



**MARK LUTTRELL TRANSITION
CENTER**

6000 STATE ROAD
MEMPHIS, TENNESSEE 38134-7697
(901) 372-2080

VISITATION HANDBOOK

NOVEMBER 2016

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INTRODUCTION

Welcome to Mark Luttrell Transition Center

MESSAGE FROM THE SUPERINTENDENT

This handbook has been designed to help you during your visit to Mark Luttrell Transition Center.

The employees of Mark Luttrell recognize the value and need for a resident to maintain their family and community ties. Visitation is an important part of the rehabilitation program and we strongly encourage offenders to maintain contact with family and friends during their incarceration.

I would like your visit to be enjoyable and safe as possible. An efficient correctional agency cannot be maintained if disruptive behavior from persons in the visiting areas is permitted. Any guest of this facility has the right to be treated respectfully and fairly by all personnel. The guest also has the responsibility to treat others, including residents, employees, and other visitors, in the same manner. These rules are for your own safety while on state property and within the confines of this institution.

I want to assure you that you are welcome and if I may be of assistance to you, please let me know.



Taurean James, Superintendent

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General Visitation Rules

1. A person legally authorized to possess a firearm may transport and safely store a firearm or ammunition in a locked motor vehicle or locked container securely attached to the vehicle while on or utilizing the designated facility parking area. The firearm/ ammunition shall be kept out of ordinary observation. Introduction of contraband or failure to secure your authorized firearm(s)/ammunition could cause your visiting privileges to be suspended.
2. Residents 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 Correction (TDOC) and the institution. Failure to follow visitation rules may result in disciplinary action, suspension of visiting privileges, or both.
3. Parking is available at the visitor's own risk. MLTC is not and will not be responsible for any vandalism or theft to the personal property of the visitor's vehicle.
4. All visitors will park in any available parking spot, except for reserved spaces.
5. All cars parked on state property must be secured by rolling all windows up and locking all doors. Neither Mark Luttrell Transition Center nor the Tennessee Department of Correction will be responsible for items / property left in visitor's car.
6. Handicapped visitors may use the handicapped parking spots directly in front of the main building using a parking decal or tag that is present. A ramp is available for handicapped persons at main building and annex visiting area.



7. We ask that you do not arrive on state property until 15 minutes prior to the scheduled visitation start time.
8. Any visitor not processed must leave state property / parking lot for security reasons. We cannot allow loitering or congestion on the parking lot, in front of the building, or in the hallway of the administration building
9. All visitors must register his / her name in a ledger, submit to frisk search, clear a metal detector, and have their left hand stamped with incandescent ink and submit a valid ID before being issued a visitor's badge and being allowed to enter the visiting gallery.
10. Residents must remain behind painted line on floor while at the vending machines. Not in proper place
11. Processing of visitors shall be temporarily stopped during count times, and shall resume upon the clearing of institutional counts.
12. MLTC staff will act professionally and be respectful toward visitors. Visitors becoming argumentative or using profanity may be asked to leave or may have visits denied and / or suspended.
13. These rules cannot cover every incident that may occur during visitation. Good judgment, tact, and careful consideration will be used whenever a situation arises that is not covered by these rules and advise the Visitation Supervisor and / or Shift Commander.

FACILITY VISITATION OFFICE HOURS

Office hours for Visitation questions and problems are as follows:

Monday/Friday	10:00 a.m. - 8:00 p.m.
Saturday/Sunday:	7:00 a.m. - 5:00 p.m.
Telephone #:	(901) 531-1838 - Visitation Office

VISITATION SCHEDULE

The visiting schedule for Mark Luttrell Transition Center is as follows:

MAIN BUILDING by Resident's Last Name

Phase I

Saturdays	Sundays
A-K 07:30a.m. – 09:30a.m.	A-K 12:30p.m. – 2:30p.m.
L-Z 10:00a.m. – 12:00p.m.	L-Z 3:00p.m. – 5:00p.m.

Phase II

Saturdays	Sundays
A-K 12:30p.m. – 2:30p.m.	A-K 07:30a.m. – 09:30a.m.
L-Z 3:00p.m. – 5:00p.m.	L-Z 10:00a.m. – 12:00p.m.

