

FAMILY SUPPORT & NAVIGATION GUIDE



A guide for families with an
incarcerated loved one.

Washington State Department of Corrections

Special thanks to the employees, prior justice involved individuals, and the friends/family members of incarcerated loved ones, that donated their time and energy into preparing this guidebook!

For suggestions, comments, or input, please email the Family Services Unit at docFamilyServicesUnit@doc.wa.gov

October 2022

Dear family friends of those incarcerated within the Washington State Department of Corrections:

I am so grateful to have this opportunity to introduce the revised 2022 edition of the *Family Support & Navigational Guide* to the many people who support their incarcerated loved ones.

This guide is intended to assist you in getting a working knowledge of what you can expect and to paint a picture of some of the processes that occur during the time your loved one is with us. It offers methods for staying connected during incarceration, providing resources for sending mail and packages, using electronic messaging services, making and receiving phone calls, as well as visitation. Additionally, it provides links to resources and agency contacts for other areas that you have questions about.

We know that strong familial ties during incarceration remains a critical part in promoting successful reentry for those spending time with us. Your partnership with the department and willingness to learn about what is available for your loved one allows you to provide the encouragement that every person needs to meet their own personal goals, while helping the Department's mission of increasing and ensuring public safety. There are many opportunities for families and friends to work directly with our personnel through Local and State Family Councils, providing continuous feedback of operations that affect your loved one at their local facility and at a statewide level. We encourage all family members to become a member of the local family council where your loved one resides and even consider becoming an elected representative if you are interested to represent other family members on issues that are important to you and other family members. Please take a minute to read about how you can get involved.

As we are constantly striving to improve communication, we invite you to sign up for both local and state Family Communication Portals, where you will receive up-to-date information regarding your loved ones' facility and statewide alerts and information from the Family Services Unit. I also encourage you to look at our Lodging and Transportation Assistance Program (LTAP) that can aid you in offsetting some costs associated with traveling to visit your loved one. For incarcerated parents, we offer additional resources through our partnership with the Department of Children, Youth, and Families (DCYF) for dependency actions occurring to give a voice to parents in the matters impacting their children in the community.

Safety is always our highest priority for your loved one, our staff, and you as you visit. This guide provides you links to policies, rules and other regulations that assist you in understanding how operations occur, what is expected of you and what you can expect from our staff.

Remember, as family and friends, you are one of the most important resources your loved one has during their commitment to the department to encourage positive progress and healthy skill development in preparation for reentry. We look forward to working with you!

Sincerely,

A handwritten signature in blue ink, appearing to read "Cheryl Strange".

Cheryl Strange, Secretary
Washington State Department of Corrections

For more information,
Visit the Department of Corrections
website at

www.DOC.WA.GOV

Purpose of this Guide

Maintaining and strengthening family connections during incarceration is paramount! These relationships encourage individual transformation, reduce the negative impacts of incarceration, and mold the way for a successful transition after release. Many studies have shown that incarcerated individuals with strong family support and involvement are less likely to reoffend. Also, incarcerated parents who have a strong relationship with their child(ren) reduces the likelihood of intergenerational incarceration.

Family members experience both a physical and mental loss when a loved one becomes incarcerated. To maintain connections and provide support for their loved one, families must learn to navigate their way through the Corrections system. This can be a scary time for all involved. The purpose of this guide is to provide you with information relevant to your loved one's incarceration and guide you to resources during your time with Washington State Department of Corrections (DOC).

You can visit the [Washington State Department of Corrections website](http://www.doc.wa.gov) at www.doc.wa.gov for more detailed information or contact the Family Services Team directly at docFamilyServicesUnit@doc.wa.gov for further assistance.

How to Use this Guide

Feel free to print out this guide and keep it close by; however, be sure to also save the page in your favorite browser as this document is filled with links that will guide you directly to specific resources. Over the past couple of years, we have experienced many, sometimes rapid changes due to COVID. Providing you the link ensures you can always get the most accurate and updated information that is available.

Throughout this guide, you will see text that is underlined and in blue font. This signifies that it is a link that will take you directly to the resource being referenced as long as you are connected to the internet. For example, if you see something like this: [DOC Home Page](#), simply hold your mouse over the blue lettering, hold down the "Cntrl" key and then click the left mouse key. This will bring you directly to the Washington to the Department's website at doc.wa.gov.

Under many of the topics there will be two links, one link is attached to the policy, and the other link will take you to the DOC website.

The term "individual" refers to incarcerated individuals throughout this document. Other terms have been used historically and based upon the age of the document, you may see terms such as "offender" or "inmate". The terms are updated as the documents are updated or revised.

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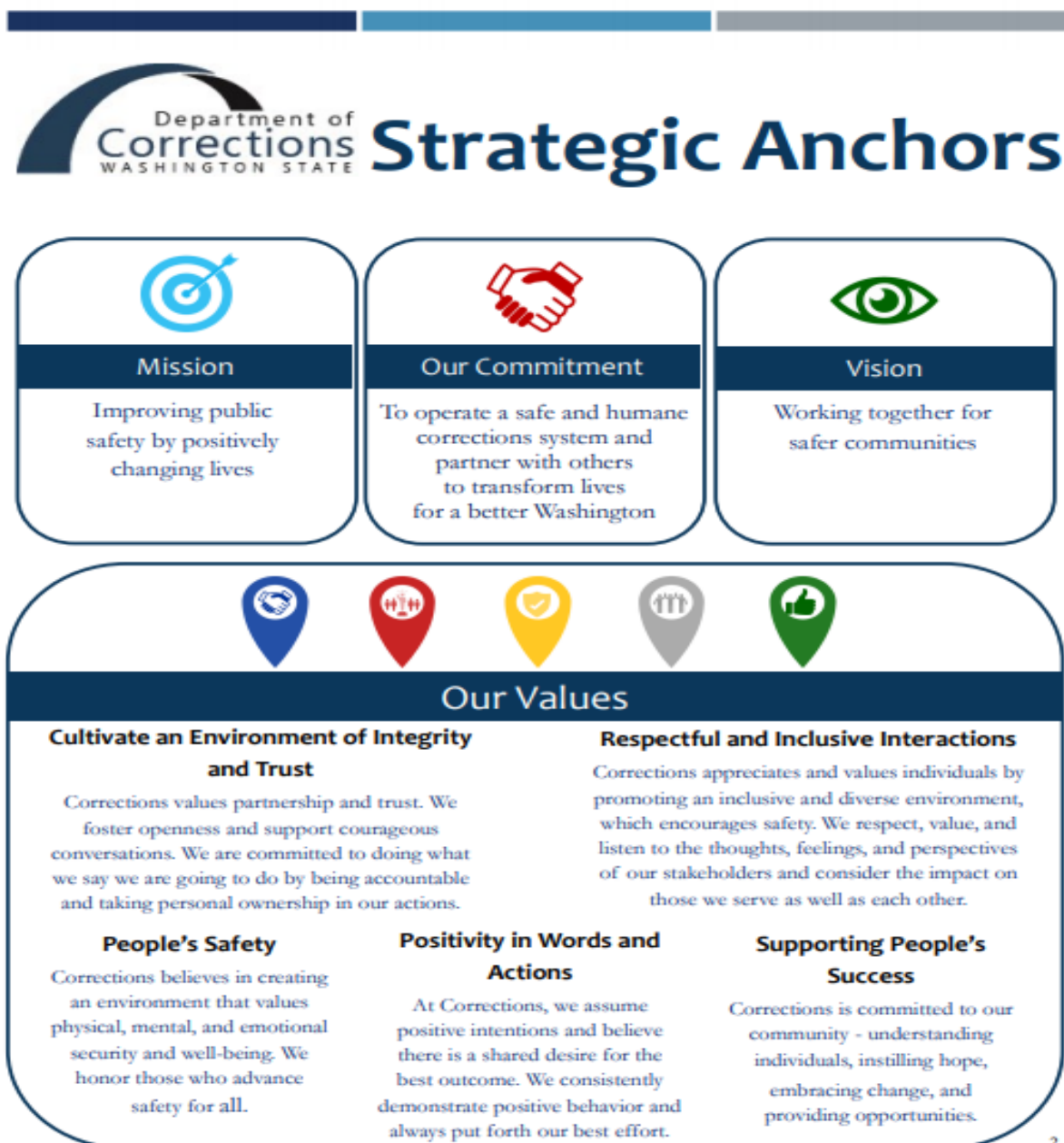
Department Strategic Plan

