




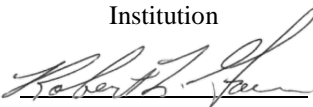



# CHANGE NOTICE

  
**Michael R. Resnick**  
Commissioner of  
Pretrial Detention and  
Services

  
**Annie Harvey**  
Acting Commissioner  
of Correction

  
**Erin Shaffer**  
Director of Patuxent  
Institution

  
**Robert L. Green**  
Secretary

<b>Title: Inmate Visits</b>	<b>Department Directive Number:</b> <b>OPS.195.0003 – Revised</b>
<b>Related MD Statute/Regulations:</b> Correctional Services Article, §2-103, Annotated Code of Maryland; Md. Rule 4- 213.1; Md. Rule 2-806; Md. Rule 19-305.3	<b>Supersedes:</b> OPS.195.0003 dated March 15, 2019
<b>Related ACA and MCCS Standards:</b> 4-4498, 4-4499, 4-4500, 4-4501 and 4-4503; 2-O-5D-01; and 4-ALDF-2A-27, 4-ALDF-5B- 01-04, 4-ALDF-2A-21, 4-ALDF-2A-61; 5- ACI-4A-21, 5-ACI-7D-14—17, 19, and 21; 1- CORE-5B-01	<b>Approved By:</b>  <b>Orlando Johnson</b> Acting Director, Security Operations
<b>Related Directives:</b> OPS.110.0033 – Entry and Exit Procedures OPS.110.0049 – Search Protocol - Visitors	<b>Issued Date:</b> September 29, 2020 <b>Effective Date:</b> September 30, 2020
<b>Variance:</b> Each warden shall issue a facility directive necessary to implement and comply with this directive.	<b>Number of Pages: 28</b>

## OPS.195.0003 CHANGE NOTICE 02-21 EFFECTIVE DATE 07-09-2021 CHANGE NOTICE #2 TO THIS DIRECTIVE

Remove existing text in **Video Visitation Procedures §.20 F through G** and insert the following:

### **.20 F. Video Visitation Procedures.**

**F.** A Correctional Visitation Officer shall:

- (1) Ensure the inmate’s video visitation is restricted to the visitors who have submitted an approved *DPSCS Video Visitation Rules Acknowledgment* form;
- (2) Position the technology device at least an arm’s length from the inmate to limit tampering with the device;
- (3) Enable a Microsoft Teams session, using the visitor’s email address as indicated on an approved *DPSCS Video Visitation Rules Acknowledgment* form;
- (4) Click the “Save” icon on the New Meeting screen for the visitor to accept the visiting invite;
- (5) Prior to admitting the visitor into the “meeting room”, enable the Microsoft Teams Blur Background option by:

  - (a) Clicking on the icon located at the top right side of the screen; and

- (b) Selecting the “Blur Background” option from the drop down box;
  - (6) When the Microsoft Teams settings are properly configured, admit the visitor into the “meeting room” from the virtual “waiting room”.
- G.** Once a video visit meeting is in progress, a Correctional Visitation Officer shall:
- (1) Verify the visitor(s) are on the approved visitor list by directing the visitor(s) to produce proper identification as established in §.07E of this directive; and
  - (2) Visually inspect the visitor’s identification to verify the visitor’s identity.

**.02 Distribution.**

A – Reference Copy

L – Inmate Library

S – Inmate Bulletin Board, Clinical Services, Medical Contractors, Security Operations—  
Traffic, Case Management



# CHANGE NOTICE

**Michael R. Resnick**  
Commissioner of  
Pretrial Detention and  
Services

**Annie Harvey**  
Acting Commissioner  
of Correction

**Erin Shaffer**  
Director of Patuxent  
Institution

**Robert L. Green**  
Secretary

<b>Title: Inmate Visits</b>	<b>Department Directive Number:</b> <b>OPS.195.0003 – Revised</b>
<b>Related MD Statute/Regulations:</b> Correctional Services Article, §2-103, Annotated Code of Maryland; Md. Rule 4- 213.1; Md. Rule 2-806; Md. Rule 19-305.3	<b>Supersedes:</b> OPS.195.0003 dated March 15, 2019
<b>Related ACA and MCCS Standards:</b> 4-4498, 4-4499, 4-4500, 4-4501 and 4-4503; 2-O-5D-01; and 4-ALDF-2A-27, 4-ALDF-5B- 01-04, 4-ALDF-2A-21, 4-ALDF-2A-61; 5- ACI-4A-21, 5-ACI-7D-14—17, 19, and 21; 1- CORE-5B-01	<b>Approved By:</b>  <b>Orlando Johnson</b> Acting Director, Security Operations
<b>Related Directives:</b> OPS.110.0033 – Entry and Exit Procedures OPS.110.0049 – Search Protocol - Visitors	<b>Issued Date:</b> September 29, 2020 <b>Effective Date:</b> September 30, 2020
<b>Variance:</b> Each warden shall issue a facility directive necessary to implement and comply with this directive.	<b>Number of Pages: 28</b>

## **OPS.195.0003 CHANGE NOTICE 01-21 EFFECTIVE DATE 07-09-2021 CHANGE NOTICE #1 TO THIS DIRECTIVE**

Remove existing text in §.07H and insert the following:

### **.07 H. Emergency conditions or exigent circumstances.**

- (1) Regular in-person visits may not be conducted during emergency conditions or exigent circumstances, unless written approval is given by the managing official or the Commissioner.
- (2) Video visitation may be conducted in accordance with the procedures established in §.20 of this directive and any individual on an inmate’s visitation list who does not meet the criteria below for regular in-person visitation is eligible to participate in the Video Visitation program.
- (3) When approved by the Commissioner or a managing official, regular in-person visitation during emergency conditions or exigent circumstances shall be conducted as follows:
  - (a) Regular in-person visitation shall be by appointment only.
  - (b) Individuals 12 and older who have been fully vaccinated for the SARS-CoV-2 (COVID-19) virus are eligible to visit in person.
  - (c) Scheduled Visitors shall:

- (i) Provide proof of vaccination (vaccination card);
  - (ii) Wear all required personal protective equipment (PPE) at all times and maintain social distance requirements; and
  - (iii) Pass the established front entry COVID-19 protocols to include a questionnaire and temperature screening.
- (d) A visitor who does not provide proof of vaccination may not be admitted to the facility.
- (e) Inmates are required to be vaccinated prior to receiving an in-person visit.
- (f) Visitors and inmates shall continue to meet all other established eligibility criteria for in person visits set forth in §§ .07A—G of this directive.
- (g) If the emergency situation or exigent circumstance is due to a catastrophic health emergency or contagion, the Commissioner or the managing official may implement social distancing restrictions and prohibit contact between visitor and inmate.
- (h) Inmates in quarantine or isolation may not participate in regular in-person visitation, but may participate in video visitation.
- (i) Due to limited space within the facility and required social distancing guidelines an inmate shall have the opportunity for one regular in-person visit a week.

**(4) Scheduling Visits.**

- (a) Each managing official shall establish:
- (i) A schedule of days and times for regular in-person visits that best suits the needs of that facility;
  - (ii) The number of visits and number of visitors allowed each day in-person visitation is permitted; and
  - (iii) Procedures for offline scheduling via inmate sign-up, until a new appointment scheduling system is authorized for use by the Deputy Secretary of Operations.
- (b) The “close out” time for registration for regular in-person visits shall be determined by each managing official. For example, if visits are held on Saturday and Sunday, registration may close at midnight on the Thursday prior allowing staff to export the chosen visitation requests and schedule a pass for the inmate.
- (c) Due to limited space within the facility regular in person visits shall be scheduled on a first-sign up basis.
- (d) Due to scheduling requirements, there is no guarantee of accommodation for all individuals requesting in-person visits.

