

State of Iowa Department of Corrections

Policy and Procedures

Policy Number: OP-MTV-04

Applicability: Institutions

Policy Code: Public Access

Iowa Code Reference: [904.512](#)

Chapter 5: OFFENDER PROGRAMS

Sub Chapter: MAIL, TELEPHONE, & VISITING

Related DOC Policies: N/A

Administrative Code Reference: [201-20.3](#)

Subject: INCARCERATED INDIVIDUAL VISITING

PREA Standards: N/A

Responsibility: Nick Lamb

Effective Date: July 2025

Authority:

1. PURPOSE

To describe the visiting program that shall be used in Iowa Department of Corrections (IDOC) institutions.

2. POLICY

It is the policy of the IDOC to allow incarcerated individuals visiting privileges to maintain and strengthen relationships with family members and friends. The Department's Centralized Visiting Authority (CVA) shall use a standard visitor application and screening process to ensure security and operating efficiency. Though visits are encouraged, the institution's schedule, space, personnel constraints, treatment considerations, or other safety and security issues of the institution may result in limiting the number and length of visits.

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3. DEFINITIONS - As used in this document:

- A. Immediate Family - An incarcerated individual's spouse, mother, father, sister, brother, child, grandparent, grandchildren, great grandparents, great grandchildren, (when minors become adults, they will be required to complete the formal visiting application process), established legal guardian, or other who acted in place of parents and step or half-relation if the step or half-relation and the incarcerated individual cohabitated. The spouse and/or children of a member of the immediate family are considered as immediate family.
- B. Extended Family - Aunts, uncles, nieces, nephews, cousins, parent's in-law.

- C. Centralized Visiting Authority (CVA) - The Department's Office that conducts the visitor application approval process.
- D. National Crime Information Center (NCIC) - A computerized index of criminal justice information (i.e. criminal record history information, fugitives, stolen properties, missing persons).
- E. Group - A family unit (e.g. aunt, uncle and minor nieces and nephews) residing at the same address or the incarcerated individual's minor children; and/or individual nonrelative.
- F. Victim - A person who has suffered physical, emotional, or financial harm as the result of a public offense or a delinquent act committed in this state. Victim may also include the immediate family members of a victim, members of a victim's household, and/or witnesses.
- G. Service Animal - Any dog or miniature horse that is individually trained to work or perform task for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability.
- H. Special Visit - A visit approved by the Warden/Designee that would not otherwise be allowed.
- I. PRH – Parole Hold Incarcerated Individuals
- J. Video Visitation – a real-time (live) remote communication between an incarcerated individual and his/her visitor utilizing the internet and devices capable of transmitting video and audio.

4. PROCEDURES

A. General

1. Each institution shall communicate the structured visiting process to each incarcerated individual during orientation to the institution. Incarcerated individuals are responsible to communicate required procedures to visitors. The following individuals may be approved to visit upon completion of the CVA visitor application approval process incarcerated individuals:
 - a. Immediate family members;

- b. Six other individuals and/or groups who are friends or extended family.
 - c. Minor children under the immediate supervision of their parent or legal guardian. Minor children of an incarcerated individual shall be allowed to visit with an adult on the incarcerated individual's approved visiting list, unless the custodial parent or guardian has requested in writing, denial of visitation.
 - d. Minor siblings, as well as nieces and nephews of the incarcerated individual who are already on the approved list, may visit with an approved adult family member on the visiting list who has been specifically authorized by the minor's parent. Such parental consent shall be documented by a notarized letter of consent. This notarized letter must be received by the CVA prior to the visit being allowed.
- 2. The institutions shall make available to visitors on request a list of the major transportation resources available to facilitate access to the institution.
 - 3. Each institution may have procedures that limit the number, frequency, and length of visits due to space or staffing considerations.
 - 4. When a minor becomes of adult age (18) a kiosk is sent to the incarcerated individual notifying them that their visitor is turning 18 (this will be saved to Generic Notes). It is then the Incarcerated Individuals responsibility to notify their Visitor to fill out an adult visiting application. An **OP-MTV-04 F-1 Visitation Application form** will need to be completed for the individual as a requirement of the normal visiting application process. The visitor will have 30 days to complete and return the application to CVA before being removed from the approved visiting list.
 - 5. A visitor may be on the approved list of only one incarcerated individual, unless an exception is made per section C or D in this policy.