The [2021-2023 Strategic Plan](#) spells out *how* the Department will perform the work with values that have an enhanced focus on how people are treated.

Department of Corrections Mission, Vision, Goals & Values

[Mission & Vision | Washington State Department of Corrections](#)

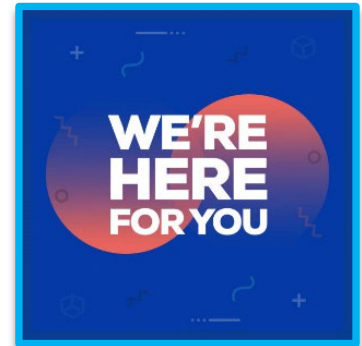
The mission of the Department of Corrections is to improve public safety while positively changing lives! Our commitment is to operate a safe and humane corrections system and partner with others to transform lives for a better Washington. Together, we are working for safer communities!



Family Services Unit - We are here to support you!

The Family Services Team is here for you! Our team is here to help you navigate the system and connect you with appropriate resources. We are committed to continue our work to identify and implement meaningful opportunities that strengthen familial relationships and support the success of incarcerated individuals and their loved ones.

To contact the Family Services Unit, send email to docfamilyservicesunit@doc.wa.gov or contact Family Services Manager Dawn Taylor at dmtaylor@doc1.wa.gov or Lisa Flynn, Correctional Program & Services Administrator at ljflynn@doc1.wa.gov.



COVID 19

[COVID-19 in Corrections | Washington State Department of Corrections](#)

Starting in March of 2020, the Department of Corrections has continued to take proactive actions utilizing the guidance of the CDC and Washington State Department of Health (DOH).

In response to COVID-19, DOC is taking gradual yet steady approach to resuming modified operations across the correctional system. By utilizing data and science, the Department continues to take a measured approach as it eventually returns to full operations within the scope of the new normal. Visit [COVID-19 at Corrections | Washington State Department of Corrections](#) for current and historical information on the Department's response to the COVID-19 epidemic.

Family Emergencies

[Family Emergencies | Washington State Department of Corrections](#)

In the event of a family emergency, call the main facility number and ask to speak with the Shift Commander. You will need to explain the nature of the emergency. When appropriate, arrangements can be made to have your loved one call you back or to have an employee relay any important news.

Family Councils

[Family Council | Washington State Department of Corrections.](#)

[DOC 530.155 https://www.doc.wa.gov/information/policies/showFile.aspx?name=530155](https://www.doc.wa.gov/information/policies/showFile.aspx?name=530155)

Family Councils provide the opportunity for families and friends of loved ones incarcerated in one of the 12 prison facilities to work collaboratively with agency personnel to improve the lives of the incarcerated loved ones by addressing and resolving relevant issues. This is also a great opportunity to meet others who share your experience of having an incarcerated loved one.

There are two types of Family Councils:

- Local Family Council (LFC) for each prison facility, meeting during even months
- Statewide Family Council (SFC) with one elected representative for each prison facility, meeting during odd months

Local Family Council (LFC)

Each Local Family Council is comprised of families and friends of incarcerated individuals and facility staff that includes, at a minimum:

- Superintendent/leadership designee
- Visit Room Sergeant
- Community Partnership Program Coordinator (CPPC)

There are three elected family positions:

- Family Co-Chair
- Family Co-Secretary
- Statewide Family Council Representative

These meetings are open to all approved visitors with loved ones at that facility to address issues and concerns that are specific to that facility. It provides an avenue for questions to be asked, concerns to be addressed, and information to be shared on topics such as upcoming events, changes, opportunities, policy updates, etc. Agenda items are accepted prior to each meeting and research is done in advance whenever possible so that answers can be provided during the meeting. Family members that attend but are not in an elected position may bring forth their questions and agenda items to the elected family representatives or during the open meetings.

In February of each year, families will be able to discuss ideas for Family Friendly events and activities that are funded through the [Incarcerated Individual Betterment Fund \(IIBF\) | Washington State Department of Corrections](#) during each Local Family Council.

Contact your [LFC Representatives](#) from your facility to learn how to sign up.

Statewide Family Council (SFC)

The Statewide Family Council consists of the Statewide Family Council Representatives from each of the 12 prison facilities, along with the following elected family positions:

- Family Co-Chair
- Family Vice Co-Chair
- Family Co-Secretary

The Department provides the following agency representatives:

- DOC Co-Chair (Appointed from the Prisons Division)
- DOC Co-Secretary

SFC representatives elevate items from the LFC meetings that appear to have impact on more than one facility and should be addressed as a statewide concern. Then, the SFC Family and DOC Co-Chairs will work collaboratively to set agenda items that appear to have more impacts and recruit the appropriate stakeholders to attempt resolution. *This is a public meeting whereas anyone can attend.* To find out how you can get involved, visit the [Statewide Family Council Meeting Schedule for 2022 and 2023 \(wa.gov\)](#) and/or contact your facility SFC Representative.

