

**State of Tennessee  
Department of Correction**



**Morgan County  
Correctional Complex**

Effective as of Date Signed

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Visitor's Handbook

David Osborne, Warden

Morgan County Correctional Complex  
P. O. Box 2000  
Wartburg, TN 37887

Telephone: (423) 346-1300



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**DISCRIMINATION IS PROHIBITED**

**TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 REQUIRES THAT FEDERALLY ASSISTED PROGRAMS BE FREE OF DISCRIMINATION. THE TENNESSEE DEPARTMENT OF CORRECTION ALSO REQUIRES THAT ITS ACTIVITIES BE CONDUCTED WITHOUT REGARD TO RACE, COLOR, OR NATIONAL ORIGIN.**

Prohibited Practices Include:

- Denying or failing to provide services or providing inferior, separate, or different services to individuals based on race, color, or national origin.
- Segregating or restricting individuals in any way related to the receipt of services or benefits on the basis of race, color, or national origin.
- Requiring different standards or conditions for acceptance into programs based on race, color, or national origin.
- Permitting discriminatory activity in this facility on the basis of race, color, or national origin. Examples of practices which, if based on race, color, or national origin, would be discriminatory include.
  1. Referrals to the SAIU Program.
  2. Work, education, treatment, or other program assignments.
  3. Drug testing of convicted felons.
  4. Restricting cell/bed or institutional assignments.
  5. Inmate job compensation levels.
  6. Disciplinary actions or sanctions.

Should you feel you have been discriminated against, the following avenues are available to address your concerns.

- **Offenders in TDOC custody** should utilize the inmate grievance process. Grievance forms are available in all housing units and in other locations indicated in the offender handbook. TDOC policy 501.01, available in inmate libraries, outlines the time frames and appeal process for Title VI grievances.
- **Visitors and other individuals** should contact the local Title VI site coordinator by letter or telephone. No special forms are required to file a Title VI complaint.

Name: Robert G. Walls Title: Title VI Coordinator  
Address: MCCC P.O. Box 2000 City/St: Wartburg, Tennessee 37887  
Phone #: (423) 346-1300 Fax #: (423) 346-7821

- **Any individual may file a Title VI complaint with the below listed entities. It is preferable that complaints be registered at the local level first.**

**TN TITLE VI COMPLIANCE COMMISSION**  
TN DEPT. OF PERSONNEL  
FIRST FLOOR, JAMES K. POLK BLDG.  
505 DEADERICK STREET  
NASHVILLE, TN 37243-0635  
(615) 253-6717

OR

**U.S. DEPARTMENT OF JUSTICE**  
COORDINATION & REVIEW SECTION – NYA  
CIVIL RIGHTS DIVISION  
950 PENNSYLVANIA, AVENUE, N.W.  
WASHINGTON, D.C., 20530  
(888) 848-5306 (toll free voice and TDD)

TDOC/Facility handbooks will be available at:

<http://www.tennessee.gov/correction/institutions/visitation.html>

**TAXI PHONE NUMBERS**

Yellow Cab Company  
112 Randolph Road  
Oak Ridge, TN 865-483-4343

Regency Cab Company  
5224 John Hall Road  
Knoxville, TN 865-573-9648

Aiken’s Cab Company  
530 Morgan Street  
Harriman, TN 865-882-5600

Bodine’s Cab Company  
901 Georgia Street  
Harriman, TN 865-882-1000

Jack’s Cab Company  
530 Morgan Street  
Harriman, TN 865-882-1828

***NOTE: All calls are long distance from Wartburg.***

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**Morgan County  
Correctional Complex**

The Administration recognizes the importance of visits to both the inmates with whose care we are charged and to their families. We will make every effort to make your visit a pleasant one.

In an adult correctional facility certain guidelines are a necessity to assure the proper atmosphere for your visit and to assure the safety and security of the institution. The Visitors Handbook will outline those guidelines. If you have questions about any part of the Visitors Handbook, please ask one of the visitation staff

We trust your visit will be a pleasant one.