B. Application Process (CVA)

CVA has primary responsibility for all incarcerated individual visiting decisions and records, including PRH incarcerated individual visiting applications.

1. The IDOC *Visitation Application* (**OP-MTV-04 F-1**) is available on our website at <https://doc.iowa.gov/> for prospective visitors. Visitor applications may also be provided to the incarcerated individual at each institution to be mailed by incarcerated individual to potential visitors.
2. The visiting application shall be sent to CVA for processing.
 - a. All applications shall be date stamped when received by the CVA. (Note: All incomplete applications will be returned to the applicant along with **OP-MTV-04 F-10** *Incomplete Application Letter*.)
 - b. CVA will enter the application as pending into the Iowa Corrections Offender Network (ICON). Persons who apply for visitation while an incarcerated individual is in Reception will not be approved but placed in "pending" status. Processing and investigation of these applicants will not be initiated until the incarcerated individual is moved out of reception.
 - c. A cross reference and incarcerated individual search for the visitor shall be completed in ICON to determine if they are on another incarcerated individual's list and whether or not they have an incarcerated individual number.
 - d. The applicant shall then be checked to determine if they are a registered victim and/or whether there is a no contact order in effect.
 - e. CVA will determine whether the applicant is a current or former DOC employee. If the applicant is a former employee, CVA will ascertain the reason for applicant's separation from employment.
 - f. CVA will determine whether the applicant is a current or former DOC volunteer. If the applicant is a former volunteer, CVA will ascertain the reason for applicant's separation from employment.

- g. If the application includes minors (17 years of age or under), the incarcerated individual's prior and current convictions will be checked for sex offenses and other crimes against children.
- h. The CVA shall complete a NCIC background check on all adult applicants. Nothing in this policy precludes an institution from making subsequent NCIC checks.
- i. Within 30 days of receipt of the visiting application, CVA shall complete the decision process of approval/denial decisions and enter the result into ICON. If denied or approved with restrictions, reasons shall be entered into ICON. A written decision via kiosk (and saved into Generic Notes) shall be sent to the incarcerated individual that includes reasons for denial and any approval restrictions. If a visitor is denied, **OP-MTV-04 F-3 Visit Denial Letter** and **OP-MTV-04 F-3A Visit Appeal Form** shall be sent informing them of the reasons for denial. Applicants can reapply after six months of denial. The applicant must have their appeal postmarked within 45 days of the denial letter. If appeal is not received within these 45 days, the original application's denial is considered upheld. Each incarcerated individual is responsible to notify the visitor(s) of the CVA's approval decision. The CVA will not release visit status information.
- j. All visitors shall be grouped by family units. All of the incarcerated individual's minor children shall be entered as one family unit.
- k. All applications shall be retained at the CVA for six months following the date of the decision. Denied applications shall be forwarded to the institution where the incarcerated individual resides if an appeal is filed.
- l. When an incarcerated individual transfers to another institution, the receiving institution shall do ICON cross reference checks on all approved visitors to check to see if they are currently under supervision.
- m. CVA will receive out-of-country applications as a regular visiting application. Once it has been identified the application originated from out-of-country the application will be marked as pending (they must be approved or denied within 30 days) and then forwarded to the institution in which the

incarcerated individual resides. The application will then be reviewed by the incarcerated individual's Counselor, STG IO if necessary and is ultimately approved by the AWT or designee. The approved (for video visits only) application is then forwarded back to CVA who then approves the visitor as no-contact only with a notation that they are approved for video visits only. These applicants then can go online and register for video visits just like any other approved visitor would.

C. Visitation Denials and Exceptions

For security reasons, the following persons shall not be approved visitation except as otherwise authorized:

1. Individuals whose behavior represents a control problem that is counterproductive to stable incarcerated individual behavior. This determination may be reflected in the background investigation report which shows, for example, that the individual has a record of carrying concealed weapons, use of a controlled substance, previous violations of institutional rules, or similar behavior.
2. Persons currently under correctional supervision, on probation, work release, or parole.