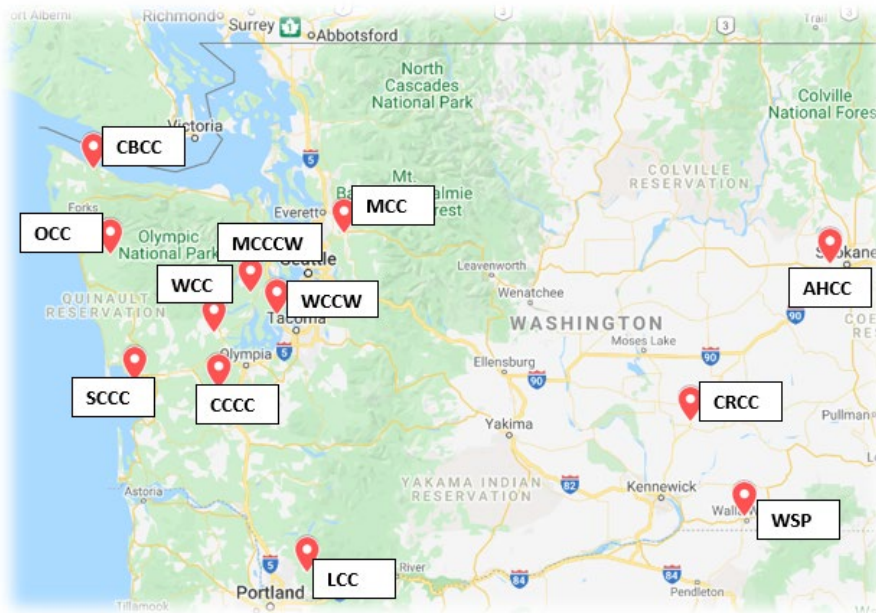
PART I: STAYING CONNECTED WITH YOUR LOVED ONE

It is important to stay connected during the reception process and throughout your loved one's incarceration. Communication provides critical emotional and psychological support which benefits both incarcerated individuals and their families. Families and friends provide the positive connection to the outside world and encourages proactive goal setting, program participation, and reentry planning that is so important during confinement.

When someone goes to prison it impacts not only the incarcerated, but their family as well. Families experience many emotions as they adapt to their new situation without their loved ones. Better connectivity can provide you insight as to what your loved one may be thinking and feeling. Families and children can learn more about their living situation, sharing family milestones such as graduations, birthdays and holidays. This helps your loved one to stay engaged in family life.

Washington State Prison Facilities

Washington has 12 Department of Corrections prison facilities located throughout the state, with [custody levels](#) ranging from minimum to maximum. To find out more about these facilities, visit our website at [DOC Prison Facilities](#).



Finding Where Your Loved One is Located

[Inmate Search](#) | [Washington State Department of Corrections](#)

If you are not aware of where your loved one was transferred to, you can conduct a [Search](#) on the DOC website or you may contact the Department's Search line at (360) 725-8213 between the hours of 8am to 5pm, Monday through Friday.

Inmate Search

To improve public safety the Department of Corrections publishes information about **currently incarcerated individuals**. All information provided through the application is subject to the agency's [Disclaimer and Terms of Use](#). You may [contact us](#) to obtain more information about current and former inmates and supervisees.

Enter a DOC Number or name to browse for a specific inmate. Special characters, other than hyphens and apostrophes, cannot be used. ([What is a DOC Number?](#))

Telephone

[DOC Policy 450.200 Telephone Use by inmates](#)

[Phone Calls](#) | [Washington State Department of Corrections](#)

As your loved one goes through the initial reception process, they will receive an Inmate Personal Identification Number (IPIN) within the first 72 hours. This number is required whenever an individual places a call so that the caller can be identified. The incarcerated person must initiate the call and are not able to receive incoming calls.

The Department contracts with a telephone service provider and is committed to ensuring incarcerated individuals have access to reasonably priced telephone services. Please refer to our web page regarding these services to learn about the vendor and how to create accounts:

[Vendor Phone Services](#) | [Washington State Department of Corrections](#)

[JPay & Securus Services](#) | [Washington State Department of Corrections](#)

Custom call features such as 3-way calling, call forwarding, etc. are not permitted, and all calls may be monitored or recorded to ensure safety and security both within the prison and out. Be sure to check out the "Phone Calls" link above to learn more about how the phone systems work.

Mail

[DOC Policy 450.100, Mail for Individuals in Prison](#)

[Send Mail](#) | [Washington State Department of Corrections](#)

[Unauthorized Mail \(wa.gov\)](#)

An important way to stay in touch is to correspond through the mail. Please take time to familiarize yourself with policy and procedures as this will reduce the likelihood of your mail being rejected and will assist with the timely delivery of your mail. Click on the links above to find more information.

Unfortunately, some may attempt to use the mail process in a manner that would create an unsafe environment for all. The Department has policies in place to mitigate any risk and ensure safety for your loved ones.

John Hancock
1024 S. Bee St.
Olympia, WA 98506-4321

Peter Smith, DOC #123456, E-32
Washington Corrections Center-Reception Center
P.O. Box 900
Shelton, WA 98584

Sending Mail to Your Loved One

It is especially important that you address the envelope properly and that the content is addressed only to the individual identified on the outside of the envelope. Addresses for all facilities and Reception Centers may be found at the back of this guidebook.

The addresses must be consistent with US Postal Service and must include:

First and Last name
Return Address
City, State, Zip

First Last Name, DOC#, unit/bed
Facility Name
Address
City, State Zip

Inspection

All incoming and outgoing mail is subject to inspection. To protect your loved ones and our personnel, some incoming mail may be photocopied following inspection in order for the mail to go through to your loved one without otherwise being rejected due to concerns.

Photographs

Photographs are an important way to stay connected. You may send photos to your loved ones; however, they must meet the [criteria](#) outlined in policy. Please be sure to check the policy frequently for updates.

- There is a maximum of 10 photos for each mailing
- The DOC number of your loved one must be marked on the back center of each photograph, either written in ink by the individual or stamped by the mailroom

- Photos may be sent on a single sheet of paper (single or double sided) or individually (maximum of 10 photos regardless of how they are sent)
- If using a vendor like Snap fish or Shutterfly, you may send up to 20 bound pages; however, it must be sent directly from a vendor.
- Any photo that is sexual in nature will be rejected. Please be sure to check out the [Unauthorized Items](#) list for more specific detail.

Cards

You may send to your loved one; however please be sure to see the section listed below regarding artwork as the cards cannot be homemade and cannot contain anything listed in that section. Additionally, they cannot be padded, laminated, layered or musical.

Artwork, Ink, Crayon, Glue, Glitter, Perfume, etc.