**Welcome to Morgan County  
Correctional Complex**



**David Osborne, Warden**                      **Date**



**Reuben Hodge**                                      **Date**  
**Asst. Commissioner of Operations**

**DIRECTIONS**

1. Directions to Morgan County Correctional Complex from Harriman, Tennessee, located in Roane County are as follows:
  - a. From I-40, Exit 347, take U.S. Hwy. 27 North from Harriman to Wartburg (approximately 8 miles) and turn right at the first stoplight (junction Hwy. 62 East); follow Hwy. 62 East approximately two miles to Flat Fork Road; turn left onto Flat Fork Road and follow road approximately 1.5 miles until you reach Wayne Cotton Morgan Road on the right; turn right on Wayne Cotton Morgan Road.
  - b. Log on to [www.mapquest.com](http://www.mapquest.com) type in Frozen Head National Park. (Frozen Head National Park is just past Morgan County Correctional Complex on Flat Fork Road.)
2. Directions to Morgan County Correctional Complex from Knoxville, Tennessee, are as follows:
  - a. I-40 to exit 347 (Harriman); take Hwy. 61/27 through Harriman; take Hwy 27 at the 27/61 split; follow 27 all the way to Wartburg; at the stoplight in Wartburg, turn right onto Hwy. 62; stay on Hwy 62 for approximately 5 miles; turn left onto Wayne Cotton Morgan Road. You will see signs for Frozen Head State Park and Morgan County Correctional Complex.

## OUTSIDE VISITATION

1. The outside visitation gallery is open to population inmates only. Classification, Close, Maximum Security or inmates on non-contact or restricted visitation will not be allowed in the outside visiting area.
2. The outside visiting area will only be available to inmates who have not received a Class A or B disciplinary conviction for a period of ninety (90) days or a Class C conviction for a period of thirty (30) days.
3. Inmates may visit in the outside visiting area both Saturday and Sunday during April 1<sup>st</sup> through October 1<sup>st</sup> as long as space is available. Outside visitation is not open for Wednesday night visitation. Drinks and chips can be purchased from the visitation vending machines and may not be brought in by visitors.
4. Inmates and visitors are not allowed to be close (touch/linger) to the fence.
5. The institution retains the right to close the outside visitation area as deemed appropriate by the Shift Supervisor due to weather, staff shortages, emergencies, etc.

Failure to follow rules can result in the loss of outside privileges. This area has been established as a privilege for inmates and visitors. Morgan County Corrections asks that everyone cooperate and comply with procedures. All items entering the institution will be searched at checkpoint.

## Morgan County Correctional Complex Visitation Rules

1. All visitors and vehicles are subject to search. Refusal to submit to any type of search shall be sufficient grounds to deny a visit and may result in suspension of visitation privileges. Visitors are responsible for making sure their vehicles are locked and secured. Drug K-9's may be used during vehicle searches.
  - a. Any visitor found to have in their possession drugs, alcohol or weapons may be permanently prohibited from visiting at any TDOC facility. Visitors having prescription drugs on state property must have the drugs in the prescription bottle or have a copy of the prescription with them. **MORGAN COUNTY CORRECTIONAL COMPLEX IS A TOBACCO-FREE FACILITY.**
  - b. Persons with a valid handgun permit are hereby advised that the possession of weapons while on facility grounds is a violation of TCA 39-16-201, Introduction of Contraband into Penal Facility, and if these items are found in your vehicle you will be subject to arrest.
2. The visiting schedule for Morgan County Correctional Complex is as follows:
  - a. Visiting hours are 8:00 a.m. – 3:00 p.m. on Saturday, Sunday and designated state holidays (see below).

