious beliefs and practices. Attendance at or participation in any religious activities is not restricted based on protected class status. A posted schedule of all religious activities is available to all incarcerated people.

Transitions
All facilities offer a range of transitional programming resources and services to people during their time with the DOC and after release. These resources and services are organized through the Community Reentry Unit, in collaboration with facility services, field services, various state and county agencies, faith-based groups, community organizations and private citizens. The combined effort meets the complex needs of people as they transition from prison to community. Resources have been developed through identifying “best practice” models in preparing people to return to their communities. Each facility transition center maintains numerous resources. These include community resources, job search assistance, housing information, higher education searches, veterans’ resources, etc. Access is available to everyone. Transition fairs may be held at each facility to provide direct access to re-entry service providers. All people in the DOC’s general population are required to attend pre-release class (approximately 18 class hours) approximately four to six months prior to release (with some exclusions). The curriculum covers housing, employment, personal identification documents, health, transportation, family issues, living under supervision, and personal financial management. A pre-release handbook covering these topics is provided to all participating incarcerated individuals. In addition to standard facility reentry programming, the DOC offers specialized release planning services for people with the following treatment needs: sexual offending, substance use disorder, medical, mental health, and/or brain injury.

The DOC is vested in juvenile reentry to enhance positive and pro-social transition into adulthood as well.
Recreation and Others

All facilities offer recreation/leisure programs. These programs include a range of activity levels, including sports, table games, and library services. People in the care of the DOC are provided access to recreation areas and equipment, including outdoor activities when weather permits. Recreation areas include outdoor yards, gymnasiums, day rooms, activities rooms, and common areas in living units.

PROPERTY

People who are incarcerated with the DOC can have a variety of personal property during their incarceration, in addition to state-issued property. There are personal property limits and all property is subject to search by staff. Everyone is required to store their personal property in their cells/living areas.

State Issued Property

People in DOC facilities are issued clothing upon initial admission: 3 pants, 3 shirts, 6 t-shirts, 6 briefs, 6 socks, 1 footwear, 1 shower shoes, 1 laundry bag, 1 coat, and 1 hat. Women are issued 2 bras in addition to the clothing listed. Incarcerated people are responsible for maintaining all state issued items in good condition and may request exchange of items annually.

ALLOWED PROPERTY UPON ADMISSION

Authorized property will be searched and inventoried

- One pair prescription eyeglasses
- One plain wedding band (no stones) - no other jewelry
- Dentures or dental partials
- Medically approved prosthetics
- One address book (no metal spiral)
- 20 personal photographs - must meet DOC policy
- Legal materials - paperwork only
- Religious items (no more than 5)
- Money (county check or voucher preferred, to be placed in offender account or held until release)
- Current driver’s license and/or current state identification card (no wallet)
- Social Security card
- Passport, birth certificate, tribal ID

CANTEEN SPENDING LIMITS

- $140 per week for adult facilities
- $40 per week for residents at juvenile facilities
- Does not include purchase of telephone time, televisions, electric typewriters, media, or the restitution surcharge
- Spending limits are different for those in restrictive housing
Additional Personal Property

Incarcerated people are only allowed to obtain/purchase property through canteen or the property department’s approved vendors. The department publishes an Allowable Property List. Incarcerated individuals are not allowed to transfer, take/give, trade, loan, and/or sell property to/from other incarcerated individuals. People are subject to disciplinary action if items are found to be transferred, taken, given, traded, loaned, and/or sold. An individual can have a maximum of five personal religious items, these are subject to the same restrictions and limitations as defined on the Allowable Property List.

FINANCES

People incarcerated with the DOC do not need money for their day-to-day needs. Each facility provides all the essential food, clothing, and medical care necessary. However, there may be some items that a person may want to purchase on their own through canteen or unit vending machines.

Canteen

MINNCOR operates a canteen at each facility where people can purchase approved items. They can buy snacks and items such as TVs, radios, hot pots, and personal lamps among many other items at the facility canteen. There are limitations in the amount and types of canteen purchases. The maximum possession of scrip and coin combined is $40. If someone owes court-ordered restitution and/or fines, a five percent non-refundable surcharge is assessed on all canteen purchases, excluding designated health and hygiene items.

How do I send money?