Though unfortunate, some use these items in a manner that violates policy and may create an unsafe environment for all. Any letter or item received may be rejected or photocopied if it is written or drawn with crayon, gel pen, or excessive ink, glitter, or any substance that cannot be identified. Additionally, the letter cannot be sprayed with perfume, oils, or any other scents.

Negotiables

Cash, personal checks, and stamps cannot be sent directly to your loved one. For more information on how to send funds, please see the [Sending Money](#) section of this guidebook or visit the link provided.

Important Documents

Mailroom staff will remove any identifying documentation such as a marriage certificate, birth certificate, death certificate, social security card, etc. and will forward them to designated employees for processing/retention (Records Office). The appropriate addressee/individual will receive a receipt for the items and notice of its disposition.

Unauthorized Items

Be sure to review the list of items that are unauthorized to avoid rejection and or delays in delivery of your mail to your loved one.

JPay

[JPay Services | Washington State Department of Corrections](#)

Jpay is a private company that the Department contracts with to provide electronic media services and money transfers between incarcerated individuals and their family and friends. Other services available through Jpay include the ability to purchase music and media and participate in video visiting!

Visit the [Jpay Services](#) page to learn how to set up an account, and for the most up-to-date information and fees/rates.

New Vendor for Technology Service Notice: DOC has partnered with Securus Technologies to provide a consolidated contract for technology services rather than carrying separate service contracts for

individuals for phone services, media, and email services in facilities. For more information, visit [Individual Technology Services](#).

Email

[JPay & Securus Services | Washington State Department of Corrections](#)

Electronic email services provide a way for family and friends to write letters to their incarcerated loved ones. Emails are treated differently than the emails you usually send and receive at home. All messages are subject to screening and delivery [rules](#) as US Mail and outlined in the [mail policy](#).

VideoGrams

[Jpay Email VideoGram](#)

A VideoGram is recording you can send through a email. These videos are limited to 30 seconds in duration and are sent as a single email. All VideoGrams are subject to screening and delivery [rules](#) as US Mail and outlined in the [mail policy](#).

Video Visitation

[JPay & Securus Services | Washington State Department of Corrections](#)
[Securus Technologies - Friends and Family Video Visitation System](#)

Video Visitation provides the opportunity for friends and family to talk “face-to-face” using a virtual platform. To participate in Video Visitation, you must be approved for visitation. To find out more information and to schedule a visit, click on the Jpay Video Visitation link above, then go to “*Scheduling a video visitation*” link.

It is very important to understand that *video visits are subject to Visit Room Policies and [Guidelines](#)*. Videos are screened and monitored, so ensure you clearly understand the rules to avoid interruptions in your access to this program.

Sending Packages or Money

Sending Packages

[DOC Policy 450.120, Packages for Offenders](#)
[DOC Policy 440.000, Personal Property for Offenders](#)
[Send Packages | Washington State Department of Corrections](#)
[Union Supply Direct - Washington Inmate Package - FAQ](#)

While at the Reception Centers, your loved one will not be able to receive packages. Once they are transferred to their parent facility there are a number options for packages they may receive. Some examples include the monthly gift package, a prepaid vendor package, or a Holiday Package. There are rules around what individuals in different custody levels may receive, frequency, allowable quantity, where the items must be purchased from, etc. so please be sure to check out the Send Packages link above to find the most current information.

Currently, Union Supply is the approved vendor for Washington State Department of Corrections. You can find answers to some of the most [frequently asked questions](#) and can view the [Union Supply Direct Catalog](#) here or go to UnionSupplyDirect.com.

Sending Money

[DOC 200.000 Trust Accounts for Incarcerated Individuals](#)

Your loved one has various financial sub-accounts to include:

1. Spendable
2. Educational
3. Medical
4. Postage accounts
5. Savings

When sending in money, it is important for you to clearly indicate which account the money is intended for. If not clearly noted, funds received will go directly into their spendable balance.

Family and friends may send money to their loved one through Jpay, Securus, Western Union, or by sending a cashier's check or money order. Click on the following link for more information and instructions: [Send Money | Washington State Department of Corrections](#)

Limits on Sending Money

[DOC 200.000 Trust Accounts for Incarcerated Individuals](#)

Policy restricts people from sending money to multiple incarcerated individuals. For families where there is more than one incarcerated individual, an exception may be granted by the facility Superintendent. For example, if a mother has two sons who are both incarcerated, she may be approved to put funds into both of their accounts, however this requires advanced approval from the facility Superintendent prior to the attempt to deposit.

Mandatory Deductions

[Statewide Orientation Handbook](#)

[Deduction Matrix](#)

[DOC Policy 200.000 Trust Accounts for Incarcerated Individuals.](#)

Most funds that are deposited into an incarcerated person's account are subject to mandatory deductions. For more information, refer to the Statewide Orientation Handbook, the Deduction Matrix, and DOC Policy 200.000 Trust Accounts for Incarcerated Individuals.

Below are the three primary deductions, however there are other deductions that *may be* taken depending on the circumstances.

- Crime Victim Compensation (CVC/CVCS). This deduction is forwarded to the Washington State Crime Victim's Fund. CVC/CVC is not associated with any individual's Legal Financial Obligation.
- Savings (SAV). This deduction is held the savings sub-account and is not a separate bank account.
- Cost of Incarceration (COI/COIS). This deduction is forwarded to Correctional Industries and contributes to funding incarcerated individual work programs.

Visiting your Loved One

Visitation Program

[DOC 450.300 Visits for Incarcerated Individuals](#)

[DOC 530.150 Family Centered Services](#)

[Prison Visits | Washington State Department of Corrections](#)

The Department understands and respects how important visitation is and the role it plays in the health and wellbeing of those in our care and custody. We continue to strive to make the experience meaningful and rewarding.



Face to face visitation provides hope and motivation as well as the opportunity to support one another's familial role as husband/wife mother/father son/daughter. Visits help families (especially children) to understand that their loved one is safe and how they are doing. For many, visits are the key that motivates them and reminds them what is waiting for them when they release.

Unfortunately, unexpected emergencies can occur impacting the opportunity for visitation. Please be sure to check out the most recent and accurate information at the [Facility Visitation Status](#) website.

Getting Approved to Visit

If you wish to visit your loved one during their incarceration, you will need to first be approved through the visit application process.

For adult visitors, this process begins by completing the on-line [Visit Application](#). For visitors under the age of 18, the on-line [Minor Visitor Application](#) form must be submitted.

Applications are generally processed within 30 days; however, there are some instances where it may take longer, or additional documentation may be requested. Once the application is approved, the visitor is then added to the individuals Approved Visitor List and both the visitor and the individual are notified.

Scheduling a Visit

Once you have been approved as a visitor, Please visit [Prison Visits | Washington State Department of Corrections](#) and review the guidelines and visiting hours at your loved one's facility.