- b. Wednesday evening 6:30 p.m. – 8:30 p.m.  
(by appointment only)
  - c. Visits are limited to a minimum of two hours, except for Classification inmates who are only allowed a one-hour visit. Four adults plus children are permitted to visit. If space becomes an issue, visits may be terminated on a first-come, first-to-leave basis; exceptions will be made for visitors who have traveled over 200 miles and who visit infrequently.
  - d. Wednesday evening visitation is limited to visitors who are unable to come on the weekend and must be scheduled no later than 12:00 p.m. on Tuesday. Verification must be provided as to why you cannot visit on weekends, i.e., under a doctor's care, have to work both Saturday and Sunday, etc.
3. The following state holidays will be designated visiting days: New Years' Day, Martin Luther King Jr. Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. (Visitation on additional days accompanying Thanksgiving and Christmas Day will be determined by the Commissioner.)
  4. All visitors must register upon entering the institution at checkpoint. Visitors must sign into the visitor logbook. (License plate number will be required.)
  5. All visitors, regardless of age, must show current and valid identification before they will be permitted to visit. **All identifications, for**

- j. Boisterous, disruptive behavior or failure to follow visitation rules shall be sufficient grounds for termination of a visit.
  - k. ANY DISCIPLINE OF A CHILD AND/OR CHILDREN SHALL BE VERBAL ONLY AND MAY BE IMPOSED ONLY BY THE ACCOMPANYING ADULT VISITOR WHO IS CUSTODIAL PARENT LEGAL GUARDIAN OR APPROVED ESCORT LISTED ON THE PARENTAL CONSENT/RELEASE FORM.
21. Trash cans are provided throughout the visitation gallery. It is the responsibility of the visitor and/or inmates to clean up their own trash.
  22. Visitors shall not be allowed to deliver packages, correspondence, money orders, checks or printed material to inmates. All such items must be mailed.
  23. Inmates will not be allowed to send anything out of the visiting area with visitors unless preapproved. Written permission must be presented to the checkpoint officer when leaving visitation.
  24. Inmates shall be responsible for ensuring that their visit is conducted in an orderly manner in compliance with the rules and regulations set forth by the Tennessee Department of Corrections and the institution. Failure to follow visitation rules may result in disciplinary action, suspension of visiting privileges or both.

20. Children shall be kept under the constant supervision of the custodial parent, legal guardian or approved escort listed on the Parental Consent/Release form at all times.
- a. Children shall be accompanied to play areas, restrooms and any other area outside the immediate area in which the visit is being conducted by the custodial parent, legal guardian or approved escort listed on the Parental Consent/Release form, not the inmate.
  - b. Children shall be escorted from the checkpoint area to parking lot and vice versa by the custodial parent, legal guardian or approved escort listed on the Parental Consent/Release form.
  - c. Children shall not be allowed to remain in vehicles unattended.
  - d. Children shall not be allowed to play or interact with any inmates not being visited by such child/children and/or adults accompanying such child/children. No inmate shall be allowed to play with, carry or hold any child/children belonging to other inmates or visitors and not belonging to the particular inmate or his personal visitor(s).
  - e. Children are not permitted to run, wrestle, or climb on chairs, window sills, bookshelves or tables. Children are not allowed to crawl on floor of visiting gallery.
  - f. Diapers or soiled clothing must be changed in the visitation bathroom, not in the visiting gallery or in the children's playroom.
  - g. No toys, books, games, movies, or crayons will be permitted to leave the playroom area.
  - h. No throwing or breaking toys.
  - i. No writing on walls, tables, chairs, or floors.

**persons 16 and older, must be a state government-issued photo ID and must be current.** *Exceptions for no photo on a state ID will be made for senior citizens only.*

6. Acceptable identification includes:
- **A current driver's license**
  - **A government or military ID**
  - **Birth certificate and/or marriage license (for minors and/or proof of relationship only. Cannot be used in place of valid photo id.)**
  - **School identification cards (minors only, birth certificate will still be required).**

*Social security cards or expired driver's license are not considered acceptable identification.*

7. All visitors, regardless of age, must have an approved Visitation Application (CR-2152) with current photo and any necessary documentation (notary form, birth certificate, marriage license, etc.) on file before they can be admitted into the visitation area. It can take up to 30 days for an application to be processed.