Exception: Such persons who are a member of the incarcerated individual's immediate family, even those convicted of a felony, may be approved by the CVA after consultation with the supervising Parole/Probation Officer or other Judicial District authority and the Warden or person designated in institutional procedures where it is determined that visitation may be beneficial to the positive adjustment of the incarcerated individual and/or the incarcerated individual's successful reentry into the community. The Warden or designee may authorize contact or no contact visiting.

3. Persons under criminal indictment;
4. Persons involved with or convicted of incidents of aiding an escape or introducing contraband in any detention or supervised correctional setting;
5. Persons who falsify or omit information on the visitation application or other requested information;

Exception: Where it is reasonably determined that the omission was unintentional or inconsequential, CVA may authorize visitation.

6. Individuals convicted of a felony;

Exception: Ex-incarcerated individuals and persons currently under correctional supervision who are not members of the incarcerated individual's immediate family shall generally be required to have three years of successful community adjustment prior to visitation approval. Approval of such persons may be granted where it is determined that visitation is clearly beneficial to the positive adjustment of the incarcerated individual and/or incarcerated individual's reentry into the community.

7. Persons who may compromise the order and security of the institution.

8. Any person who is on the approved list of another incarcerated individual regardless of the location of the incarcerated individual shall not be approved for visitation unless the person is a member of the immediate family of the incarcerated individuals.

9. Persons who are prohibited from personal contact with incarcerated individual due to an active no-contact order shall not be approved for visitation unless the order specifically authorizes visitation during the incarcerated individual's incarceration. If an active no-contact order is terminated or modified, other limitations in this policy may continue to limit visits.

10. Minors shall not be approved visitation with an incarcerated individual whose prior or current conviction involves a minor.

Exception: In certain circumstances, where the conviction is not a sex offense and where it appears that visitation is in the best interest of the minor, the CVA may approve visitation after consultation with the Office of Victims and Restorative Justice.

11. Where the current or past convictions include a sex offense against a minor, the CVA shall not approve visitation with the minor. Upon successful completion of the Sex Offender Treatment Program, the incarcerated individual may request approval with a minor. The request shall be reviewed by the Sex Offender Treatment Team in consultation with the Office of Victims and Restorative Justice. The decision to approve or deny visitation shall be based upon the

progress in treatment, results of the polygraph or CVSA, the potential for family reunification, and, as the most significant issues, the welfare of the child.

12. Victims of an incarcerated individual's current or previous conviction, whether registered or not, or members of the victim's immediate family or household shall not be approved.

Exception: Where the conviction involves only a crime against property and the applicant is a member of the incarcerated individual's immediate family, extended family, or household, the CVA may approve visitation in accordance with the recommendation of the Office of Victims and Restorative Justice.

13. Where the conviction involves a crime against a person, such visitation may be approved only following review by, and authorization of, the Office of Victims and Restorative Justice Programs. The approval or denial of the application shall be based upon an assessment of potential future victimization balanced against the positive aspects of visitation including reunification of family and successful incarcerated individual reentry into the community.
14. In the case of victims of domestic violence, visitation may be considered once the incarcerated individual has completed at least half of a recommended treatment program and has the recommendation of the Classification Team, including the treatment program facilitator. Such visitation requests shall be in accordance with the recommendation of the Office of Victims and Restorative Justice.

D. Current and Former Staff

Current or former staff of the Department of Corrections or Judicial District Department of Correctional Services shall not be approved for visitation.

Exceptions: Members of an incarcerated individual's immediate family who are current or former DOC or DCS employees may be approved by the CVA with the approval of the Warden and, for current employees, in consultation with the employees' Warden or District Director.

E. Volunteer

Current or former volunteers of the IDOC or Judicial District Department of Correctional Services shall not be approved to visit.

Exceptions: Former volunteers including those who were removed from volunteer status as a result of misconduct shall not be approved for visitation unless a familial relationship exists with the incarcerated individual. The CVA may approve visitation following consultation with the Deputy Director of Institution Operations. Where misconduct was involved, the nature of the misconduct shall be a significant factor in the approval/denial.