- (e) Managing officials may determine the length of regular in-person visits, but a regular in-person visit may not be longer than 60 minutes.
- (f) The managing official, or a designee, may approve a special in-person visit for up 120 minutes in duration, in accordance with the procedures established in § .12 of this directive.
- (g) Special in-person visits are subject to requirements established for regular in-person visits set forth in §§ .07A—G of this directive.
- (h) Between each visit, the visitation room shall be cleared for 15 minutes in order to clean and disinfect the entire area.

**(5) Day of Visit.**

- (a) An inmate may have no more than two (2) visitors per visit to include visitors under the age of 18; and visitors under the age of 18 must be accompanied by an adult relative of the child. \_
- (b) Visitors arriving late, but within 30 minutes of their scheduled start time shall be processed for that visit, and shall only be permitted to visit for the remainder of the scheduled appointment. No extensions shall be granted.
- (c) Visitors arriving 30 minutes or more past the start time of their visit shall be denied entry for that day.
- (d) Upon arrival, the visit request will be honored following successful OCMS Registration, Fast ID clearance, and completion of other security requirements set forth in this directive.
- (e) Visitors shall:
  - (i) Wear required PPE upon entry—face masks **MUST** be worn, and no gaiters or bandanas are allowed;
  - (ii) Wear all required PPE at all times during the visit; and
  - (iii) Maintain social distancing requirements.
- (f) Any visitor who does not comply with the required procedures shall be denied entry or forfeit the remainder of their visit and be escorted from the facility.

**.02 Distribution.**

A – Reference Copy

L – Inmate Library

S – Inmate Bulletin Board, Clinical Services, Medical Contractors, Security Operations—  
Traffic, Case Management



## Department Directive

**Michael R. Resnick**

Commissioner of  
Pretrial Detention and  
Services

**Wayne Hill**

Commissioner of  
Correction

**Robert L. Green**

Secretary

<b>Title: Inmate Visits</b>	<b>Department Directive Number:</b> OPS.195.0003 – Revised
<b>Related MD Statute/Regulations:</b> Correctional Services Article, §2-103, Annotated Code of Maryland; Md. Rule 4-213.1; Md. Rule 2-806; Md. Rule 19-305.3	<b>Supersedes:</b> OPS.195.0003 dated March 15, 2019
<b>Related ACA and MCCS Standards:</b> 4-4498, 4-4499, 4-4500, 4-4501 and 4-4503; 2-O-5D-01; and 4-ALDF-2A-27, 4-ALDF-5B-01-04, 4-ALDF-2A-21, 4-ALDF-2A-61; 5-ACI-4A-21, 5-ACI-7D-14—17, 19, and 21; 1-CORE-5B-01	<b>Approved By:</b>  <b>Keith Dickens</b> Acting Director, Security Operations
<b>Related Directives:</b> OPS.110.0033 – Entry and Exit Procedures OPS.110.0049 – Search Protocol - Visitors	<b>Issued Date:</b> September 29, 2020 <b>Effective Date:</b> September 30, 2020
<b>Variance:</b> Each warden shall issue a facility directive necessary to implement and comply with this directive.	<b>Number of Pages: 28</b>

### .01 Purpose.

The purpose of this directive is to establish the minimum requirements for procedures related to individuals visiting an inmate under the authority of the Department of Public Safety and Correctional Services (Department).

### .02 Scope.

- A. This directive applies to all units of the Department responsible for the custody and security of an inmate under the authority of the Department.
- B. This directive does not apply to an inmate being detained for the purpose of an initial appearance before a court commissioner.

### .03 Policy.

#### A. The Department:

- (1) Views visitation as a privilege that is an important part of inmate development and case management; and
- (2) Reserves the right to manage effectively this privilege through procedures that ensure the safety and security of the correctional facility and employees, members of the public, and inmates.

#### B. Any procedure or requirement included in this directive:

- (1) Shall be applicable to Department employees, facilities, and inmates unless otherwise stated; and

- (2) Is not intended to create nor convey for an inmate, or visitor, an enforceable:
  - (a) Right;
  - (b) Entitlement;
  - (c) Benefit; or
  - (d) Interest.

#### **.04 Definitions.**

**A.** In this directive, the following terms have the meanings indicated.

**B.** Terms Defined.

- (1) Background Check.
  - (a) “Background check” means researching an individual’s personal information to support decisions concerning the individual’s visitor eligibility.
  - (b) “Background check” may include, but is not limited to physical, electronic, or computer searches of records for information to:
    - (i) Validate an individual’s identity;
    - (ii) Determine past and present criminal history record information;
    - (iii) Determine the individual’s relationship to the inmate being visited;
    - (iv) Determine Department employment status, if any; and
    - (v) Identify a threat to the safety and security of the facility, the public, inmates, and employees.
- (2) "Certified religious visitor" means a person who:
  - (a) Is currently certified by the appropriate faith-based organization to perform services related to the faith-based organization; and
  - (b) Has been authorized according to Department procedure to visit individually with an inmate.
- (3) “Community medical facility” means a non-Department medical or treatment facility that may include a hospital, nursing home, hospice, or other community-based treatment facility.
- (4) "Contact visit" means a visit which permits limited physical contact between the inmate and the inmate’s visitor.

(5) Contraband.

- (a) “Contraband” means any item, material, or substance that:
  - (i) Is not authorized for an individual to possess in a correctional facility; or
  - (ii) Is improperly brought into a correctional facility.
- (b) “Contraband” includes, but is not limited to:
  - (i) An alcoholic beverage;
  - (ii) A controlled dangerous substance;
  - (iii) An unauthorized telecommunication device; and
  - (iv) A weapon.

(6) Correctional Facility.

- (a) “Correctional facility” has the meaning stated in Correctional Services Article, §1-101, Annotated Code of Maryland.
- (b) “Correctional facility” includes a:
  - (i) Detention facility;
  - (ii) Pre-release facility; and
  - (iii) Maintaining facility.

(7) Employee.

- (a) “Employee” means an individual assigned to or employed by the Department in a full-time, part-time, temporary, or contractual position.
- (b) “Employee” includes:
  - (i) A volunteer;
  - (ii) An employee of a contractor; and
  - (iii) An intern.

(8) “Exigent circumstances” mean a set of temporary and unforeseen conditions that require immediate action in order to address a threat to the safety or security of the facility, the public, an inmate, or employee.

(9) “Fast ID” is a product name for a single-finger, hand-held fingerprint reader used in conjunction with special software to take an individual’s fingerprint.

(10) "Frisk search" means a nonintrusive examination of an individual performed by running hands over the entire, clothed body, applying gentle pressure to determine if the individual is concealing contraband.

(11) Full Body Security X-Ray Screening System (FBX).

- (a) "FBX" means a device that uses transmission x-radiation technology to detect metal, plastic, ceramic, wood, and other solid objects within a human body.
- (b) "FBX" does not include a walk-through metal detector or a ferromagnetic device.

(12) Immediate Family.

- (a) "Immediate family" means a parent, spouse, sibling, grandparent, child, or grandchild.
- (b) "Immediate family" includes an individual who has a relationship listed under §.04B(12)(a) of this directive by law, marriage, or adoption, such as in-laws or step-children.

(13) Inmate.

- (a) "Inmate" has the meaning stated in Correctional Services Article, §1-101, Annotated Code of Maryland: "[An] 'Inmate' means an individual who is actually or constructively detained or confined in a correctional facility."
- (b) "Inmate" includes an individual in pretrial, pre-sentenced (post guilty finding but before sentencing), or post-sentenced status.

(14) "Managing official" has the meaning stated in Correctional Services Article, §1-101, Annotated Code of Maryland.

(15) "Photographic identification" means a document issued by a federal, state, or local government that:

- (a) Is used to validate the identity of the bearer;
- (b) At a minimum, contains the bearer's:
  - (i) Name;
  - (ii) Date of birth (month, day, and year);
  - (iii) Residential address (number, street name, city, and state); and
  - (iv) Photograph; and
- (c) Has not:
  - (i) Expired;
  - (ii) Been revoked, suspended, or recalled by the issuing authority; or

(iii) Been altered.

(16) Regular Visit.