Funds must be sent to incarcerated individuals via JPay, an electronic funds transfer service. Information on JPay and how to set-up an account can be found on the DOC website, under ‘How to Send Money.’ Money can also be sent in the form of a money order or cashier’s check made payable to JPay at the following address: PO Box 246450, Pembroke Pines, FL 33024. Please include the person’s name, ID number and facility. Cash is accepted through MoneyGram at locations including CVS and Walmart.

Child support

If a person who is sent to prison is paying child support, you may be able stop or reduce payments until they are released. He or she must send a written request to the child support agency to review your support order. The request should state why you want a review. The child support agency will look at the information you provided to see if, based on the person’s current income, changing the existing order would result in a significant change in circumstances as defined in Minnesota statute.
If the order meets the standard for agency review, the child support office will send you a packet of forms and instructions. You must complete the forms and return them to the child support agency within 20 days. If the order does not meet the standard for agency review, the child support office will send you a letter telling you that the child support agency will not file a motion for modification of your child support order and, if you still want a review, you can file a motion asking the court tomodify your support.

CONTACTING
An incarcerated person can correspond with family and are highly encouraged to do so. Contact can occur by telephone, mail, e-mail, or visits when approved. Each form of communication has rules that need to be followed.

TELEPHONE
Can I call my loved one?
No. An incarcerated person can only make out-going calls during certain times. If you call a facility, you will not be transferred to your loved one. If there is an emergency, you can notify the facility of the situation.

Do I have to pay for the phone calls?
Incarcerated people can place collect phone calls, which will charge the recipient of the phone call, or they may purchase their own phone time through canteen. Three-way phone calls or forwarding a call when on the phone is not allowed.

What if there is an emergency?
If there is a death, serious illness, or injury in your family, you can call the facility your loved one is at and leave a message. Staff will verify the message and, once they have verified it, give the message to your loved one.

Are phone conversations monitored?
Yes, they may be monitored and/or recorded by staff. As with visits and mail, communication that incarcerated people have with individuals outside of the prison is monitored for security purposes. Your loved one is provided with written notification of this and there is notification posted by each telephone.

MAIL
All mail that is sent to a correctional facility is opened and reviewed by staff to check for items that are not allowed. Staff check for certain items and the content of writing. The only exception to this rule is legal and special mail that is legally confidential. When you send mail to your loved one, it will be opened as a security measure.

What CAN be mailed to an incarcerated person?
Paper with words/drawings; permanently signed/marked, non-musical greeting cards and postcards, maximum size 8.5 inches by 12 inches. Maximum of 20 photographs (including those printed on photo or standard paper; Polaroid photos must have the backing removed) per envelope; Periodicals and published materials shipped from the publisher; and clippings or photocopies of published materials that meet criteria.

What CANNOT be mailed?
If mail includes any of the following items, or discusses prohibited topics, it will be denied by the mail review staff, and your loved one will not receive it. You may not send cash, coded material, photos of DOC staff, photos featuring tattoos, sexually explicit materials, personal photos displaying nudity, and/or unsanitary items such as hair, saliva, body secretions and perfumed letters. You may not write about the following things: criminal activity, security threats, or advocating inferiority of an ethnic, racial or religious group.

What is special and legal mail?
Legal mail includes correspondence to or from courts, court staff, and attorneys. Special mail includes correspondence to or from state and federal elected/appointed/regulatory agencies and officials.
Special and legal mail may be sent or received in a sealed envelope. Incoming special/legal mail will be opened only in the presence of the incarcerated person. Staff may check the contents to ensure that the mail is legal or official in nature.

**How should I address mail?**
You must include the person’s full commit name and DOC ID number, and the facility address. You can find the address to each facility listed under “Facility Information” at the beginning of this handbook.

Here is an example of how to address an envelope being sent to someone at the Minnesota Correctional Facility-St. Cloud:

John Doe  
ID# 000000  
MN Correctional Facility-St. Cloud  
2305 Minnesota Boulevard SE  
St. Cloud, MN 56304

**O-MAIL**

**How do I send an email to my loved one?**
Incarcerated people can correspond through the use of JPay. To send an email, visit [www.jpay.com](http://www.jpay.com) to create an account and send letters electronically for around 40 cents per message (see jpay.com for current rates). Once you have an established account the offender can respond to your email correspondence. Before you send an email you will need the person’s ID number. All O-mail correspondence has the same restrictions that regular mail has. Those who are in restrictive housing cannot receive O-mail messages, they will be printed and delivered to the offender and they can respond via regular mail.