ANNEX BUILDING

Phase III

Saturdays
Dorms 1 & 2 08:00 a.m. – 12:00p.m.
Dorms 3 & 4 12:30 p.m. – 4:30p.m.

Sundays
Dorms 3 & 4 08:00 a.m. – 12:00p.m.
Dorms 1 & 2 12:30 p.m. – 4:30p.m.

Residential Advisors

Mondays

5:00p.m. – 8:00p.m.

Saturdays

3:00pm – 5:00p.m.

Fridays

5:00p.m. – 8:00p.m.

Sunday

07:30a.m. – 09:30a.m.

State Holiday Visitation

State Holidays are designated by the Commissioner. Holiday schedules times will be announced through memorandums.

NOTE: No visitors will be processed 30 minutes prior to the end of visitation. Residents may not receive more than four (4) adult visitors at any given time. During shift change there shall be no resident movement.

PROPER IDENTIFICATION

Visitor must register upon entering the institution at checkpoint. Visitors must sign into the visitor logbook. (License plate number is required when signing logbook.) All visitors, regardless of age, must show current and valid identification before being allowed to visit. All identification for persons 16 and older must be a state or government-issued photo ID and must be current. Exceptions for no photo on a state ID will be made for senior citizens only.

1. 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.

APPLICATION PROCESS

1. Prospective visitors shall complete and return a visitation application with a current photograph to the institution via mail to:

Superintendent
Mark Luttrell Transition Center
6000 State Road
Memphis, Tennessee 38134
2. Applications shall be approved or denied within thirty (30) days of receipt. Visitation staff will notify the offender of the decision.
3. It is the resident's responsibility to notify their prospective visitor of the decision regarding their visitation application.
4. 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.



5. Approval of visitors shall be at the Superintendent'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 resident upon receipt of a Visitor Application (CR-2152). Classification residents and Maximum Security resident may visit with immediate family only.
 - b. Four adults plus children are permitted to visit an resident at one time.
 - c. All applications must be updated every two years with current photo and any necessary documentation. When a visitor comes to visit and it is discovered that his/her application is over two years old, they will be informed that they have 30 days to update their application or their visits will be denied.
 - d. 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). Children under the age of five (5) no picture is required on visitation application. 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 resident's approved visitation list. A parental 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 resident, they do not need to have a completed Parental/Consent form instead a copy of the marriage certificate will be required.

- e. Visitors may not be placed on more than one (1) resident's visiting list unless immediate family.

Any visitor who has visited and who has been taken off the visiting list of a resident at any institution shall be required to wait one (1) year before being processed to visit another resident. The Superintendent may make an exception only if the resident is immediate family.

- 6. Any person the Superintendent determines could have a harmful influence on the resident 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.)

- 7. 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 resident.
 - a. If the person's separation from TDOC service was due to a violation of state law, 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 forty-eight (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 resident, visitation requests shall not be considered for a period of twelve (12) months from the date of marriage to the resident, 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 visitation list as of October 1998, shall be allowed to remain on the list.

Immediate family: Mother, father, husband, wife, son/daughter, grandchild, brother, sister, grandmother/father, half-brother/sister, son/daughter-in law, brother/sister-in-law, father/mother-in-law, adoptive parents 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 AN NCIC (National Crime Information Center) CHECK.

SEARCHES

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. **THIS IS A TOBACCO-FREE FACILITY.**
2. Visitors will be frisk-searched before being allowed admittance into the visiting area.
3. All items in the visitor's possession shall also be searched.
4. Visitors may be randomly searched or searched for probable cause at any time during their visit.