- (a) “Regular visit” means a meeting between the inmate and an individual who is approved by a managing official to enter a correctional facility and who is listed on an inmate’s approved visitor list.
- (b) “Regular visit” does not include a visit by:
  - (i) The inmate’s attorney of record;
  - (ii) A legal assistant for the inmate’s attorney of record or law student enrolled in a law school clinical program and supervised by an attorney for the program;
  - (iii) A certified religious visitor; or
  - (iv) A special visitor.

(17) “Relative” means an individual who is not immediate family, but otherwise related to the inmate such as an aunt, uncle, or cousin.

(18) Search and Detection Technology.

- (a) “Search and Detection Technology” means non-invasive equipment used to detect, monitor, or sense the presence of contraband or illegal objects on or within an individual’s person or among items in the individual’s possession.
- (b) “Search and Detection Technology” may refer to:
  - (i) A handheld metal detector wand passed over the body;
  - (ii) A stationary pass through metal detector that, in conjunction with a computer and digital camera, identifies areas concealing metal;
  - (iii) A stationary device that uses metal detector technology to identify internally concealed metal items such as a Body Orifice Security Scanner (BOSS chair);
  - (iv) A stationary or mobile ferromagnetic device (e.g. Cellsense); or
  - (v) A stationary FBX device (e.g. Adani – Compass) that, in conjunction with a computer and digital camera, identifies areas in the human body concealing foreign objects.

(19) “Service animal” in accordance with the federal Americans with Disabilities Act, means a dog that is individually trained to do work or perform tasks directly related to a person’s disability.

(20) "Special visitor" means an individual authorized to enter a correctional facility as an exception to normal inmate visiting procedures.

(21) Video Visitor.

(a) “Video visitor” means an individual who has completed a DPSCS Video Visitation Acknowledgement Form (OPS Form # 195-3eR) and is approved to participate in the Department’s emergency Video Visitation Program.

(b) “Video visitor” does not mean an individual on the inmate’s approved visitor list.

(22) "Visitor" means a person entering a correctional facility who is authorized by the managing official to meet with an inmate.

(23) “Web ID” means computer software linked to the Fast ID so that when a fingerprint is taken it communicates with the Maryland Tenprint database and FBI Repository of Individuals of Special Concern (FBI RISC) database and, if a match is found, returns limited personal identification and criminal justice information on the individual fingerprinted.

**.05 Responsibility.**

**A.** The Secretary, or a designee, shall, to the degree possible and appropriate ensure that inmate visiting procedures are uniform for all Department correctional facilities.

**B.** A managing official, or a designee, shall ensure that:

(1) Executive Directive Number [OPS.110.0045 – Web ID Fingerprint-Based Identification](#) is uniformly implemented and used in connection with requirements and criteria established to properly authorize visitors who wish to enter a Department correctional facility;

(2) Policy and procedures for inmate visits are available to or otherwise effectively communicated to each inmate at the time the inmate is placed in the facility;

(3) Visiting rules are displayed in each area designated for inmate visits;

(4) Visiting rules are displayed at visitor entrances and waiting areas;

(5) If the facility security level permits contact visits, there is visiting space available to accommodate contact visits;

(6) Visiting areas are effectively supervised to ensure the safety and security of the facility, the inmates, visitors, and employees;

(7) If space is available and security levels permit, the visiting area accommodates visitors with children;

(8) Inmates with a life-threatening medical condition and in the care of an outside medical facility are permitted to receive visits from immediate family members in accordance with [§ .09](#) of this directive;

(9) Reasonable space is available to accommodate legal visits; and

(10) Reasonable space is available for noncontact visits with inmates on:

- (a) Administrative segregation;
- (b) Disciplinary segregation; or
- (c) Protective custody; and
- (d) If requested, reasonable accommodations are made to facilitate visits for inmates or visitors with disabilities.

**.06 Regular Visiting Days and Times, Frequency of Visits, Length of Visit, and Number of Visitors.**

**A. Regular Visiting Days and Times.**

- (1) Except under exigent circumstances, at a minimum, inmate visits at a facility shall be conducted on:
  - (a) Saturday; and
  - (b) Sunday.
- (2) Except during inmate meal service, which may differ from facility to facility and shift changes, generally, a managing official shall establish a schedule for visits to take place between 9 a.m. and 9 p.m.
- (3) To the extent possible, a managing official may consider requests, based on a demonstrated undue hardship, for alternative visiting arrangements for visiting days and times.
- (4) A managing official, or designee, may require a visitor to be registered for visitation no more than 1 hour prior to the close of a visiting day.

**B. Frequency of Regular Visits.**

- (1) An inmate shall have the opportunity for a minimum of two visits in a week (Sunday through Saturday).
- (2) A managing official, or a designee, may increase the frequency of visits for an inmate based on the volume of visitation at the facility.

**C. Length of a Regular Visit.**

- (1) Visits held in the regular visiting room shall be a minimum of 60 minutes, except when:
  - (a) There is a high volume of visitors; and
  - (b) The visitor wait time for admittance to the visitation room is more than 60 minutes.
- (2) A managing official, or a designee, may extend the time limit for a visit based on the volume of visitation at the facility.

(3) Use of restroom facilities.

- (a) Use of restroom facilities by a visitor during visitation is prohibited unless the visitor requests in advance, and is granted, an accommodation of a medical condition or disability by the managing official.
- (b) Upon exiting the restroom and prior to returning to the visitation room, a visitor who has been granted an accommodation shall again be required to consent to search procedures.

**D. Number of Visitors at a Regular Visit.** A managing official, or a designee, may adjust the number of individuals permitted to visit an inmate during a single visit based on:

- (1) Available visiting area space;
- (2) Volume of visitation at the facility; and
- (3) Exigent circumstances.

**.07 Restrictions on Regular Visiting.**

**A.** A managing official, or a designee, may, based upon factors described in §§.07B – L of this directive:

- (1) Deny an individual being placed on an inmate's visitor list;
- (2) Suspend visits by an individual already on an inmate's visitor list;
- (3) Ban an individual from visiting at the facility;
- (4) Suspend an inmate's visiting privileges; or
- (5) Permit only certain individuals on an inmate's visitor list to visit the inmate.

**B.** A current or former Department employee may not visit an inmate, unless the managing official approves in writing a written request from the current or former employee that documents that:

- (1) The current or former employee is a member of the inmate's immediate family;
- (2) If a former employee, the individual left Department service in good standing; and
- (3) The safety and security of the facility, visitor, inmates, or employees would not be compromised by the presence of the individual.

**C.** If a managing official receives verifiable information, the managing official may deny, terminate, or suspend visiting privileges of an individual who is accompanied by an individual younger than 18 years old who is the victim of the inmate's crime.

**D.** A managing official, or a designee, may determine a visit to be a noncontact visit based upon reasonable grounds to believe that a contact visit may be a threat to the safety and security of the facility, visitor, inmates, or employees.

**E. A visitor shall:**

- (1) Be on the inmate's approved visitor list;
- (2) Be 18 years old or older or, if younger than 18 years old, accompanied by an individual who is 18 years old or older;
- (3) Submit to Fast ID fingerprint identification and related fingerprint records check to:
  - (a) Verify the visitor's identity; and
  - (b) Identify criminal history record information indicating that the individual may pose a threat to the security and safety of the facility, visitors, inmates, or employees;
- (4) Comply with the visitor dress code;
- (5) Comply with Department and facility rules;
- (6) Comply with directions from facility staff;
- (7) Submit to a frisk search of their person and search of items in the individual's possession; and
- (8) Successfully pass electronic scanning requirements.

**F. A visitor may not:**

- (1) Pose a threat to the safety and security of the facility, visitor, inmate, or employee;
- (2) Be under the influence of drugs or alcohol;
- (3) Refuse to be searched;
- (4) Refuse to permit the search of items possessed by the visitor;
- (5) Be verbally or physically disruptive during the visit;
- (6) Be overly physical with an inmate during a contact visit;
- (7) Possess contraband;
- (8) Be a fugitive from a federal, state, or local criminal justice agency;
- (9) Refuse to submit to FAST ID fingerprint identification; or
- (10) Have an open arrest warrant.