1. Former volunteers who left volunteer status in good standing will generally not be allowed visitation privileges with incarcerated individuals known solely as a result of their volunteer activities. Exceptions may be approved by the CVA in consultation with the Warden upon determination that the relationship remains a professional relationship and that there is significant benefit to approval of the visitation. Approvals granted prior to May 2012 shall remain in place absent other factors.
2. Current volunteers, generally, shall not be allowed normal personal visitation privileges with any incarcerated individual. Where a familial relationship exists, and only in consultation with the Deputy Director of Institution Operations or designee, the Warden may authorize normal personal visitation privileges concurrently with the provision of volunteer services. Volunteer status shall be clearly noted in visitation approval documentation.
3. Under certain limited circumstances, the Warden may authorize professional visitation privileges with one or more incarcerated individuals for volunteers involved in reentry programs such as approved Mentorship Programs, the purpose of such approvals shall be to facilitate the rehabilitative process within the institution or as part of the reentry process. Volunteer status, as well as any special authorization to be placed on more than one visiting list, shall be clearly noted in the visitation approval documentation.
4. With the exception of those applications which require approval of the Office of Victims and Restorative Justice Programs, nothing in this policy shall prohibit the Warden from authorizing visitation where such visitation is determined to be clearly beneficial to the positive adjustment of the incarcerated individual and/or successful incarcerated individual reentry into the community.

F. Appeals

1. Denial or approval restrictions may be appealed only by the applicant by completing **OP-MTV-04 F-3A** *Visit Appeal form*, within 45 days of date of denial to the Warden/Designee. These appeals are mailed to CVA by the applicant.
2. Upon receipt of an appeal, CVA will scan the appeal and visiting denial packet into the ICON Visiting Attachment section of the Visiting List. CVA will notify the Warden/Designee that an appeal needs to be processed.
3. The Warden/Designee shall complete **OP-MTV-04 F-3B** which can be found in ICON Templates.
4. The Warden/Designee shall take into account the safety and well-being of the visitor, incarcerated individual, and the institution. In situations of victims and minor children; the Warden/Designee shall examine treatment requirements, treatment completions, institutional disciplinary history, court orders, and no contact orders. The Warden/Designee may need to consult with the Office of Victims and Restorative Justice, the visitor, the incarcerated individual, and case manager in making their decision.
5. The Warden/Designee appeal response shall be sent to the applicant and attached in ICON under the Visiting Attachment section of the Visiting List. The Warden/Designee shall also send **OP-MTV-04 F-5A** *Visit Denial Final Appeal* to the applicant if their denial is upheld. CVA shall be notified to make any changes to the visiting list.
6. The decision of the Warden/Designee may be appealed to the IDOC Director/Designee, by completing **OP-MTV-04 F-5A** *Visit Denial Final Appeal* within 30 days of denial.
7. The Director/Designee shall complete **OP-MTV-04 F-5B** *Visit Denial Final Appeal Response Form* which can be found in ICON Templates.
8. The Director/Designee appeal response shall be sent to the applicant and attached in ICON under the Visiting Attachment section of the Visiting List. CVA shall be notified to make any changes to the visiting list. Notification of the Warden/Designee decision shall also be sent to the Office of Victims and Restorative Justice for their review.
9. The decision of the Director/Designee constitutes final agency action.

10. All levels of appeals will be answered within 30 working days of receipt.

G. Removal of Visitors (CVA)

1. Incarcerated individual shall complete the *Visiting Removal Form (OP-MTV-04 F-7)* and send to CVA. CVA shall respond to removal requests from both the incarcerated individual and institution within seven days and send a kiosk to the incarcerated individual.
2. Once a visitor has been removed, six months must elapse before reapplication to any incarcerated individual's list. Exceptions may be made when the individual is making application for visitation with a member of the immediate family.
3. Immediate reapplication may occur in the event an incarcerated individual is released and has been readmitted within the six-month time frame.
4. A visitor may request to be removed from an incarcerated individual's visiting by providing a signed letter to the CVA. This must include the incarcerated individual's name, number, visitor's date of birth and the last four digits of their social security number.