All sections of the CR-2152 shall be completed. A driver's license number or state ID number is required.) If any falsification of the visitation form occurs by a visitor applicant, the visitor applicant shall not be allowed to resubmit a visitor application (CR-2152) for a minimum of six months.

8. Approval of visitors shall be at the Warden's discretion, in accordance with the following guidelines:
- a. All immediate family members who apply

and eight (8) additional adults may be approved to visit an inmate upon receipt of a Visitor Application (CR-2152). Classification inmates and Maximum Security inmate may visit with immediate family only.

- b. Classification inmates who have just arrived to the institution will be allowed to visit with any approved immediate family member they have listed on their Initial Classification Visitation List (CR-2545). Immediate family members will have 60 days to visit while they have a Visitation Application (CR-2152) processed and approved. Visitors are encouraged to turn in an application as soon as possible to avoid any possible visitation problems. A visitation application can take up to 30 days to process.
- c. Four adults plus children are permitted to visit an inmate at one time.
- d. All applications must be updated every two years with current photo and any necessary documentation. Any application that has not been updated will be deactivated until a new application has been processed.
- e. Children under 18 years of age may visit; however a CR-2152 with recent photograph must be on file along with a **completed and notarized** Parental Consent/Release form (CR-2152 page 2). A Parental Consent/Release form gives permission from the custodial parent or legal guardian to have the child brought in by an escort who may bring the minor child in to visit as long as they themselves are on the inmate's approved visitation list. A parental

- 17. Visits may be terminated by the visitation supervisor; however, less restrictive measures may be used, such as warning the inmate and/or the visitor(s) or placing inmate and/or visitor in an assigned seat(s). Examples of reasons for warnings or termination of visits include, but are not limited to:
  - a. Inmates or visitors who violate visitation conduct rules.
  - b. Failure by visitors to control their children.
  - c. Visitor and inmate engage in unacceptable physical contact. (see #18)
- 18. Visiting privileges may be suspended for up to six (6) months by the Warden if:
  - a. Upon reviewing a denial/termination, he/she feels it is warranted.
  - b. During the visit, it becomes apparent that the visitor and/or inmate have become intoxicated.
  - c. Visitor and/or inmate repeatedly violate visiting rules.
  - d. Visitor continually fails to control children.
  - e. Visitor will not, after a verbal warning, refrain from unacceptable physical contact.
  - f. Visitor refuses a frisk-search (or strip search if with good cause).
- 19. Physical contact shall be restricted to a brief embrace and kiss at the beginning and end of each visit. Inmates and visitors shall not engage in undue physical contact, i.e., caressing, kissing, lap-sitting, entwining of the legs, etc. Open-mouth kissing is not allowed. Holding hands during a visit is permissible.

searched or searched for probable cause at anytime during their visit.

14. Visitors with an infant may bring the following into the visitation area:
  - a. One pacifier
  - b. Two clear plastic baby bottles or one clear sippy cup
  - c. Three disposable diapers
  - d. One bib
  - e. One burp cloth
  - f. One blanket
  - g. One plastic baby spoon
  - h. Unopened, factory-sealed baby food in plastic containers.
  - i. Baby wipes in a clear sandwich bag. (Only what can be used in one visit.)
  - j. No strollers, car seats, or baby carriers will be permitted.
15. A visitor's access to the Visitation Gallery is through checkpoint. If a visitor leave the visiting area for any reason, the visit will be considered terminated for that day.
16. Any visitor may be denied entry into visiting area for any reason including but not limited to:
  - a. Refusing or unable to show proper identification.
  - b. Refusing to submit to a search.
  - c. Appearing to be under the influence of drugs or alcohol.
  - d. Possession of contraband.
  - e. Inappropriate dress.
  - f. Displaying of Security Threat Group (STG/gang-related) symbols or affiliation.