Lodging and Transportation Assistance Program

[Lodging and Transportation Assistance](#)

Many families are not able to make the trip to see their incarcerated loved one due to the financial burden that it creates. To make this more affordable for families, the Department of Corrections has created the Lodging and Transportation Assistance Program (LTAP). Qualified applicants who travel over 150 miles one way to visit their loved one will be reimbursed up to \$50.00 towards the cost of either a hotel stay or the purchase of gas.

This program is funded through the Incarcerated Individual Betterment Fund and is contingent upon available IIBF resources.

Click on the link above to learn more about the program and to apply.

First Time Visiting

[Visitor Guidelines](#)

The first time visiting a prison can be intimidating as you don't know what to expect. Be sure to check out the facility specific visitor guidelines beforehand as they can serve as a roadmap to help you prepare for your visit. Please note that the guidelines will tell you what you are authorized to bring for your visit.

Feel free to ask the employees for direction or any clarification that is needed. There are also other family members who would be more than happy to help guide you through this experience. The Family Co-Chair and Co-Secretary of your [Local Family Council](#) would be happy to assist you and answer any questions you may have.

If you have an infant/toddler or need to take medications during your visit, be sure to take a look at the Facility Guidelines for specific information.

What to Wear

[Prison Visits | Washington State Department of Corrections Facility Guidelines](#)

Dress standards are necessary to ensure the safety and security of all individuals and promote a positive environment. Visitors should wear clothing that is clean, conservative, and modest in nature. It is important that you take some time to review the [Facility Guidelines](#) clothing standards section as you may be *turned away* if the clothing standards are not met.

Searches

[Searching and Detaining Facility Visitors \(wa.gov\)](#)

Searches are conducted as needed to enhance security and safety for personnel, incarcerated individuals, and the public by minimizing the introduction of contraband into department facilities.

Prior to entrance into any facility, you will be searched. This process is like what you may experience at an airport. You may be required take off your shoes, coat, etc., turn out your pants pockets and walk through the full body scanner. All personal items will be sent through an x-ray machine and returned to you after you clear the scanner. Depending on circumstances, you may be required to participate in a pat search, K-9 searches, locker searches and vehicle searches.

Contraband Puts Everyone at Risk!

Though unfortunate, truth of the matter is that some choose to take advantage of the Visitation Program in an attempt to bring in and pass contraband.

Anyone found trying to enter the facility with contraband will not be permitted and will be suspended pending Superintendent/designee review which may result in permanent denial of access. The visitor may be detained, and local law enforcement will be notified if a visitor is found in possession of contraband that is an illegal item.

Introduction of contraband is a tremendous safety and security risk for your loved one.

Some people will lose sight of the consequences and will risk everything including their visits with their loved one. Any person attempting to introduce illegal substances will be referred to law enforcement and may be prosecuted, and visitation privileges may be permanently terminated.



CONTRABAND

- Is a major contributor to VIOLENCE in our prison
- Puts your incarcerated loved one AT RISK
- Puts YOUR FAMILY at risk

Taking part in the introduction of unauthorized items into this prison is not only against the rules, it is AGAINST THE LAW.

This facility, in conjunction with local authorities intend to prosecute ALL crimes on the premises to the fullest extent of the law.

If you introduce contraband, you are subjected to detention, arrest, CONVICTION AND REVOCATION OF VISITING PRIVILEGES.

Is it really worth it?

Please help us keep our prisons safe!

Visit Room Conduct

[Prison Visits](#) | [Washington State Department of Corrections](#)

Visit rooms are designed to promote supportive and positive interactions while maintaining safety of our visitors, staff, and your loved ones. Visit Room rules may vary from facility to facility due to reasons such as custody level, size, staffing, restricted movements, etc.

To maintain the family friendly environment and for security purposes, there is a limit to what type of physical contact that can be made. Be sure to check out the [Facility Guidelines](#) prior to your visit as inappropriate contact may result in lost visit privileges.

Vending Machines

When vending machines are available, you may purchase food and drinks for yourself and your loved ones by using a pre-loaded vending debit card. Please see the facility guidelines for information on how to purchase the card, how to load the card, and the rules surrounding use of the machines.

Incarcerated Individuals are not allowed to approach the vending machines without the advance approval of Visit Staff.



Some families have indicated they have found it beneficial to load the vending debit card before leaving the facility at the end of the visit, so it is ready for your next visit.

Contacting Visit Room Staff Outside of Your Visit

If you have questions regarding visitation, you can contact the facility where you plan to visit. Please understand that visit staff often work a non-traditional work schedule so they may be unavailable to return your call immediately.

When to call Statewide Visit Unit?

If your question or concern are general in nature or cannot be resolved by the facility, you may call the Statewide Visit Unit at (360) 725-8480 or e-mail at dochqvisitsunit@doc1.wa.gov.

Visitation Survey

[DOC Visit Survey](#)

Your opinion is important! To provide meaningful visit opportunities at Washington Department of Corrections facilities, we are seeking your input! The link to the survey can be found on the DOC.WA.GOV website under the Visiting tab, or you can click on the link above to access it.

Extended Family Visit Program

[DOC Policy 590.100 Extended Family Visits](#)

[Extended Family Visits \(EFV\)](#)

The Department recognizes the importance of building and maintaining strong family ties. The Extended Family Visit (EFV) Program is available for qualifying individuals and their immediate family members. The application process can take up to eight weeks or even more depending on the complexity of it. Please note that Washington is only one of three states that continue to offer this privilege and have strict criteria for eligibility.

An EFV visit can last either 1 or 2 nights and takes place in a fenced private unit within the facility. See policy for more information including criteria, requirements, and authorized items that may be brought in for the visit.

Visit the Extended Family Visits link above for more information on criteria and how to apply.

Special Visits

[DOC Policy 450.300 Visits for Incarcerated Individuals](#)

There are some instances when family and friends may be eligible for a special visit. During regular operations, a special visit may be permitted for:

- Visitors who travel over 250 each way to visit their loved one
- When your visitor participates in a DOC meeting that is scheduled over the regular available visit time
- For visits with those who are in restrictive housing or hospitalized

Special visits will only be considered for approved visitors on an individual's list, and may be limited due to COVID, operational, safety, and/or security concerns. See DOC 450.300 Visits for Incarcerated Individual Policy for more information.

Family Events and Programs

Each facility holds annual events that are designed to strengthen the relationship between incarcerated individuals and their loved ones during normal operations. Unfortunately, COVID has delayed much of the in-person opportunities during the pandemic, but efforts are being made to keep families connected. You can generally find the annual event calendars at the following link in the right column: [Prison Visits - Event Calendars](#)

Under normal circumstances, each facility holds a minimum of four events per year. Two of the events are focused on the parent/child relationship and two of the events are focused on adult relationship building. The child focused events include the Back-to-School event which stresses the importance of an incarcerated parent's role in their child's education. Whenever possible, the event will include fun interactive and educational activities, games, and food. The other child focused event is the Winter

Holiday Celebration in December. Depending on available resources, facilities may have additional family events scheduled throughout the year.