**G. Allowable Items.**

- (1) A visitor is prohibited from carrying any item into a visitation room with the exception of:

- (a) A fast-acting rescue medication for the treatment of a life-threatening medical condition; and
- (b) Up to \$10.00 cash in one-dollar bills if a facility's visitation room contains a vending machine.

**H. Emergency conditions or exigent circumstances.**

- (1) Regular visits may not be conducted during emergency conditions or exigent circumstances, unless written approval is given by the managing official or the Commissioner.
- (2) Video visitation may be conducted in accordance with the procedures established in §.20 of this directive.

**I. American's Disabilities Act (ADA) — Service Animals.**

- (1) An ADA service animal may accompany an individual with a disability into a correctional facility provided the animal:
  - (a) Is trained to provide assistance or perform tasks directly related to the individual's disability;
  - (b) Is searched in accordance with the procedures established in [§.18](#) of this directive; and
  - (c) Is harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.
- (2) Pets, Emotional Support Animals, and Therapy Dogs do not have the same legal status as ADA service animals, and are not permitted to accompany their owners into the facility. If in doubt as to whether the dog is an ADA service animal, complete the *ADA Service Animal – Entry Area Checklist* (Appendix A).
- (3) When it is not obvious what service an ADA service animal provides, only two questions are allowed to be asked:
  - (a) Is the animal an ADA service animal that is required because of a disability?
  - (b) What work or task has the animal been trained to perform?
- (4) Employees are prohibited from:
  - (a) Asking about the individual's disability;
  - (b) Requiring medical documentation;
  - (c) Requiring a special identification card or training documentation for the animal; or

- (d) Asking that the animal demonstrate its ability to perform the work or task.
- (5) An individual with a disability cannot be asked to remove the ADA service animal from the premises unless the animal:
  - (a) Is out of control and the individual with a disability does not take effective action to control it; or
  - (b) Demonstrates that it is not housebroken.
- (6) When there is a legitimate reason to ask that an ADA service animal be removed from the facility, staff shall offer the individual with the disability the opportunity to continue the visit without the animal's continued presence. If the offer to continue the visit without the animal is:
  - (a) Accepted, the visitor shall remove the animal from the facility and shall be allowed to return to the visiting room after being searched in accordance with existing policy; or
  - (b) Refused, the procedures in [§.16](#) for termination of the visit shall be followed.
- (7) Employees are not permitted to provide care or food for a service animal.
- (8) If an employee has reason to believe that an animal who has been identified as an ADA service animal is not an ADA service animal, the employee shall review the requirements in [§.07I\(5\)](#) as described above and:
  - (a) If applicable, follow the procedures in [§.16](#) for termination of the visit; or
  - (b) If not applicable, complete the following procedure:
    - (i) Document any behaviors by the dog or its owner that indicate it is not a service animal on the *ADA Service Animal – Visitor Area Checklist* (Appendix B);
    - (ii) Notify the Officer-in-Charge (OIC) of the suspicious behavior; and
    - (iii) Request that the video surveillance of the visitation room be reviewed by the Department's ADA coordinator to evaluate the suspicious behavior.
- (9) If an ADA coordinator, or designee, reviews the video surveillance and has reason to believe that the dog is not a service animal, the ADA coordinator shall consult with the Office of the Attorney General for advice.

**J. Visitors with a Criminal History.**

- (1) The following, at a minimum, shall be considered in conjunction with the Department's obligation to maintain safety and security of the facility, public, inmates, and employees by a managing official, or a designee, when deciding whether to permit entry of a visitor with a criminal record:
  - (a) The nature and seriousness of an offense;

- (b) The extent of the criminal record; and
  - (c) The recentness of the violation.
- (2) A decision to permit an individual with a criminal record to visit an inmate under [§.07I\(1\)](#) of this directive requires the specific and written approval of the managing official.

**K. Breastfeeding in the Visiting Area.**

- (1) Health General Article, §20-801, Annotated Code of Maryland states:
- (a) “A mother may breast-feed her child in any public or private location in which the mother and child are authorized to be; and
  - (b) A person may not restrict or limit the right of a mother to breast-feed her child.”
- (2) Based on this law, a woman properly authorized to visit an inmate may breastfeed her child in an inmate visiting area if the woman visitor exercises appropriate discretion while breastfeeding that, at a minimum, includes:
- (a) Draping her child and chest with clothing to minimize exposing her breast or breasts; and
  - (b) Breastfeeding in a manner that:
    - (i) Is not disruptive to other inmates and visitors; or
    - (ii) Does not initiate conduct prohibited by the Department or facility.
- (3) If an appropriate secure space is available (a bathroom is not considered an appropriate space) to provide more privacy for a woman visitor to breastfeed her child, then that arrangement may be offered to the woman, but the woman may not be compelled to use that space.
- (4) A woman breastfeeding her child in the visiting area in a manner contrary to requirements established under [§.07K\(3\)](#) of this directive shall be directed by an officer to comply with the requirements, and if she refuses, staff shall:
- (a) Inform the woman that she is no longer authorized to breastfeed in a correctional facility, established under [§.07K\(1\)](#) resulting in the termination of the visit in accordance with [§.16](#) of this directive; and
  - (b) Require that the woman and her child, and any other minor children for whom she is responsible, be escorted from the visiting area and asked to leave the facility.

**L. Contact Visit Restrictions.** If a managing official permits a contact visit, the inmate and the visitor are:

- (1) Prohibited from:
- (a) Touching each other at the beginning of or during the visit;

- (b) Kissing each other on the mouth; and
- (c) Taking pictures during the visit.

(2) Permitted to embrace each other and kiss on the cheek at the very end of the visit.

**.08 Inmate Visitor List.**

**A. An inmate may:**

- (1) Refuse to meet with an authorized visitor arriving at the facility; or
- (2) Generally, decline to have visitors.

**B. The Managing Official shall ensure that appropriate facility staff:**

- (1) Depending on the circumstances of the inmate's placement in the correctional facility, but not later than 24 hours after intake:
  - (a) Provide the inmate with, or if necessary instruct the inmate in the visitor policy and procedures that, at a minimum, address:
    - (i) Facility address and the facility's general information telephone number;
    - (ii) General directions to the facility;
    - (iii) Information about available public transportation;
    - (iv) Days and hours for inmate visits;
    - (v) Visitor dress code;
    - (vi) Visitor identification requirements;
    - (vii) Items that are not permitted in the facility;
    - (viii) Visitor search procedures; and
    - (ix) Visitor fingerprint identification;
  - (b) Except for an inmate being transferred to another facility, obtain from the inmate, on the form approved by the Deputy Secretary for Operations, or a designee, an initial list of up to 15 visitors who may be:
    - (i) 18 years old or older;
    - (ii) Immediate family members;
    - (iii) Other authorized family members;
    - (iv) The inmate's fiancée; and

- (v) Non-related friends.
- (c) Ensure that, at a minimum, the list includes the visitor's:
  - (i) Full name;
  - (ii) Address; and
  - (iii) Relationship to the inmate; and
- (d) If the inmate refuses to provide a visitor list, ensure that the:
  - (i) Inmate indicates on the list that no visitors are requested and signs the blank list; and
  - (ii) Signed list is placed in the inmate's base file.
- C.** An inmate may request to add or delete visitors from the inmate's initial visitor list once each 90 days.
- D.** An inmate's authorized legal representative and certified religious visitor are not counted against the 15 visitor maximum.
- E.** Depending on the circumstances of the inmate's placement in the correctional facility, as soon as possible, but no later than 10 days after receipt of the visitor list from the inmate, the managing official shall ensure that appropriate facility staff:
  - (1) Review the initial list and subsequent changes to the list;
  - (2) Review entries in the banned visitor list under [§.15D\(2\)](#) of this directive to determine if a proposed visitor has been suspended or banned from the facility;
  - (3) Ensure the names are added to OCMS;
  - (4) If applicable, include reasons for denying an individual requested as a visitor in the inmate's base file;
  - (5) Place the list in the inmate's base file; and
  - (6) Provide the inmate with a copy of the approved visitor list and, if applicable, reasons for denying individuals as visitors.
- F.** The inmate is responsible for:
  - (1) Notification of approved and denied visitors; and
  - (2) Providing a visitor with documentation available from the facility concerning visiting policy and procedures.
- G.** An individual who is younger than 18 years old is not required to be on an inmate's visitor list and may visit an inmate if the individual is:

- (1) A member of the inmate's or authorized visitor's immediate family; and
- (2) Accompanied by an authorized visitor who is 18 years old or older.