H. Special Visitors (Institution)

1. Each institution shall have written procedures governing rules for special visits. The Warden or Warden's designee shall be responsible for approving or disapproving all special visits.
2. Certified local, state, and federal law enforcement shall present proof of identity upon entrance to the institution.
3. Attorney
 - a. Attorney and clergy visits shall be during normal visiting hours unless a special visit has been requested by the incarcerated individual and approved in advance by the Warden or designee prior to the visit.
 - b. Attorneys must complete an initial visitor application to visit an incarcerated individual; however, one application shall apply to multiple visiting lists. After initial approval is

established. In order to be added to additional incarcerated individual visiting lists, information must be mailed or faxed (319-385-2891) on letterhead to the CVA.

- c. Background checks are not required for attorneys.
- d. Institutions may restrict what is allowed into the facility for Attorney-Client visits. Laptops, flash drives, and other electronic devices must be approved on a case-by-case basis through the Warden/Designee with appropriate notice.

4. Clergy

- a. Incarcerated individuals may have one member of the clergy on their visiting list. Others may be added as "a non immediate family member". Clergy must follow the normal application process, including background checks.
 - b. Effective May 1, 2012, clergy must submit appropriate verification of clergy status with their visiting application. Verification varies depending upon religious or denominational affiliation. Where the documentation provided is not deemed sufficient by the CVA, additional information shall be requested prior to the approval or denial decision.
 - c. Clergy approved prior to May 1, 2012 will remain approved without additional verification. Verified members of the clergy may be placed on the visiting list of more than one incarcerated individual. In order to be added to additional incarcerated individual visiting lists information must be mailed or faxed (319-385-2891) on letterhead to the CVA.
- 5. An incarcerated individual must express a desire to visit a clergy or attorney before the visit is permitted.
 - 6. An attorney or clergy testing positive or refusing to be tested by an electronic detection device may be required to visit no contact.
 - 7. As authorized by the Warden or the individual designated in institutional procedures, private investigators may visit with incarcerated individuals during regular visiting hours. This shall be documented in ICON Visiting.

- a. No incarcerated individual shall be required to visit with a private investigator.
- b. Private investigators shall follow all applicable visiting rules of the institution.

I. Termination of Visits (Institution)

1. Visiting privileges may be denied, modified, or terminated due to:
 - a. Personal behavior of the incarcerated individual or visitor that is presenting a threat to security or is inappropriate to a general visiting area. Individuals whose behavior may present a control problem or is inconsistent with the rules and regulations of the institutional visiting policy.
 - b. The visitor and incarcerated individual directly exchanging any unauthorized object or article. Purchases from the visiting room vending machines/canteen during the visit are authorized.
 - c. An authorized detection device indicating the presence of drugs or other contraband or when before, during, or after the visit the apparent odor or effect of alcohol or narcotic drugs is detected.
 - d. The incarcerated individual is involved in possession or delivery of illegal drugs, intoxicants, or other dangerous contraband.
 - e. The visit or future visiting is detrimental to the health and welfare of the incarcerated individual or visitor.
 - f. Any behavior on the part of an incarcerated individual or a visitor that is or may be disruptive to order and control or which violates institutional rules.
 - g. Visitors failing to supervise their children when they interfere or disrupt other visits or leaving minor children unattended on institutional property.
2. Either visitors or incarcerated individuals may request reconsideration of denied visitors following demonstrated resolution

of the reasons for denial or when approved by the Warden/Designee or Deputy Director of Institution Operations.