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

APPROPRIATE CLOTHING

1. All visitors shall dress in an appropriate manner.
 - a. Clothing shall fit in an appropriate manner. Clothing appearing to be too large or too small for wearer will be rejected by the Visitation Supervisor / Shift Supervisor.
 - b. Visitors must wear undergarments. (Samples of undergarments deemed inappropriate are thongs and water brassieres).
 - c. Appropriate footwear – Open toe shoes or sandals are permitted, but shower-shoes, flip-flops, house-shoes, etc. are not permitted.
 - d. Shorts and skirts are permitted provided the leg is covered within three (3") inches above the knee while the visitor is in a standing position with the garment worn in the position in which it is intended to be worn. Splits in skirts apply to the three (3") inch rule.
2. The below listed types of clothing are specifically prohibited throughout the year:
 - a. Garments manufactured from spandex or spandex-type fabrics.
 - b. Any clothing that is transparent or translucent in nature.
 - c. Sleeveless shirts / blouses / dresses.
 - d. Dresses or clothing exposing a bare chest / back / midriff.
 - e. Camouflage attire.
 - f. Worn or tattered clothing with holes.

- g. Any clothing with logos that contain pictures, slogans, or vulgarity, or contain signs or symbols of security threat groups (STG), or any clothing determined by the processing officer to be associated with any STG will cause visitation termination. This association may be made by color combination, design, or logos affixed to the clothing, or the manner in which the clothing is worn.
- h. Bandannas.

ITEMS PERMITTED PASSED CHECKPOINT

1. Personal property shall be restricted to the following:
 - a. Only one (1) small key ring allowed; keys only, remove nail clippers, jump drives, etc.
 - b. Two (2) baby diapers, ten (10) baby wipes in clear plastic container, one (1) clear plastic baby bottle, powdered baby formula in clear plastic bag, not to exceed amount for 2 feedings and one unopened PLASTIC jar of baby food will be allowed in the visiting gallery.
 - c. Free-world money is not allowed inside the institution. Debit cards can be purchased at checkpoint for purchases from the vending machine. The initial Debit Card can be purchased using a five dollar bill. Once the initial card is purchased it will included a credit of three (\$3.00) dollars. Each visitor will be permitted to have one (1) debit card per visit. Debit cards shall not have over \$25.00 dollars on them at any time.

- d. The visitation officers are not allowed to accept or hold any unauthorized items. All items not allowed in the institution must be returned to the visitor's car.

DENIAL/SUSPENSION OF VISITS

1. Visitors may be denied entry into the 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.
2. Visits may be terminated by the visitation supervisor; however, less restrictive measures may be used, such as warning the resident and/or the visitor(s) or placing resident and/or visitor in an assigned seat(s).

Example of reasons for warnings or termination of visits include but not limited to:

- a. Residents or visitors who violate visitation conduct rules.
- b. Failure by visitors to control their children
- c. Visitor and resident engage in unacceptable physical

contact.

- d. The visit will be terminated if the resident or visitor leaves the visiting area.
3. Visiting privileges may be suspended for up to six (6) months by the Superintendent if:
- a. Upon reviewing a denial/termination, he/she feels it is warranted.
 - b. During the visit, it becomes apparent the visitor and/or resident have become intoxicated.
 - c. Visitor and/or resident 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).
4. Physical contact shall be restricted to a brief embrace and kiss at the beginning and end of each visit. Residents 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.

CHILDREN IN VISITATION



1. 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 resident.
 - 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 resident not being visited by said child/children and/or adults accompanying said child/children. No resident shall be allowed to play with, carry or hold any child/children belonging to other residents or visitors and not belonging to the particular resident or his personal visitor(s).
 - e. Children are not permitted to run, wrestle, crawl on floor, or climb on chairs, windows sills, bookshelves or tables.
 - f. No toys, books games, movies, or crayons will be permitted to leave the playroom area.
 - g. No throwing or breaking toys.
 - h. No writing on walls, tables, chairs, or floors,

- i. Boisterous, disruptive behavior or failure to follow visitation rules shall be sufficient grounds for termination of a visit.
- j. Diapers or soled clothing must be changed in the visitation bathroom not in the visiting gallery or in the children's playroom.
- k. **ANY DISCIPLINE OF CHILD AND/OR CHILDREN SHALL BE VERBAL ONLY AND BE IMPOSED ONLY BY THE ACCOMPANYING ADULT VISITOR WHO IS CUSTODIAL PARENT/LEGAL GUARDIAN OR APPROVED ESCORT LISTED ON THE PARENTAL CONSENT/RELEASE FORM.**

DIRECTIONS

Exit I-40 at Exit 12 (Sycamore View Road).
Go South on Sycamore View Road.
Turn Right on Longline Road.
Turn Left on John Deer Road.
Turn Left on State Road.
The institution will be on the left.