Consent/Release form also gives visitation staff permission to search the minor child. Although identification is not required for children under the age of 16 years, a copy of the minor's birth certificate and/or legal documentation showing proof of custody MUST be on file for any minor child under the age of 18. If a minor under the age of 18 is married to the inmate they do not need to have a completed Parental/Consent form, instead a copy of the marriage certificate will be required.

- f. Visitors may not be placed on more than one (1) inmate's visiting list unless immediate family.
- g. Any visitor who has visited and who has been taken off the visiting list of an inmate at any institution shall be required to wait one (1) year before being processed to visit another inmate. The Warden may make an exception only if the inmate is immediate family.
- h. Inmates who are punitive, pending investigation (PI), or protective services investigation (PSI) will not be allowed to visit.
- i. Inmates placed on transit status will only be allowed visitation after two (2) weeks and may only be visited by immediate family; these visits will be non-contact.
- j. Inmates who are assigned to Classification (whether they have been reclassified or not) will only be allowed visits by immediate family. They will be conducted in the

Classification visiting area and will be limited to one hour.

k. Inmates classified as close security will have non-contact visits.

l. Inmates classified as maximum security will visit via video visitation for one hour. Snacks and drinks are not permitted in the video visitation room. Due to the lack of space, only two adults plus children will be permitted to visit at one time. Only immediate family members are permitted to visit.

9. Any person the Warden determines could have a harmful influence on the inmate and/or may constitute a threat to the security of the institution shall not be approved for visitation.

Visitors with prior felony convictions – Only immediate family members may submit a visitor application for approval six (6) months following release from incarceration or placement on probation/community corrections or parole supervision. (A written consent of supervising officer/counselor is required.)

10. Current or former employees of TDOC, TRICOR, or contract agencies (in Tennessee), interns, and practicum students shall not be approved unless they are immediate family members of the inmate.

a. If the person's separation from TDOC service was due to a violation of state law,

silent/vibrate mode during visits. Visitors will be required to open battery compartment during the search prior to entering the institution and again upon exiting the institution.

i. Jackets may be worn. Gloves, mittens, scarves, leg warmers, muffs, and snow pants are not allowed past checkpoint and must be left in the car or placed in an approved locker.

(Lockers are provided at checkpoint for any items that are not permitted into the visitation gallery. The cost for a locker is \$0.50 (2 quarters only). Locker number must be logged into the visitor logbook.

Debit cards can be purchased at checkpoint. To purchase a card you must use a \$5 bill (\$2.00 for the cost of the card and the remaining \$3.00 is placed on the card's balance). Once you have purchased your card you can place up to a \$50 balance on it; for this the machine will take \$1, \$5, \$10, or \$20 bills. TDOC is not responsible for any lost or stolen Debit Cards. Any reimbursement of money must be requested through the vendor. (Forms are available through Visitation staff.) Inmates who visit non-contact will not be permitted to have food or drinks from the vending machines. Debit cards cannot be given to the inmate.

Bathrooms are provided at checkpoint, inside the Visitation Gallery, and outside Visitation area (when open) for visitors to use. Any visitor who uses the bathroom at checkpoint must do so before they are searched. Visitors may be randomly

STG will not be allowed. The association may be made by color combination, designs, or logos affixed to the clothing, or the manner in which the clothing is worn.

- q. No uniforms or medical scrubs are permitted.
  - r. Clothing must be worn appropriately throughout visit or the visit may be terminated.
  - s. If a visitor is wearing an adult diaper or feminine hygiene product, it must be changed in the presence of visitation staff. (Allowances can be made for those with valid medical conditions; a doctor's note may be required.)
13. Personal property shall be restricted to the following:
- a. Entrance ID
  - b. One car key (to allow admittance back into your vehicle).
  - c. One MCCC locker key
  - d. Debit card (purchased at checkpoint and used to purchase items from vending machine; see below for further instructions).
  - e. No sunglasses will be permitted unless prescribed by a doctor.
  - f. Prosthesis, artificial limbs (plastic or other substances), and cardiac pacemakers and defibrillators shall be allowed. (Visitor may be required to present doctor's note and are subject to search/inspection.)
  - g. Crutches, wheelchairs, and walkers shall be allowed. (Visitor may be required to present doctor's note and are subject to search/inspection.)
  - h. Pagers must have prior approval by the Warden. Pagers must be worn in a conspicuous place and must be in

e.g., trafficking in contraband whether or not prosecution occurred, visitation requests will not be considered, even if the employee has become an immediate family member.