J. Security Procedures (Institution)

1. All visitors are required to present current Government issued photo identification upon entrance to the institution and shall be subject to search. Security and contraband control are critical operational requirements, necessitating a search of all visitors by trained correctional staff. Searches may include, but are not limited to, a pat down, metal detectors, electronic ion scanners, and (non-invasive drug test), other electronic devices, or visual searches. In the event staff perform a pat down search of the visitor, a staff member of the same sex as the visitor shall conduct the search. Visitation shall be denied if the visitor is not willing to submit to a required search.
2. If there is reasonable suspicion to believe that a particular visitor is attempting to smuggle contraband into the facility, staff may request local law enforcement to search visitors. Only staff members of the same sex may assist law enforcement in the search of a visitor. If the search reveals drugs or illegal contraband, the items shall be confiscated and preserved, and the matter referred by law enforcement to the county attorney or area prosecutor if a criminal act is believed to have taken place.
3. A parent, legal guardian or adult on approved visiting list accompanying an incarcerated individual's minor child(ren) may or may not elect to have the child(ren) present during the personal search. Staff shall attend the child(ren). When a visitor refuses to leave the child(ren) with staff and does not want the child(ren) present during the search, the visit shall be terminated. At all times, when a minor child(ren) is searched, the parent or legal guardian shall be present in the room, along with two staff members present.
4. Service animals are allowed to accompany disabled visitors. Service animals are defined as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities. Service animals are working animals, not pets. The service animal shall be registered in the Central Visiting database with a photo. (This photo will be stored on the Visiting Scheduling app Ameelio.)

Inquiries

- a. Staff may ask the visitor:

"Is the animal a service animal required because of a disability? If the answer is yes, then:

- 1) "What work or task has the service animal been trained to perform?"
 - 2) Staff shall not make these inquiries about a service animal when it is readily apparent an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind, pulling a person's wheelchair, or providing assistance with stability to an individual with an observable mobility disability).
- b. If the animal is not a service animal, then the animal will not be permitted to enter the facility, with the exception of certain miniature horses upon review of staff of the following factors:
- 1) The miniature horse has been individually trained to do work or perform tasks for the benefit of the individual with a disability.
 - 2) The type, size and weight of the miniature horse and whether the facility can accommodate these features.
 - 3) Whether the handler has sufficient control of the miniature horse.
 - 4) Whether the miniature horse is housebroken.
 - 5) Whether the miniature horse's presence in a specific facility compromises legitimate safety requirements that are necessary for safe operation.
- c. Staff shall visually inspect the service animal for potential contraband, but shall not attempt to touch the service animal. If something suspicious is noted, staff shall direct the visitor to physically inspect the area (i.e., under the collar, harness, etc.) Service animals are not required to wear a vest.
- d. Visitors are responsible for the care and control of the service animal. Staff may deny entrance to a service animal or ask the visitor to remove the service animal if:

- 1) The service animal is out of control and the handler does not take effective action to control it. A service animal must be under the control of its handler.
 - a) The service animal has bitten or otherwise attacked an individual. The animal is aggressive towards others, and has shown any aggressive tendencies towards others;
 - b) The service animal has not had all legally required shots and immunizations; including, but not limited to, rabies vaccinations and necessary boosters;
 - c) The service animal will be trained to behave in a socially appropriate manner to not affect the safe, secure, and orderly functioning of the prison;
 - d) Interacting with a service animal that is working could put the handler in harm's way. The service animal is not a pet and cannot be petted or held by anyone other than the handler. The service animal must be leashed or otherwise restrained at all times by the handler while present on Iowa DOC property;
 - e) The service animal will be housebroken and trained to urinate and defecate outdoors and not indoors. This will be done by the handler. A designated area will be assigned for the service animal.
- 2) If the service animal is excluded due to any of the conditions listed above, the visitor may be allowed to enter without the service animal.
- 3) Service animals shall not be left unattended in vehicles and/or on state property.
- 4) If the handler, incarcerated individual, or service animal violates any of these provisions, a warning will

be given by staff. Subsequent violation(s) may result in visits being denied, modified, or terminated.

K. Non-Contact Visits (Institution)

1. Each institution shall have procedures for no contact visits.
2. While visiting conditions shall promote normal social interaction and reasonable levels of physical contact between incarcerated individuals and visitors, the Warden or designee may allow no contact visits when the order or security of the institution may be threatened or when disciplinary rules or procedures have been violated.
3. No contact visiting hours shall be provided during normal, posted visiting hours. The Warden or designee shall post the hours and days, and notice shall be posted at least one week prior to any change.
4. Incarcerated individuals need to inform all visitors of any schedule changes, which shall be posted one month before implementation.