**H. Friends and Associates.**

- (1) Visitor status may be extended to an inmate's friends and associates.
- (2) A friend or associate may be placed on the inmate's visitor list if permitting the visit does not pose a threat to the safety and security of the facility, the public, an inmate, or an employee.

**.09 Community Medical Facility Visits.**

**A.** Personal visits to a hospitalized inmate shall only be approved in the event of a life threatening condition as determined by the attending medical staff or the medical facility.

**B.** Visits must be approved by the managing official or the managing official's designee in accordance with the following:

- (1) Visitors must be an immediate family member of the inmate patient and in good standing as documented on the visiting list.
- (2) Visitors must advise the managing official of the gender of the visitors in order to ensure that an officer of the same gender is present for search procedures.
- (3) Medical facility staff must be advised of all approvals and visits shall be consistent with the facility's policies and procedures.
- (4) Visits shall not exceed 30 minutes unless special circumstances exist and an extension is granted by the managing official or the official's designee.
- (5) Visits shall be limited to two adult visitors at a time.
- (6) Before allowing a visitor to enter the patient's room, the visitor shall:
  - (a) Provide photo identification confirming his or her identity;
  - (b) Be frisk searched by an officer of the same gender; and
  - (c) Allow outerwear and shoes to be thoroughly searched and inspected for contraband.
- (7) Visitors shall not be permitted to bring any personal items into the patient's room (e.g. keys, phone, camera, money, etc.).
- (8) All visitors shall be recorded in the officer's logbook indicating date and time visited.
- (9) The visit shall be recorded in accordance with [§.17](#) of this directive.

**.10 Legal Visits.**

- A. The Department shall provide reasonable opportunity and accommodations for an inmate to obtain or consult in confidence with the inmate's attorney of record.
- B. Inmates shall be permitted to meet in-person with legal representatives except during emergency conditions or exigent circumstances.
- C. If emergent or exigent conditions exist, that prevent in-person visitation, the inmate shall be allowed to consult with the inmate's attorney of record through a secure and confidential video or electronic communication system.
- D. An attorney, law student, or legal assistant is not required to be included on an inmate's approved visitor list.
- E. An attorney is required to provide the following when attempting to enter the facility to visit an inmate:
  - (1) At least one form of photographic identification; and
  - (2) A State Bar Association identification card or a receipt from the Client Protection Fund or other documentation indicating that the attorney is admitted to the bar in Maryland, another state, or the District of Columbia.
- F. A law student or legal assistant intending to visit an inmate shall:
  - (1) Prior to seeking entry into a facility, provide a letter of introduction signed by an attorney on the attorney's, legal firm's or law school's letterhead for verification; and
  - (2) Provide one form of photographic identification.
- G. An attorney, law student, or legal assistant shall provide the managing official, or a designee, as much advance notice as possible of the intent to visit an inmate.
- H. A law student or legal assistant intending to meet with an inmate may not be a member of the inmate's immediate family.
- I. In order to ensure that the inmate is available, an out-of-State attorney, law student, or legal assistant shall contact the facility at least one day in advance of a requested visit to:
  - (1) Schedule a legal visit; and
  - (2) Arrange for documenting the attorney's, law student's, or legal assistant's credentials.
- J. The number of attorneys, law students, and legal assistants visiting an inmate shall be limited by the space available to accommodate the visit.
- K. The managing official, or a designee, shall ensure that:
  - (1) The visiting area provides for confidentiality of the legal visit, but still meets safety and security requirements;

- (2) Security staff are positioned so as not to be able to listen to or intentionally overhear conversation between the legal representative and the inmate; and
  - (3) Conversation between the legal representative and the inmate is not audio recorded by the Department.
- L. Except for the provisions under this section, an attorney, law student, or legal assistant is required to comply with all other visitor requirements established under this directive.

## **.11 Religious Visits.**

### **A. Certified Religious Visitor Requirements.**

- (1) A certified religious visitor may not be:
  - (a) An inmate's immediate family member or relative; or
  - (b) A volunteer in the same facility where the clergy member is a certified religious visitor and providing religious services to an inmate.
- (2) A certified religious visitor is:
  - (a) Exempt from the requirement of having established a relationship with the inmate before the inmate's placement in the facility; and
  - (b) Except for the provisions under this section, required to comply with all other visitor requirements established under this directive.

### **B. Certification and Registration Process.**

- (1) If the inmate chooses to designate an individual to be the inmate's certified religious visitor, it is the inmate's responsibility to provide the facility chaplain with the name and contact information of that individual.
- (2) The facility chaplain shall mail a copy of the *Clergy Registration* form (Appendix C) to the individual specified by the inmate.
- (3) Upon return receipt of the completed *Clergy Registration* form the facility chaplain shall:
  - (a) Review the information submitted by the applicant;
  - (b) Validate the religious, sacerdotal, or pastoral credentials of the applicant; and
  - (c) If appropriate, certify and register the clergy member as a religious visitor to conduct religious visits with the inmate.
- (4) Except in the case of an emergency and with the written permission of a member of the inmate's immediate family, an individual with valid clergy credentials may not claim to be a certified religious visitor for an inmate without the inmate's written consent.

- (5) An inmate must notify the facility chaplain in writing if the inmate chooses to discontinue visits with the inmate's certified religious visitor.
- (6) If a certified religious visitor chooses to change to volunteer status, the clergy member must:
  - (a) Inform the inmate of the clergy member's inability to be both volunteer and certified religious visitor at that correctional facility;
  - (b) Contact the facility chaplain to terminate the clergy member's certified religious visitor status and request to be removed from the inmate's visitor list; and
  - (c) Complete a volunteer application, be approved, and successfully complete all required training.

**C. Visitation Rules.**

- (1) A certified religious visitor is required to be included in an inmate's visitor list, but a certified religious visitor is not counted against the 15-visitor limit.
- (2) An inmate may have one certified religious visitor during a week (Sunday through Saturday), and that visit may not be counted against the maximum number of visits an inmate may have in a week.
- (3) If a certified religious visitor accompanies a member of the inmate's family for a visit, then the visit shall be counted against the maximum number of visits an inmate may have in a week.
- (4) Except for conditions established under the Department's religious services program, only one certified religious visitor may be on an inmate's visitor list.
- (5) Except when other arrangements have been requested in advance and approved by the managing official, or a designee, religious visits shall be conducted in the facility visiting area on days and at times established for visiting inmates at the facility.

**D. A certified religious visitor:**

- (1) May bring appropriate faith-based items to be used in connection with the faith-based services provided;
- (2) Shall submit the faith-based items for inspection and approval by facility security staff; and
- (3) Shall leave the facility with the faith-based items with which the individual was permitted to enter.

**.12 Special Visits.**

**A. A managing official, or a designee, may approve special visiting privileges, not more than once a month, when requested by an inmate and special circumstances exist, such as:**

- (1) The requested visitor is from out-of-town and travel exceeds 200 miles from the facility;

- (2) An emergency involving the requested visitor exists; or
  - (3) Other exigent circumstances exist.
- B.** An individual granted a special visit who is not already on the inmate's approved visitor list is required to submit to a background check before being permitted to visit the inmate.
- (1) The managing official considering a request for a special visit is required to inform the visitor:
    - (a) To submit information necessary to conduct the background check before the visit is approved; and
    - (b) Of the managing official's decision to approve or deny the special visit.
  - (2) If a special visit is approved for an individual who is on the inmate's approved visitor list, the visitor shall comply with all other requirements for a visitor entering the facility.
- C.** Except for the provisions under this section, a special visitor is required to comply with all other visitor requirements established under this directive.