Parenting, relationship building, and other self-help programs are available in most facilities. Additionally, resources are available for those who have obligations under the Division of Child Support (DCS) or who must participating Dependency Hearings.

Your ideas and suggestions for programs and/or events are always welcomed! You can send your input to the Family Services Unit at docFamilyServicesUnit@doc.wa.gov and you are encouraged to share and discuss at your Local Family Council.

Below is a screenshot of the website– links will not work from this document

Guidelines, Visiting Schedules & Family Event Calendars



Prison Facility	Guidelines	Visiting Hours	Event Calendar
Airway Heights Corrections Center			
Cedar Creek Corrections Center			
Clallam Bay Corrections Center			
Coyote Ridge Corrections Center			
Larch Corrections Center			
Mission Creek Corrections Center for Women			
Monroe Correctional Complex			
Olympic Corrections Center			
Stafford Creek Corrections Center			
Washington Corrections Center			
Washington Corrections Center for Women			
Washington State Penitentiary			

Preparing for a Successful Reentry

Transitioning back into society after incarceration is very difficult. It takes preparation, open communication, and support throughout the process. It is best to have a plan in place when your loved one is released and comes home. Obtaining a Washington State Identification card, social security card (replacement if needed), and birth certificate will be instrumental in the transition to life outside of prison. Your loved one should speak with their classification counselor and request assistance for these items if they are needed. If SSI services were received prior to incarceration, it is possible to initiate the paperwork prior to release for payments to start shortly thereafter.

The agency now offers more programs than ever that are focused on the success of an individual after their release. Your loved one is encouraged to take advantage of any program and opportunity that is available!

Staying Informed

Sign-up for Emergency & Incident Alerts

[Public Alerts & Notices](#) | [Washington State Department of Corrections](#)

Visitors may sign up to receive emergency and non-emergency incident alerts via text message, email, and/or voicemail.

An Emergency Alerts would include situations that require action to be taken such as an evacuation, prison lock-down, escape, or other severe events. A Non-Emergency Incident would include significant transportation problems with prolonged impacts or significant ongoing Corrections exercises or other activity. The system will not be used for routine informational notices.

If you are interested in signing up to receive these alerts, go to the [Public Alerts & Notices](#) | [Washington State Department of Corrections](#)

Sign-up for Emergency & Incident Alerts

The Department of Corrections (DOC) is now able to send you emergency alerts, as well as non-emergency incident alerts, via text message, email, pager, and/or voice mail.

- **Emergency Alerts:** Could include hazards that require action be taken such as an evacuation, prison lock down, prison escapees, or other severe events.
- **Non-Emergency Incident Alerts** Could include significant transportation problems with prolonged impacts, or significant ongoing Corrections exercises or other activity.

This system will not be used for routine informational notices (see [Prison Facility Alerts & Notices](#) for this information). Alerts are provided free of charge, however, standard text messaging rates and other charges may apply.



[Subscribe](#)

[Modify Subscription](#)

[Unsubscribe](#)

DOC Website

[Public Alerts & Notices](#) | [Washington State Department of Corrections](#)

Visit the DOC public website [Public Alerts & Notices](#) page for regularly updated with the most recent information for all Department facilities. Please be sure to check this page before leaving for a visit as there may be unforeseen issues that may interfere with visiting, causing delayed, shortened, suspended or cancelled visits.

Family Communications Portals

[Click here to sign up to receive email communications](#)

The Department recognizes how important communication with families are during their loved one's incarceration. To increase communication, the agency is working to implement the Get Response listserv that will provide the opportunity for families and friends to sign up to receive specific types of information. While waiting, you can sign up to receive communications regarding the facility where your loved one is located and other issues that have state-wide impact, to include future opportunities, and/or efforts that are being made to keep families connected. You can sign up to be added to this distribution list by sending an email to docFamilyServicesUnit@doc.wa.gov or by completing the survey at the link above.

STAY CONNECTED!

Follow us on:



- [Washington Corrections \(@WACorrections\) / Twitter](#)
- [Washington State Department of Corrections | Facebook](#)
- [WACorrections - YouTube](#)
- [Washington State Department of Corrections | LinkedIn](#)

Part II: PRISON LIFE

The Reception Process

[DOC Policy 310.150, Reception, Initial Classification, and Custody Facility Plan](#)

[DOC Policy 310.000, Orientation](#)

When a person enters the prison system, they first arrive at a Reception Diagnostic Center (RDC) where various interviews and assessments are completed.

There are two Reception Centers in Washington: The men start at [Washington Corrections Center](#) Reception Center (WCC-RC) located in Shelton, Washington, and the women start at [Washington Corrections Center for Women Reception Center](#) (WCCW-RC) located in Gig Harbor, Washington.

During the first week of admission, incarcerated individuals will attend an orientation and receive a copy of the [Statewide Inmate Orientation Packet](#). This packet contains basic information and instruction that will assist them as they transition into the prison system.

While at the RDC, they will undergo a series of assessments and reviews which will identify specific needs or possible concerns such as medical, mental health, substance abuse, and education. This information will be used to assign a [custody level](#) and will assist in identifying a facility that has the resources necessary to meet the needs of the individual in order to help them to succeed. This process is called classification and generally takes 4-6 weeks; however, this may take longer than expected for various reasons.

Once this process is completed, a transfer order is requested to send the individual to a “parent” facility.

During the intake process, your loved one will receive a special number called an IPIN which will allow them to make phone calls. This may take up to two weeks, so don’t be alarmed if you do not hear from them right away. We will further explain the IPIN in the following pages.

If you have a family emergency and need to contact your loved one, you may contact the facility directly and ask to speak with the Shift Commander.



Correctional Employee Roles and Responsibilities

Department employees provide the opportunity for positive change within a safe and secure environment, and serve as pro-social role models by modeling appropriate behavior and holding individuals accountable as necessary. Generally speaking, staff attend a full 6 weeks of Department training as part of their onboarding with the Department.

During their incarceration, individuals will have the most contact with custody staff (those who are in uniform) and their assigned case manager (also known as classification counselor).

Custody Staff:

Custody staff are most easily recognized as they generally wear uniforms. [Correctional Officers](#) are commonly referred to as “Officer” or “C.O.”. Correctional Officers use interpersonal skills and effective communication skills to encourage positive behaviors while maintaining a safe environment for the incarcerated population, staff, visitors, and the community.