TAXI PHONE NUMBERS

City Wide Cab Company
PHONE: (901) 324-4202 / 324-1936

Yellow Cab Company
PHONE: (901) 577-7777

**PRISON RAPE ELIMINATION ACT (PREA)
RESIDENT/STAFF MISCONDUCT**

It is the policy of the Tennessee Department of Correction (TDOC) to provide a safe, humane, and appropriately secure environment, free from threat of sexual abuse and sexual harassment for all residents, by maintain a program of prevention, detection, response, investigation, and tracking of all alleged and substantiated sexual assaults. TDOC has zero tolerance for incidences of sexual abuse and sexual harassment within the facilities.

Residents who have information involving PREA activity of any type may report this information by leaving a voice message using the Resident Telephone System (ITS). To leave a message using the ITS, dial "1" for English when prompted, then dial "*9222" and record your message. The ITS system will not identify you by PIN number, and you may remain anonymous.

Residents who have information involving PREA activity of any type and wish to report it to an outside agency may contact in writing or by phone: Shelby County Rape Crisis Center, 1750 Madison Avenue - Memphis, TN 38103. *9555#

Sexual assault and sexual harassment will not be tolerated and those who engage in such conduct will be dealt with appropriately, including use of the disciplinary process as well as referral for criminal prosecution. Incidents of sexual assault shall be reported to any staff member up to and including the Superintendent or the designated Prison Rape Elimination Act (PREA) coordinator, the Deputy Superintendent.

Following a report of sexual abuse/sexual harassment the Department shall monitor the conduct and treatment of residents who reported the sexual abuse/sexual harassment for any changes that might suggest possible retaliation.

Residents who enter TDOC as sex offenders or residents identified as sexual Aggressors will be advised of the sex offender

treatment/programming eligibility requirements by the counseling or mental health staff.

Staff/Resident Misconduct: No relationship is permitted between an offender and a staff member other than a strictly professional relationship. Fraternalization, business transactions, favors, contraband, social associations, romance, and friendships are prohibited. Residents who have information involving criminal activity of any type may report this information by leaving a voice message using the Resident Telephone System (ITS). To leave a message using the ITS, dial "1" for English when prompted, then dial "*9111#" and record your message. The ITS system will not identify you by PIN number, and you may remain anonymous.

Sexual contact of any nature between an offender and a staff member is prohibited and punishable by Tennessee law and TDOC policy. A sexual relationship between an offender and a TDOC employee is never consensual and is always unacceptable. TDOC has zero tolerance for incidences of sexual abuse/sexual harassment within its facilities.

Sexual misconduct includes but is not limited to the following:

- Sexual intercourse or oral sex
- Sexual abuse, harassment, or obscenity
- Contact of a sexual nature including kissing or touching
- Conversations or correspondence of a romantic or sexual nature
- Any behavior intended for the sexual gratification of the subject.

Individuals wishing to report criminal activity in writing may direct correspondence to Director of Investigations and Compliance, 100 Bomar Boulevard, Nashville, TN 37209.

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.
 - Work, education, treatment, or other program assignments.
 - Drug testing of convicted felons.
 - Restricting cell/bed or institutional assignments.
 - Resident job compensation levels.
 - 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 resident 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 resident 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:	<u>Gerald Best</u>	Title:	<u>Title VI Coordinator</u>
Address:	<u>6000 State Road</u>	City/St:	<u>Memphis / TN</u>
Phone #:	<u>901-372-2080</u>	Fax #:	<u>901-372-5359</u>

- **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 HUMAN RIGHTS COMMISSION
Office TITLE VI COMPLIANCE PROGRAM
 312 Rosa L. Parks Ave. 23rd Floor
 Nashville, Tennessee 37243-1102
 Phone Number: 615-741-5825 or Fax 615253-1886

U.S. DEPARTMENT OF JUSTICE
CIVIL RIGHTS DIVISION
 Federal Coordination and Compliance
 Section, NWB
 950 Pennsylvania Avenue, N.W.
 Washington, DC 20530
 888-848-5306 (Toll-free voice)