**.13 Visitor Dress Code.**

- A.** Visitors shall dress appropriately for inmate visits.
- B.** The following clothing items shall not be worn when visiting an inmate:
- (1) Tube tops;
  - (2) Tank tops;
  - (3) Halter tops;
  - (4) See-through clothing;
  - (5) Miniskirts;
  - (6) Mini-dresses;
  - (7) Shorts;
  - (8) Skorts;
  - (9) Culottes (at or above the kneecap);
  - (10) Form-fitting clothes such as leotards, Spandex, and leggings;
  - (11) Clothes that expose a person's midriff, side, or back;
  - (12) Tops or dresses that have revealing necklines and excessive splits or both; and
  - (13) Jewelry:

- (a) Including tongue, ear, facial, and body piercings; and
  - (b) Excluding a wedding ring, wedding band, or medical alert.
- C. Outerwear such as coats, jackets, and shawls shall be stored in available lockers before entering the visiting area.
- D. Items such as suit jackets, dress coats, or sport coats may be worn.

**.14 Contraband.**

- A. Except for legal and religious visits and special conditions approved by the managing official, a visitor may not take a personal item to visit with an inmate.
- B. Visitors shall store legally possessed personal items before entering the secure area of a facility.
- C. Visitors found to possess contraband after being instructed to remove and store personal items may be denied entry to the facility.
- D. Visitors found in possession of items that are illegal are subject to criminal prosecution.

**.15 Suspension — Regular Visiting Privileges.**

- A. A managing official may suspend or set restrictions on an inmate's visiting privileges:
  - (1) As part of the inmate disciplinary process; or
  - (2) By written order because:
    - (a) The inmate has acted or there is reasonable belief that the inmate will act in a manner that is a threat to the safety and security of the facility, the public, inmates, and employees; or
    - (b) There is a reasonable belief that the inmate is engaged in or attempting to engage in criminal or other prohibited behavior.
- B. A managing official may suspend authorization for an individual to visit an inmate based on a reasonable belief that continued visitation by the individual poses a threat to the safety and security of the facility, public, inmates, and employees.
- C. The managing official shall ban an individual from visiting inmates if the individual introduces or attempts to bring into a facility a weapon, controlled dangerous substance, or item that may be used to support escape.
- D. If a managing official suspends an individual's authorization to visit an inmate or bans an individual from visiting inmates, the managing official, or a designee, shall:
  - (1) Notify the following in writing:
    - (a) The visitor;

- (b) The inmate; and
  - (c) The visiting area officer;
- (2) Ensure that the suspended or banned visitor information is entered into the Offender Case Management System (OCMS); and
  - (3) Ensure that the original notification is placed in the facility's suspended or banned visitor file.

**E.** The notification under §D(1) of this section shall, at a minimum, include:

- (1) The reason for the action;
- (2) The duration of the action;
- (3) A statement informing the individual that this action prohibits the individual from visiting an inmate at any Department facility; and
- (4) Information advising that the individual may appeal the action to the managing official, or a designee, and instructions as to how to file the appeal and the appeal process.

**.16 Termination or Denying a Visit.**

- A.** A managing official, or a designee, may terminate a visit already in progress or deny a visit that has not started for violations of provisions established under this directive.
- B.** Before terminating a visit in progress, the managing official, or a designee, shall, if circumstances permit, make reasonable attempts to stop the prohibited behavior.
- C.** If a visitor refuses to leave facility property after a visit is denied or terminated, the managing official, or a designee, shall:
  - (1) Immediately notify the facility duty officer;
  - (2) Advise the individual refusing to leave that the individual is trespassing and violating Criminal Law Article, §6-409, Annotated Code of Maryland;
  - (3) Request the local police respond to the incident;
  - (4) Notify the Department Intelligence and Investigative Division and follow instructions provided; and
  - (5) Once the situation has stabilized, complete a serious incident report.
- D.** The shift commander shall:
  - (1) Complete a report detailing the circumstances supporting termination or denial of a visit; and
  - (2) Submit the report to the:

- (a) Managing official; and
- (b) Chief of Security.

**.17 Record of Inmate Visits.**

- A. A record of individuals visiting with an inmate shall be maintained as part of the inmate's visitor list.
- B. Each time an authorized visitor meets with an inmate, the visiting area officer shall record on the inmate's visitor list the:
  - (1) Visitor's name; and
  - (2) Date of the visit.

**.18 Visitor Searches.**

**A. General Provisions.**

- (1) Except for provisions under §§.18C and D of this directive, an individual or service animal accompanying an individual entering a facility to visit an inmate is required to:
  - (a) Pass through an electronic scanning station;
  - (b) Be electronically searched using a hand scanner; and
  - (c) Be frisk searched by a correctional officer according to Department visitor frisk search procedures and training.
- (2) A visitor is required to read and sign the *Consent to Frisk Search* form (Appendix D) before a search is conducted.
- (3) If the visitor is unable to read staff shall read the *Consent to Frisk Search* form to the visitor.
- (4) The managing official, or a designee, shall maintain the original signed copy of a visitor's *Consent to Frisk Search* form.
- (5) A visitor who refuses to sign the *Consent to Frisk Search* form is not to be searched and shall be denied the visit for that day.

**B. Metal Detector.**

- (1) With the exception of a visitor with a metal implant or prosthesis and a visitor in a wheelchair, a visitor has three attempts to clear the metal detector.
- (2) If the visitor fails to clear the metal detector, after the third attempt, correctional staff shall:
  - (a) Deny the visit;

- (b) Document the denial in the log book; and
- (c) Notify a correctional supervisor of the denial.

**C. Metal Implants.**

- (1) A visitor who cannot clear the metal detector because of a metal implant or prosthesis shall:
  - (a) Inform correctional staff of the metal implant;
  - (b) Sign the *Consent to Frisk Search* form (Appendix D), prior to being searched; and
  - (c) Provide correctional staff with medical documentation supporting the existence of the implant or need for the prosthesis, which the visitor:
    - (i) May request that the medical documentation, remain on file at the facility for future visits.
    - (ii) Is responsible for reporting any changes in the condition to the facility.
- (2) Correctional staff shall take appropriate action consistent with training and search procedures for using a hand-held scanner to ensure that the visitor does not possess contraband.
- (3) When the visitor successfully passes the screening, correctional staff shall:
  - (a) Permit the visit; and
  - (b) Document the occurrence in the logbook.

**D. Visitor in a Wheelchair.**

- (1) If a visitor is in a wheelchair, and unable to stand, correctional staff shall take actions to establish that the visitor does not possess contraband in accordance with training and search procedures by requiring the visitor in a wheelchair to:
  - (a) Consent to a frisk search while seated in the wheelchair; and
  - (b) Sign the *Consent to Frisk Search* form (Appendix D).
- (2) If the visitor refuses to sign the *Consent to Frisk Search* form:
  - (a) The visitor is not to be searched;
  - (b) Correctional staff shall inform the shift commander, or a designee; and
  - (c) Document the refusal in the logbook.
- (3) The shift commander, or a designee, shall deny the visit for that day.

**.19 Inmate Requirements.**

- A. An inmate shall comply with all facility rules and procedures.
- B. The only item of jewelry an inmate is authorized to wear during a visit is a wedding ring.
- C. Religious head gear may be permitted consistent with requirements of the Department's religious services program.
- D. An inmate's clothing shall be:
  - (1) Neat and clean;
  - (2) Appropriate to the situation; and
  - (3) In good condition.
- E. An inmate may be authorized to wear clothing provided by the facility for wearing in the visiting area.
- F. An inmate leaving the visiting area shall be strip searched or, if available, searched using an FBX scanner according to established Department search procedures in a private area immediately upon leaving the visiting area.