**VISITING**
Visiting is important part of keeping your loved one connected with family and friends in a meaningful way during incarceration. During visits, staff will focus on maintaining order and security in the facility. For this reason, it is important to be aware of the visiting rules and knowing what is expected of you and your loved one. This will
allow you to feel as comfortable as possible, and to help you focus on the relationship. You must be on someone’s approved visiting list by submitting a Visiting Privilege Application Form. Applications can be downloaded from the DOC website, picked up at the facilities, or mailed to you by your loved one. Facilities do not mail out applications. Make sure to fill out the application completely and honestly. Falsifying an application will result in a ban from all correctional facilities for a period of time. A criminal history check will be conducted. Having a criminal record or being on probation does not automatically keep you from being approved to visit. It’s your loved one’s responsibility to let you know if your application was approved. The facility will not inform an incarcerated person as to why an application was denied, that is up to the visitor. Please do not attempt to before you have received confirmation that you have been approved to visit. When you come to the facility for a visit, you must bring in the same form of identification that you listed on your Visiting Application.

**What is a contact visit?**

A contact visit occurs in the visiting area, and you will be in the same room with your loved one. You’ll be assigned seats in the visiting area. While contact visits allow you to be physically with your loved one, it has limits. **Intimacy is limited to one brief kiss on the cheek, a hug, and a handshake at both the beginning and end of each visit.**

The DOC holds the incarcerated person and visitor responsible for their conduct during a visit. If you do not comply with the rules, your visit may be terminated. Other consequences may follow, such as placement on non-contact status or being banned from visiting in the future. Make the most of your visits while following the rules so you don’t jeopardize your visiting privileges.

**What is a non-contact visit?**

In a non-contact visit, you will visit in a non-contact booth using a telephone or video camera. In this type of visit, you are separated by a barrier. Non-contact visits are limited to one hour due to limited space. Those who are in restrictive housing are only allowed non-contact visits, and these visits must be scheduled 24 hours in advance. Non-contact visits are also used when a visitor is unable to pass through the metal detector, or if a visitor or incarcerated person has violated a visiting rule and was placed on non-contact status.

**What is a video visit?**

Video visitation is available at all DOC facilities. This allows people to visit an from any location with a computer that has a camera. To participate in a video visit with, you must be on someone’s approved visitors list. To schedule a video visit, go to www.Jpay.com. If you have not already done so, you will have to establish an account with JPay.

Video visitation is a privilege. Some people are not eligible for video visits because of current visiting restrictions or disciplinary status. Each person should know whether he or she is eligible to receive video visits. It is also a privilege for friends and family that can be suspended for misconduct.

Video visiting scheduling is unique to each facility and each living unit. The JPay website is set up so you can only schedule a visit when the kiosk is available in the offender’s living unit. That does not mean, however, that someone is available. It is best to check with the person you are visiting to agree upon a time before you schedule.

All video visits are recorded and subject to monitoring. Video visits can be terminated for offender or visitor misconduct and no refund will be given. Incarcerated people and visitors can also lose video visiting privileges if they violate the rules. For further information on video visiting, including how to set up a video visit, costs, and rules of a visit, go to: https://mn.gov/doc/family-visitor/visiting-information/video-visitation/

Visiting in DOC facilities must be conducted in an accommodating manner while still maintaining order, the safety of persons, the security of

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**GUIDELINES FOR GUARDIANS AND PARENTS VISITING WITH CHILDREN IN ANY FACILITY**

- In all DOC facilities, a guardian can bring in a see-through bottle of formula, diapers that are not packaged, wet wipes in a see-through bag, and a blanket
- Anyone under 18 years of age must be escorted by their parent or legal guardian
- Prior to visiting, minors must be added to the offender’s list. This is done by including a copy of the minor’s official birth certificate with the application
- If children are escorted by an adult other than their parent or legal guardian, a signed and notarized authorization by the child’s parent(s) must accompany the birth certificate

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**IN ANY FACILITY**

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**VISITING WITH CHILDREN**

- If children are escorted by an adult other than their parent or legal guardian, a signed and notarized authorization by the child’s parent(s) must accompany the birth certificate
the facilities, and the requirements of correctional activities and operations. Incarcerated individuals are aware that failure to comply with the established regulations and policies by either their visitors and/or the incarcerated person may result in warning, termination of visits, placement on non-contact visiting status, suspension or revocation of the visiting privilege, including permanent loss of visits.