Other custody staff include Correctional Sergeants (commonly referred to as “Sergeant” or Sgt.) who supervise Correctional Officers and/or specific areas of the facility; Correctional Lieutenant (also referred to as “Lieutenant” or Lt.) who is responsible for the overall safety and security of the facility operations during their shift; and Correctional Captains (commonly referred to as “Captain” or Cpt.) at each major facility. The captain is the senior custody staff member and is responsible for facility-wide custody and security operations.

Case Management / Classification Counselor (CC)

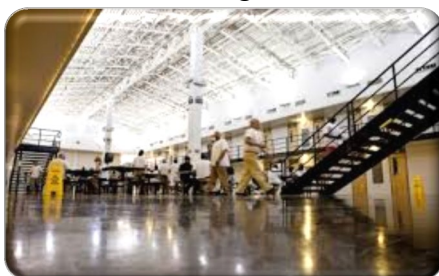
Each incarcerated person is assigned a case manager (commonly referred to as “Counselor”). The case manager maintains communications with the individuals on their caseload, ensuring their needs and/or requirements identified in the case plan are met. They monitor behavior, programming participation, etc. and conduct reviews on a regular basis to modify the case plan as needed to best support the individual’s success.

After arriving at their parent facility, their case manager will meet with them to set goals and incentives, develop a case management plan, complete any additional assessments, create education, program and work referrals, as well as share information with your loved one about what to expect as they move through the system. They work with your loved one to establish custody promotion targets and transfers as appropriate and identify what your loved one can do to remain infraction free and focus on meeting approved targets.

Additionally, at approximately 18 months from their expected release date, the case manager will start to focus on reentry plans, working with your loved one to begin considering available options.

Living Units

Every facility has several living units that house the incarcerated population. Units differ based upon custody level, logistics, and age of the facility. Some living units are a direct supervision module where the officer’s post has a visual on all cells and is located in the pod with the individuals. Often times, cells in this type of a setting have wooden or cement doors and the individuals carry their own keys. Some living units have indirect supervision meaning the unit is supervised from an enclosed post. Cells in these units are likely to have cement sliding doors or bars.





[Where Inmates Live](#) | [Washington State Department of Corrections](#)



Policy indicates what the criteria is for cell movement and how your loved one can make a request.

DOC 590.100

Dietitian who certifies that they meet nutritional requirements. All food used for incarcerated individuals' meals is USDA inspected.

Prison food service departments provide modified diets for incarcerated individuals whose religious beliefs include special religious or dietary needs such as kosher or vegetarian. They also work closely with the medical department to provide therapeutic diets as prescribed by health care staff. Per DOC policy 240.100, it happens annually, constant reviews of provider dietary assignment and clinical dietary work is ongoing.

Finances: Types of Accounts

[DOC Policy 200.000 Trust Accounts for Incarcerated Individuals Attachment 5](#)

Upon entry into the system, every incarcerated individual is assigned a trust account. This is like a bank account but does not earn interest. An Individual's trust account is comprised of 7 Subaccounts which are: Spendable, Savings, Work/Training Release Savings, Postage, Education, Medical, and Community Services Revolving Fund (CSRF).

Spendable Account:

These funds are what is available for use by the individual.

Savings Account and/or the Work/Training Release Savings:

The savings subaccount will assist individuals with transition to the community. There are few exceptions that would allow access to these funds during incarceration as noted on Attachment 5 of DOC Policy 200.000, Trust Accounts for Incarcerated individuals.

Postage Account:

The postage subaccount may be used for postage charges only.

Education Account:

Funds received from outside sources and designated for the education subaccount are exempt from deductions outlined in RCW 72.09.480(2). This subaccount is used for payment of education, vocational programs, or postsecondary education degree programs and other relevant costs.

Medical Account:

The medical subaccount may only be used to cover copayment, purchase eyeglasses, and over the counter medications.

Community Services Revolving Fund (CSRF)

The only time funds are in this account is when the Community Corrections Supervisor requests funds to be loaned to assist an individual in seeking employment or purchase work-related clothes or equipment.

Personal Property

[DOC Policy 440.000, Personal Property for Offenders](#)

[Maximum Allowable Personal Property Matrix - Men's Facilities](#)

[Maximum Allowable Personal Property Matrix - Women's Facilities](#)

[Union Supply Direct - Washington Inmate Package - FAQ \(wainmatepackage.com\)](http://wainmatepackage.com)

Individuals are authorized to have any property that is listed on the Maximum Allowable Personal Property Matrix. Individuals are provided the opportunity to purchase these items through Union Supply which is the DOC approved vendor. What and how the family can purchase will be addressed under the “Staying Connected” portion of this guidebook.

Commissary (Store)

[DOC Policy 200.210, Prison Commissary](#)

[Commissary \(Store\) | Washington State Department of Corrections](#)

The Department operates a commissary where individuals have the opportunity to purchase items that are not provided by DOC or the facility. Items available are listed on a [Commissary List](#) and include items such as snacks, soda, postage supplies, writing materials, vitamins, hygiene items, and other personal items. Individuals with money in their account may purchase anything on the approved commissary list whereas those without funds are limited to basic hygiene and correspondence items and may incur a debit on their account that will need to be paid back.

Clothing

[DOC Policy 440.050, State Issued Items](#) The Department provides [state-issue clothing](#) to the incarcerated population. There are some provisions in policy for the possession of personal shoes, jewelry, and religious clothing which are available to purchase through the [Union Supply](#), the DOC approved vendor.

JPay Player/Tablet

[JPay & Securus Services | Washington State Department of Corrections](#)

[Individual Technology Services](#)

A JPay Player or Securus tablet is an agency-approved media player designed to give individuals access to music, FM radio, games, and the ability to read/write emails (charges due apply). The JPay Player is similar to a tablet. You can find more information on these, their abilities, and the cost by visiting the Jpay Services page on the DOC website.

We will be seeing many changes with the tablets as the new contract with Securus rolls out. You can read more by clicking on the Individual Technology Services link above.

Jobs/Employment and Program Opportunities

[DOC Policy 700.000, Work Programs in Prisons](#)

[DOC Policy 700.100 Class III Work Programs](#)

The DOC is committed to maintaining and expanding work and training programs that inspire a positive work ethic and give individuals job skills to help them succeed upon release. Work opportunities vary available based upon custody level and location. Understanding that a prison ground are much like an independent community which relies on community workers to maintain. Workers are needed for food services; warehouse workers; maintenance workers such as electricians, plumbers, carpenters, groundskeepers, and painters; administrative type assistance. Some work crews assist in local communities and state parks while others work with Correctional Industries to create furniture that is used in state agencies throughout the state.



Depending on their custody level, incarcerated individual jobs can be inside the facility or out in the community supervised by correctional staff.