**.20 Video Visitation Procedures.**

- A. The Department shall:
  - (1) Have an emergency video visitation program that is:
    - (a) Subject to all of the applicable provisions previously established in this directive; and
    - (b) Compliant with the Maryland Wiretap Act, codified in Title 10, Subtitle 4 of the Maryland Code, Courts and Judicial Proceedings Article, as well as all other State and federal regulations regarding electronic communications.
  - (2) Make the *DPSCS Video Visitation Rules Acknowledgement* form—OPS Form # 195-3eR (Appendix E) available on the Department's public website.
- B. Inmates in quarantine shall also be given the opportunity for video visitation on a schedule that allows for appropriate social distancing measures to be maintained and availability of computer equipment.
- C. The Managing Official shall ensure the designated facility staff:
  - (1) Issue copies of the *DPSCS Video Visitation Rules Acknowledgement* form—OPS Form # 195-3eR (Appendix E) to each inmate, so that the inmate may mail the forms to individuals who would like to participate in the program.
  - (2) Adhere to the following procedures:

- (a) The DPSCS Video Visitation Rules Acknowledgement form shall be mailed at the expense of each inmate unless the inmate meets the Department's financial requirements for indigency.
- (b) Receive the returned DPSCS Video Visitation Rules Acknowledgement forms, and before each inmate's initial video visit, review the forms to ensure they are completed in their entirety, to include:
  - (i) Video visitor's full name;
  - (ii) Email address;
  - (iii) Relationship to the inmate; and
  - (iv) Residential address.
- (c) Add the email address to OCMS for each video visitor listed.
- (d) Maintain the DPSCS Video Visitation Rules Acknowledgement form with the inmate's visiting card.

**D. Inmate Responsibility.**

- (1) An inmate shall complete the top portion of the *DPSCS Video Visitation Rules Acknowledgement* form, to include the inmate's name, housing location, and identification number.
- (2) The inmate shall mail the DPSCS Video Visitation Rules Acknowledgement form in accordance provisions established in [OPS.250.0001 Inmate Mail - Mail Room Procedures](#).

**E. Visitor's Responsibility.**

- (1) A Visitor shall:
  - (a) Fill out the DPSCS Video Visitation Rules Acknowledgement form in its entirety;
  - (b) Mail the completed form to the inmate's facility within 2 weeks of participating in any video visitation activities; and
  - (c) Address the envelope to the attention of the facility's administration.
- (2) A visitor shall not return the form directly to the inmate. Doing so may delay the visit.

**F. A Correctional Visitation Officer shall:**

- (1) Ensure the inmate's video visitation is restricted to the visitors who have submitted an approved DPSCS Video Visitation Rules Acknowledgement form;
- (2) Position the technology device at least an arm's length from the inmate to limit tampering with the device;

- (3) Enable a Skype session, using the visitor's email address as indicated on an approved DPSCS Video Visitation Rules Acknowledgement form; and
- (4) Enable the Skype Blur Background option by:
  - (a) Clicking on the three dot icon located at the bottom right side of the screen; and
  - (b) Selecting the "Blur Background" option from the drop down box.

**G.** Once a video visit link is established with the visitor, a Correctional Visitation Officer shall:

- (1) Except for the mandate that the visitor be on the approved visitor list, direct the adult video visitor(s) to produce proper identification as established in §.07E of this directive; and
- (2) Visually inspect the visitor's identification to verify the visitor's identity.

**H.** At the completion of the inmate's video visitation the laptop and any attached devices shall be sanitized, and the Correctional Visitation Officer shall:

- (1) Wipe down the laptop screen with electronic wipes after each use;
- (2) Wipe down the laptop keyboard with:
  - (a) Disinfectant wipes, ensuring the wipes are not overly wet; or
  - (b) A 70% isopropyl alcohol solution sprayed onto a low-lint rag; and
- (3) Ensure the laptop is completely dry before closing and storing the device.

**I.** Video Visitation Rules and Guidelines for Visitors.

- (1) A video visit may be terminated immediately if a visitor:
  - (a) Fails to produce the required valid photo identification, as applicable;
  - (b) Fails to conform to the dress code requirements established in §.13B(1)–(12) – Visitor Dress Code, of this directive; or
  - (c) Engages in any of the behaviors listed in §.20C(3) of this directive, to include but not limited to:
    - (i) Use of three way calling;
    - (ii) Recording the video visit, or taking photographs or screen captures of the inmate;
    - (iii) Engaging in lewd behavior or sexual acts;
    - (iv) Display of drugs or drug paraphernalia; and
    - (v) Using obscene language or gestures.

- (2) Termination of a video visit shall be in accordance with applicable provision established in [§.16A](#) – Termination or Denying a Visit.
- (3) The suspension of a visitor’s visiting privilege shall be determined in accordance with [COMAR 12.02.16.08](#).

**J. Video Visitation Rules and Guidelines for Inmates.**

- (1) An inmate may not:
  - (a) Visit with visitors who are currently banned;
  - (b) Engage in lewd behavior or sexual acts;
  - (c) Ask or encourage the visitor to engage in lewd behavior or sexual acts;
  - (d) Use obscene language or gestures;
  - (e) Encourage the visitor’s use of obscene language or gestures; or
  - (f) Engage in any other act that constitutes a rule violation.
- (2) If a correctional officer supervising an inmate during video visitation has cause to believe that an inmate has committed a rule violation during video visitation the officer shall:
  - (a) Refer an inmate suspected of committing a rule violation for administrative charges consistent with [COMAR 12.03.01](#);
  - (b) Initiate and complete an investigation;
  - (c) Based on the results of the investigation, determine if an alleged rule violation was committed; and
  - (d) Use a *Notice of Inmate Rule Violation* form to report an alleged infraction to the shift supervisor.
- (3) A shift supervisor, upon receipt of a *Notice of Inmate Rule Violation* form shall act pursuant to [COMAR 12.03.01.05C](#).
- (4) A shift supervisor or shift commander may, but is not required to offer an Informal Resolution of the rule violation if the inmate is charged with only a category III, IV, or VI rule violation. The available sanctions are referenced in the *Informal Resolution for Rule Violations—Sanction Matrix* ([Appendix F](#)).
- (5) If a supervisor declines to offer an informal resolution, or the inmate refuses to accept an informal resolution, the administrative charges shall be referred to a hearing officer for a formal hearing.
- (6) If the inmate is charged with a Category IA, IB, or II inmate rule violation, the shift supervisor or shift commander shall refer the case to a hearing officer for a formal disciplinary proceeding.

- (7) Pursuant to [COMAR 12.03.01.28](#), a sanction may not be imposed while an inmate is pending a disciplinary proceeding.
- (8) Pursuant to [COMAR 12.03.01.31](#), a managing official, or a designee, upon review of the disciplinary hearing's outcome may only decrease sanctions imposed by the hearing officer.

**K. Visitation Days, Times, Frequency and Length of Visit.**

- (1) The Warden of each facility shall determine the video visitation schedule in accordance with [§.06A\(1\)-\(2\)](#) of this directive.
- (2) The frequency of inmate visits as established in [§.07](#) of this directive shall be at the discretion of the facility Warden or designee.
- (3) Video visitation shall be at a minimum of 15 minutes, which may be extended at the discretion of the Warden or designee, based on the volume of video visitation at the facility.