L. Special Visits (Institution)

1. Incarcerated individuals must complete IDOC Policy **OP-MTV-04 F-9** *Special Visit Request*. Social security numbers shall be obtained by staff.
2. The Warden or designee may permit special visits not otherwise provided for in this policy. These may include, but are not limited to, extended visits for immediate family members traveling extended distances, foreign visits, immediate visits for close relatives or friends about to leave the area, visits necessary to straighten out critical personal affairs, and other visits for similar reasons.
3. When reviewing requests for such visits, the Warden or designee shall consider the circumstances of both the incarcerated individual and the visitor; security, order, the incarcerated individual's treatment needs and mental health, the administrative needs of the institution, and available alternatives to a special visit. The decision of the Warden or designee in these cases constitutes final agency action.

4. NCIC background checks will be completed on all adults requesting special visits.

M. Temporary Modifications (Institution)

Visiting procedures may be temporarily modified or suspended in the following circumstances: riot, disturbance, fire, labor dispute, space and personnel restrictions, natural disaster, or other emergency.

N. Data Entry (CVA)

When an incarcerated individual transfers to a different institution, the visiting list shall remain in effect and shall be maintained in the ICON system.

O. Visitor Debit Cards

Visitors may use a Debitek Card to purchase canteen items during visits. Institutions shall ensure written guidelines are posted.

P. Visitor Clothing

1. Visitors shall be properly attired prior to entering a correctional setting.
2. All visitors shall wear shoes.
3. Visitors wearing miniskirts, shorts (that are above the knee), muscle shirts, see-through clothing or halter tops will not be allowed to visit. Institutional procedure will address the wearing of shorts by children under 12.
4. Visitors wearing clothing with slogans, pictures, or words intended to deprecate race, sex, or cultural values shall not be allowed entry.
5. Visitors may be required to remove for the duration of the visit outerwear such as, but not limited to, coats, hats, gloves, or sunglasses.
6. A medical need for sunglasses must be verified by a prescription.

Q. Visitor Property

1. Items Allowed in the Visiting Room

Baby items allowed, if a baby goes inside:

- a. Two diapers
- b. Clear baby bottle (non-glass) with milk or formula only
- c. Clear sippy cup (empty)
- d. One baby blanket
- e. One burp cloth
- f. One factory sealed clear plastic container baby food

2. Specific Items Not Allowed

- a. Weapons of any type (including pocket knives)
- b. Cell phones
- c. Any personal device with independent Internet connection capabilities (i.e., Kindle, Nook, iphone, smart phone, smart watch with SIM card, etc.) inside the secured perimeter of the institution without the approval of the Warden or Deputy Director of Institutions.
- d. Medications (unless necessary, i.e. nitro, etc.)
- e. Tools
- f. Cameras
- g. Pagers
- h. Tobacco/tobacco items (lighters)

R. Permitted Property (incarcerated individuals)

1. Clothing

- a. The following clothing may be worn into the Visiting Room
 - 1) One shirt and/or T-shirt

- 2) One pair of (state) pants
 - 3) One belt
 - 4) One pair of undershorts
 - 5) One pair of socks
 - 6) One pair of shoes (sandals are permitted with socks)
- b. Clothing shall not be patched, defaced, or altered, and must be clean.
 - c. All incarcerated individuals shall be appropriately attired.
 - d. All clothing which is provided, shall be searched prior to the incarcerated individual's dressing and as soon as is practicable following the visit.
 - e. Oversized shirts or pants are not permitted. Staff shall determine appropriateness of fit.

2. Non-clothing Items - Incarcerated individuals are permitted to take only the following items into the Visiting Room:

- a. One wedding band
- b. One chain type necklace with not more than one religious medal
- c. One medical ID bracelet (Medic-Alert)
- d. One pair of prescription eyeglasses
- e. Elastic hair ties (to be worn in hair)

3. Legal Materials/Attorney Visits

- a. Incarcerated individuals shall be allowed to take in a reasonable amount of legal material. Visiting Room staff shall search all such material without reading it.

- b. Incarcerated individuals and attorneys are not allowed to exchange any materials without specific approval of the Shift Supervisor.
- c. Any unusual circumstances shall be brought to the Shift Supervisor's attention prior to allowing it at the visit.