Visiting is a great way to develop and maintain relationships. Visiting practices may vary at correctional facilities based on the security needs of the facilities and facility layouts. Visiting information is available on the DOC website, which is continually updated. [https://mn.gov/doc/family-visitor/visiting-information](https://mn.gov/doc/family-visitor/visiting-information)

Please pay particular attention to the visiting regulations so that your visits occur with as little inconvenience as possible. If you have questions, phone numbers are provided.

Transportation is available in the Twin Cities through Metro Transit bus service (612-373-3333).

Bringing a child to visit can be a very meaningful way for them to connect with an incarcerated parent and continue a relationship. To prevent any unexpected delays and make the visit a positive experience, make sure you and the child know what to expect. Each facility has different rules about visiting with children that you should be aware of before you bring a child in for a visit. While these rules apply to all DOC facilities, there may be additional restrictions or options for children. Some facilities may have a play room for children or allow you to bring in some paper and crayons for drawing, while others may not. It’s a good idea to call the visiting office before you visit with a child so you know what is allowed at the facility you will be visiting. You can find the phone numbers on page 2 of this handbook. Finally, before you take a child to see a parent, prepare the child for a prison visit. If possible, make one or two visits alone before the child or children visit so you can tell them what the prison looks like, where the visits take place, how long the visit will be, what the visitation rules are, etc. It might be helpful to share photos of the prison from the DOC website [https://mn.gov/doc/about/photos-videos](https://mn.gov/doc/about/photos-videos).

Each facility has a different visiting schedule. Make sure that you plan your visits during visiting hours.

**Security Checks & Contraband**

Security checks are used to ensure that contraband is not brought into facilities. It is illegal to bring the following items onto the grounds of a correctional facility: any weapon, ammunition, pepper spray, alcohol or controlled substance, tobacco or nicotine products, lighters, cell phones, cameras and recording devices. It is also illegal to take letters and other written documents to or from an incarcerated person. For security reasons, you may be required to pass through a metal detector after you register and before you move into the visiting area. Metal jewelry, including piercings, and metal on your clothing can set them off. Remove all metal jewelry and try not to wear clothing with metal pieces, including undergarments with metal wires and clasps. Bring only necessary items into the facility. If you drove, leave what you don’t need in your car. There are also lockers in the lobby where you may leave your things. You will not be allowed to bring unnecessary items such as wallets or handbags into the visit room. Security staff may ask you to allow a pat search where
reasonable suspicion exists or if you fail to pass through the metal detector, which will be conducted by staff of the same sex in most situations. These searches are not meant to be invasive or make your visits uncomfortable; however, the staff need to maintain security. The DOC will conduct these searches in order to allow you to safely visit your loved one. You have the right to refuse a pat or body search, but if you do not pass through the metal detector and refuse these searches your visit may be denied or changed to a non-contact visit.

**Dress Code**
The DOC has a dress code for all visitors to ensure contraband is not being passed between an incarcerated person and a visitor. Staff have the authority to determine what acceptable visiting attire is, and their decision is final. If your visit is refused because of attire, you will be able to leave the facility to change and return to the facility without penalty.

**Clothing Guidelines**

**NOT ALLOWED:**
- See-through clothing, sheer fabric material, sleeveless clothing and clothing with holes or lace that would expose any part of the skin
- Tight or form fitting clothing that is revealing
- Underwire bras containing metal
- Hooded garments
- Hats, scarves, bandannas, or headgear of any kind - Religious headgear must not interfere with verification of identity and is subject to search
- Outdoor jackets, vests, or coats, including ponchos, shawls, and jean jackets
- Sunglasses

**REGULATIONS:**
- All pants, jeans or slacks must be worn at the waist level
- Undergarments must be worn at all times and must prevent from revealing anatomy
- All skirts and dresses must cover the knee when seated
- All shorts must cover no less than mid-thigh when seated
- All blazers, suit jackets, and sweaters must be removed and will be searched prior to entry
- Footwear must not present a security or safety concern, boot height must not exceed mid-calf
- All clothing must pass metal detection

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**NO VISITING AT ANY DOC FACILITY ON THESE HOLIDAYS**

- New Year’s Day
- President’s Day
- Martin Luther King, Jr. Day
- Memorial Day
- July 4 (Independence Day)
- Labor Day
- Veterans Day
- Thanksgiving & the following Friday
- Christmas Day