- b. If the person's separation from TDOC service was the result of a violation of Policy #305.03, Employee/Offender Relationships, visitation requests will not be considered, even if the employee has become an immediate family member.
- c. If a person's separation from TDOC service was voluntary and not due to the events as described above, the individual may submit an application for consideration after 48 months from the date of TDOC separation.
- d. If a person's separation from TDOC service was completely voluntary with no policy violation and the person is currently married to the inmate, visitation requests shall not be considered for a period of 12 months from the date of marriage to the inmate, or for a period of 48 months from the date of TDOC separation. If the former employee worked at the facility where visitation would occur visitation will not be allowed.
- e. Former TDOC employees, on a visitation list as of October 1998, shall be allowed to remain on the list.

Immediate family: Mother, father, husband, wife, son, daughter, grandchildren, brother, sister, grandmother, grandfather, half-siblings, son-in-law, daughter-in-law, sister-in-law, brother-in-law, mother-in-law, father-in-law, and step-parents.

Legal Guardian: A person appointed by the court to provide partial or full supervision, protection, and assistance of the minor child, as evidenced by a certified copy of a court order.

**ALL VISITING APPLICANTS MAY BE SUBJECT TO A NCIC (*National Crime Information Center*) CHECK.**

11. Visitors at this facility will be frisk-searched before being allowed admittance into the visiting area. All items in their possession shall also be searched. Visitors may be randomly searched or searched for probable cause at anytime during their visit.

*All searches shall be in compliance with TDOC Policy #506.06.*

12. All visitors shall dress in an appropriate manner.

- a. Shoes are required for entrance and shall be worn throughout visiting period by all visitors. Flip flops of any style, shower shoes, house slippers, sock shoes, moccasins and steel-toed shoes are not permitted. (Allowances can be made for infants and those with valid medical conditions; a doctor's note may be required.)
- b. Halter tops and tank tops are not allowed.
- c. Sleeveless shirts (sleeve must be 4") and sundresses are not allowed (allowances may be made for children under the age of 10.)
- d. Zip-down shirts, zip-down skirts or dresses, button-down dresses or skirts, wrap-around skirts are not permitted.
- e. Clothing exposing a bare chest or midriff is

- f. Clothing that is transparent or translucent in nature is not allowed.
- g. No camouflage attire. (Fabric or a garment dyed in splotches of green, brown, tan, and/or black, so as to make the wearer indistinguishable from the surrounding environment.)
- h. Shorts, skirts and dresses may be worn but can be no shorter than 3 inches about the knee. Any slits in a dress and/or skirt regardless of location cannot exceed three inches above the knee.
- i. Visitors may not wear excessive clothes such as two pairs of pants or an extra shirt under their top layer of clothes.
- j. No spandex or clothing made of spandex material. No hip huggers or low riders will be allowed. No coveralls will be allowed.
- k. Clothing must fit properly. No skin-tight clothing or clothing that is worn too small in size. No overly baggy clothing or clothing that is too large in size.
- l. Visitors MUST wear underwear. Slips are required when dresses or skirts are worn. No thongs or water bras will be allowed. White undershirts may only be worn as an undergarment.
- m. Worn or tattered clothes with holes will not be allowed.
- n. No bandanas, do-rags, or stocking caps will be permitted.
- o. Arts and craft items will not be allowed (this includes jewelry).
- p. Clothes with logos that contain pictures, slogans, or vulgarity, or contain signs or symbols of a Security Threat Group (STG) or any clothing determined by the processing officer to be associated with any