4. Counseling Material

- a. With prior approval from the Associate Warden of Treatment, an incarcerated individual shall be allowed to take in a reasonable amount of material for use in counseling.
- b. Incarcerated individuals and visitors are not allowed to exchange any materials without specific approval of the Shift Supervisor.

S. Video Visitation Related to the COVID-19 Outbreak

1. The Department recognizes the importance of visits to incarcerated men and women, and to their families and loved ones. In the absence of in-person visits due to the COVID-19 outbreak, the Department may implement a temporary program of video visitation.
2. The Department shall communicate the video visiting process to visitors via its website, and to incarcerated individuals via normal communication processes.
3. All provisions of **OP-MTV-04** shall apply to video visitation unless superseded by this section.
4. Video visits shall be limited to the incarcerated individual's approved visitor list. Minor children must also be on the individual's approved visitor list, and must be supervised by an adult during the entire duration of a video visit.
5. Approved, including minor children, must be scheduled via the DOC website prior to the first video visit. Adult visitors will be required to provide their full name, date of birth, driver's license number, name and state number of incarcerated individual, and relationship to the incarcerated individual. All participants in a video visit must register for each call.

6. The Department's institutions vary in age, layout, infrastructure and bandwidth, all factors which may impact a facility's capacity to deliver video visitation. Institutions shall designate certain areas and times for video visits and shall determine the number of simultaneous video visits that are allowed. Each institution may have procedures that limit the number, frequency, and length of visits due to space or staffing considerations.
7. Video visitation devices shall be provided to incarcerated individuals by the Department. Visitors, however, must provide their own equipment and internet connection. Generally speaking, visitors will need a smartphone, tablet or computer capable of connecting to the internet, and with a camera, speaker and microphone.
8. During the COVID-19 Outbreak period, there will be no cost to incarcerated individuals or their visitors for video visitation. This shall not preclude the Department from offering a different service in the future that requires payment from the incarcerated individual and/or visitors.
9. Video visits will be scheduled by the approved visitor through the DOC portal at least 24 hours in advance. Visits will be scheduled on a first come, first served basis. Session length and limits on the number of visits per week shall be established by each institution.
10. Incarcerated individuals requesting to be excused from work or programming to participate in video visits need prior staff approval, and will not be in pay status. Visitors will request video visit times that do not conflict with an individual's schedule.
11. Video visits will be monitored by the Department. The Department may record video visits and review them at later times for security or other purposes.
12. At the beginning of each video visit, each visitor will be required to display their driver's license or other valid photo ID. All visitors age sixteen and older must provide valid identification. The acceptable forms of identification are:
 - a. State driver's license (Iowa, or out-of-state)
 - b. Other state issued photo ID (Iowa, or out-of-state)
 - c. Current passport

d. Military ID (if currently on active service)

13. The following behaviors are strictly forbidden and will result in the termination of the video visit and suspension of the visitor's approved status:

- a. Any display of nudity or behavior or actions sexual in nature;
- b. Use or display of weapons, drugs/alcohol, or related paraphernalia;
- c. Activity or display of graphics/paraphernalia associated with any Security Threat Group
- d. Unlawful activity or depiction of unlawful activity;
- e. Recording of the video visit by visitors;
- f. Inclusion of any non-approved visitors.
- g. Incarcerated individuals shall not receive information from social media sites regardless of the type of information, or owner of the account. This includes downloaded material.

14. Incarcerated individuals that violate visit rules will be subject to disciplinary action per policy.

Replaces Policies IN-V-122 and IN-V-122-2

Origination Date: Sept. 2005. Revised: Nov. 2006; June 2007, Feb. 2008, Feb. 2009, Sept. 2009, July 2010, Jan. 2011, May 2012, June 2012, March 2013, Nov. 2013, Dec. 2013, April 2016, April 2017, Nov. 2017, Dec. 2018, April 2019, Nov. 2019, March 2020, April 2020, April 2020, June 2021, July 2021, Feb. 2022, July 2022, Oct. 2024, Feb. 2025, July 2025.