There are other special programs where individuals can be employed or can sign up to assist with community-based efforts such as the [Sustainability in Prisons Project](#), [Wheels for the World](#), [Bicycles from Heaven](#), [Dog training Programs](#), and others. These types of programs teach skills however also come with the significant reward of giving back and assisting a community in need.



Educational Programs

[DOC 500.000 Policy Education and Vocational Programs in Prisons](#)

[Educational Programs | Washington State Department of Corrections](#)

The Department of Corrections contracts with the [State Board of Community & Technical Colleges](#) to provide basic education and workforce/technical associate degrees within the 12 prisons. Classes offered include Reading, Writing, Math, English and a variety of pre-college preparation courses, pre-apprenticeship programs, vocational certificates and degrees.

The Department also partners with providers who deliver credit-bearing programs and enrichment courses.

For more information on programs offered, visit the Education section of the DOC website.

Religious and Spiritual Activities

[DOC 560.200 Religious Programs](#)

[Allowable Individual Religious Items](#)

[Religious Services | Washington State Department of Corrections](#)

The Department acknowledges the inherent and constitutionally protected right of individuals to believe, express, and exercise the religion of their choice. Religious programs promote positive values and moral practices that foster healthy relationships, especially within their own families and the communities to which they are returning.

Partnering community volunteers and contracted service providers deliver the majority of religious based programs which align with the teachings from the external religious communities.

The Department consults with a diverse group of religious/faith/cultural groups authorities with knowledge of corrections to inform and advise on relevant policies, practices, concerns, and resource support.

Recreational Activities

[DOC Policy 540.105, Recreation Program for Incarcerated Individuals](#)

Recreational activities promote individuals to take responsibility for making positive choices for their health and wellness by adopting positive lifestyle habits and achieving their highest potential for wellbeing.

Recreation programs may differ slightly by location and may include hobby craft, music programs, weightlifting and fitness machines, cardio programs and machines, basketball, soccer, softball, volleyball, racquetball, and yoga. Some programs require a quarterly fee in order to participate the programs.

Learning Opportunities



Groups



Employment and Trades



Substance Abuse Treatment

[Substance Abuse Treatment | Washington State Department of Corrections](#)

Within available resources, the Department of Corrections will provide a multi-phased treatment continuum of programs for individuals with substance use disorders.

Consistent with research, evidence based, promising and best practices, the [Substance Abuse Recovery Unit \(SARU\)](#) offers a comprehensive continuum of intensive outpatient, intensive day treatment, and residential treatment services. Treatment is provided, within available resources, to individuals who meet the established eligibility criteria based upon clinical need and sentencing requirements and follow a triage protocol.

Health Care Services

[DOC 600.000 Policy Health Services Management](#)

[Health Services Orientation Handbook](#)

[Health Services | Washington State Department of Corrections](#)

[Health Services - Frequently Asked Questions](#)

The Department provides health services which includes medical, mental health, dental, and pharmacy services. All health services are provided in accordance with applicable Department policies and the Health, Environmental, and Safety Standards established under RCW [43.70.130\(8\)](#), and are provided to individuals by on-site health care staff. All health care providers and counselors are appropriately licensed or certified to practice in Washington.

Your loved one can sign up to schedule an appointment, however for those instances when there is more of an urgent medical need, they may sign up for sick call which is scheduled for the following day. In the event of an emergency, your loved one may declare a medical emergency for immediate health care crises regardless of the time of day or night.

To talk with someone at the facility regarding to your loved one's medical condition or treatment, you must first have written permission by your incarcerated loved one on file. They will need to complete a [DOC 13-035 Authorization for Disclosure of Health Information](#) indicating what information may be shared and exactly who it may be shared with. You can find the number for each facility's Health Services department by visiting the [Washington State Department of Corrections - "Contact Us"](#) link.

Prison Rape Elimination Act (PREA)

[DOC Policy 490.800 Prison Rape Elimination Act \(PREA\)](#)

[PREA Resources | Washington State Department of Corrections](#)

The Prison Rape Elimination Act (PREA) is a federal law that was signed September of 2003. This Act establishes a zero-tolerance policy regarding rape and sexual abuse in federal, state, county and city correctional systems, including prisons, jails, police lock-ups, and other confinement facilities for adults and juveniles.

The Department has zero tolerance for all forms of sexual misconduct and will impose disciplinary sanctions for such conduct, up to and including criminal prosecution. All Department personnel and incarcerated individuals are trained and provided information on PREA, and there are posters and brochures located throughout all facilities.

Individuals, visitors, family members and associates are encouraged to report any allegation of PREA. Reporters may remain anonymous.

Phone: PREA Hotline 1 (800) 586-9431

Email: DOCPREA@doc.wa.gov

Mail: PREA Coordinator Post Office Box 41100, Olympia, WA 98504

The DOC has zero-tolerance for all forms of retaliation against any person because of his/her involvement in the reporting or investigation of a complaint.

Prison Facility Directory

Airway Heights Corrections Center
11919 West Sprague Avenue
Post Office Box 2049
Airway Heights, WA 99001-2049
(509) 244-6700

Clallam Bay Corrections Center
1830 Eagle Crest Way
Clallam Bay, WA 98326-9723
(360) 963-2000

Larch Corrections Center
15314 NE Dole Valley Road
Yacolt, WA 98675-9531
(360) 260-6300

Monroe Correctional Complex

Washington State Reformatory
Unit
16700 177th Ave. SE
Post Office Box 777
Monroe, WA 98272-0777
(360) 794-2600

Minimum Security Unit
Post Office Box 7001
Monroe, WA 98272-7001
(360) 794-2299

Twin Rivers Unit
16774 170th Drive SE
Post Office Box 888
Monroe, WA 98272-0888
(360) 794-2400

Special Offender Unit
16730 177th Avenue SE
Post Office Box 514
Monroe, WA 98272-0514
(360) 794-2200

Cedar Creek Corrections Center
12200 Bordeaux Road
Post Office Box 37
Littlerock, WA 98556
(360) 359-4100

Coyote Ridge Corrections Center
Post Office Box 769
Connell, WA 99326-0769
(509) 543-5800

Mission Creek Corrections Center for
Women
3420 NE Sand Hill Road
Belfair, WA 98528
(360) 277-2440

Olympic Corrections Center
11235 Hoh Mainline
Forks, WA 98331
(360) 374-6181

Stafford Creek Corrections Center
191 Constantine Way
Aberdeen, WA 98520
(360) 537-1800

Washington Corrections Center
2321 West Dayton Airport Road
Post Office Box 900
Shelton, WA 98584
(360) 426-4433

Washington Corrections Center for Women
9601 Bujacich Road NW
Gig Harbor, WA 98335-8300
(253) 858-4200

Washington State Penitentiary
1313 N. 13th Avenue
Walla Walla, WA 99362-1065
(509) 525-3610