**.21 Appendix.**

- A. ADA Service Animal – Entry Procedures Checklist
- B. ADA Service Animal – Visitor Area Checklist
- C. Clergy Registration form – OPS Form # 195-3cR
- D. Consent to Search form –OPS Form # 195-3dR (Rev. 04/19)
- E. DPSCS Video Visitation Acknowledgment Form # OPS.195-3eR (Rev. 09/20)
- F. Informal Resolution for Rule Violations—Sanction Matrix

**.22 History.**

- A. This directive replaces OPS.195.0003 dated March 15, 2019 and incorporates Change Notice 19-01 and 20-01 into this version.
- B. This directive replaces OPS.195.0003 dated March 15, 2016. Changes have been made to: ensure compliance with the Americans with Disabilities Act; clarify the religious visitor section; allow hospitalized inmates visitation with immediate family; and update or clarify other procedures.
- C. This directive replaces OPS.195.0003 dated December 1, 2015 to align with updated practices concerning inmate visits.
- D. This directive supersedes provisions of any other prior existing Department or unit communication with which it may be in conflict

**.23 Correctional Facility Distribution Codes.**

A, D, and L

**ADA SERVICE ANIMAL – ENTRY PROCEDURES CHECKLIST**

**Inmate’s Name:** \_\_\_\_\_  
**Inmate’s CL #:** \_\_\_\_\_

**Visitor’s Name:** \_\_\_\_\_  
**Date of Visit:** \_\_\_\_\_

**1. Is the animal a dog or a miniature horse?**

- If no, the animal is not permitted to enter the facility.
- If yes, answer question 2.

**2. Is the animal required because of a disability?**

- If owner said, “no” then the animal is not permitted to enter the facility.
- If the owner said, “yes” answer question 3.

**3. What work or task has the animal been trained to perform?**

- Acceptable answers include but are not limited to:
  - Assisting individuals who are blind or have low vision with navigation and other tasks;
  - Alerting individuals who are deaf or hard of hearing to the presence of people or sounds;
  - Providing non-violent protection or rescue work;
  - Pulling a wheelchair;
  - Assisting an individual during a seizure;
  - Alerting individuals to the presence of allergens;
  - Retrieving items;
  - Providing physical support and assistance with balance and stability to individuals with mobility disabilities; and
  - Helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.
- Unacceptable answers may include:
  - Emotional Support
  - Comfort
  - Well-being

Notes:

---

---

Officer’s Name: \_\_\_\_\_ Date: \_\_\_\_\_

Officer’s Signature: \_\_\_\_\_

**ADA SERVICE ANIMAL – VISITOR AREA CHECKLIST**

**Inmate’s Name:** \_\_\_\_\_ **Visitor’s Name:** \_\_\_\_\_  
**Inmate’s CL #:** \_\_\_\_\_ **Date of Visit:** \_\_\_\_\_

**Typical Service Animal Behavior:**

- By law service animals are not considered “pets” but do offer comfort to their owners.
- Service dogs tend to be passive and curl up at their owner’s feet.
- Service dogs are not required to, but often do, wear a vest or harness that says “Service Dog”.
- Service dogs do not tend to neglect their disabled owner in order to give affection or attention to individuals who are not their owner. They are too busy doing their job.
- Service dogs do not generally encourage individuals other than their owners to pet them and may even wear a harness or vest that says, “Please don’t pet me. I’m working.”

**Atypical Behavior Exhibited by a Service Animal (check all that apply):**

- The dog is not paying any attention to the owner who has the disability, but is instead engaging with many other individuals in the visitation area/room.
- The dog is not full within the full control of the owner and is exhibiting behavior such as barking, growling, cowering, snapping, running away, etc.
- The dog is wandering rather than sitting or lying in a settled position.
- The dog has urinated, defecated, or vomited.

Notes:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Officer’s Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Officer’s Signature:** \_\_\_\_\_



RELIGIOUS SERVICES DEPARTMENT

**CERTIFIED RELIGIOUS VISITOR REGISTRATION FORM**

**Facility Name:** \_\_\_\_\_

**Facility Address:** \_\_\_\_\_

*Please Print*

**Request for Clergy Member Become Certified Religious Visitor**

Inmate's Name: \_\_\_\_\_ CL/DOC#: \_\_\_\_\_

Inmate's Signature \_\_\_\_\_ Date: \_\_\_\_\_

**Clergy Member's Information**

**Clergy Member's Name:** \_\_\_\_\_

Clergy Member's Title: \_\_\_\_\_  
(Bishop, Deacon, Elder, Evangelist, Father, Imam, Pastor, Rabbi, Reverend, Etc.)

Home Address: \_\_\_\_\_  
\_\_\_\_\_

Phone #: \_\_\_\_\_

Work Address: \_\_\_\_\_  
\_\_\_\_\_

Phone #: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Social Security #: \_\_\_\_\_

**Type of Religious Credentials:** \_\_\_\_\_

Name of Issuing Organization: \_\_\_\_\_

Organization Address: \_\_\_\_\_  
\_\_\_\_\_

Organization Phone #: \_\_\_\_\_

Clergy's Supervising Official: \_\_\_\_\_

Title: \_\_\_\_\_

Email address: \_\_\_\_\_

Additional Information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES
CONSENT TO FRISK SEARCH

Correctional Facility: \_\_\_\_\_ Date: \_\_\_\_\_

Adult Visitors: As a visitor to this correctional facility (facility) I agree to be "frisk searched" by a correctional officer.

- I understand that a frisk search is a non-intrusive examination performed by a correctional officer who will apply gentle pressure while running his/her hands over the outside of my clothing in an attempt to detect any hidden objects. I understand that visitors shall be frisk searched by correctional staff of the same gender as the visitor.
By signing this form, I freely and voluntarily, give my consent to be frisk searched by a correctional officer at this facility and:
I will claim no liability on the part of the State, or any of its employees, in connection with this frisk search.
I understand that if I do not permit this search, I will not be permitted entry into this facility.
I understand that if the frisk search reveals that I am attempting to enter this facility with any illegal item or contraband, I may be subject to criminal prosecution and/or be banned from future entry into any and all other Department correctional facilities.
I understand that I will be frisk searched prior to being granted entry into the facility and I may again be frisk searched at any time while within the facility should staff have reason to believe I may be in possession of an illegal item or contraband.

Adult Visitors Who Are Accompanied by a Minor(s): While on state property any minor (an individual under the age of 18) must be accompanied by an adult who is the minor's legal parent/guardian. The legal parent/guardian of the minor is required to sign this form giving consent for the minor to be frisk searched by a correctional officer as defined and outlined above.

- By signing this form next to the minor's name that I have brought to this facility, I am freely and voluntarily, giving my consent for the named minor to be frisk searched by a correctional officer at this facility under the same conditions as described and outlined above and:
Stating that I am the legal parent/guardian of the minor(s) named on this form.
Assuming all responsibility for the named minor's behavior and actions while at this facility.

Visitors Who Are Accompanied by an ADA Service Animal:

- By signing this form next to the service animal's name and species (e.g. dog) that I have brought to this facility, I am freely and voluntarily, giving my consent for the service animal to be frisk searched by a correctional officer at this facility under the same conditions as described and outlined above and:
Stating that I am the legal owner of the service animal named on this form and that I require the animal as a result of my disability.
I am assuming all responsibility for the named service animal's behavior and actions while at this facility.

Table with 4 columns: Visitor's Name, Signature of Visitor (Or Parent/Guardian of Minor Child), Relationship of the Visitor to the Inmate, Officer Conducting the Search. The table contains four empty rows for data entry.



## DPPCS VIDEO VISITATION ACKNOWLEDGEMENT FORM

The Department of Public Safety and Correctional Services has implemented a new video visitation system to allow inmates and detainees to communicate with their families, friends, and loved ones. You are being sent this form because you are already on an approved visitor list. If you would like to participate in this program please:

- Complete this form and return it to the institution's administration: Example: MCI Administration  
Do not return this signed form to the inmate/detainee listed below. This may 123 JFX Way  
delay your ability to participate in visitation. Baltimore, MD 11111
- Complete all the required sections of the form.
- Print neatly and clearly. Each adult visitor must complete a copy of this form.
- All visitors 16 years of age or older must sign and date the form acknowledging the rules and guidelines required to participate. All visitors 16 years of age or older must show a valid photo ID at the time of visitation.

Inmate Name: \_\_\_\_\_ DOC & SID Number: \_\_\_\_\_ Housing Unit: \_\_\_\_\_

Adult Visitor's Name	Residential Address	Relationship
Email Address (Print clearly)		Telephone Number
Child Visitor's Name(s)	Relationship(s) to Inmate/Detainee (e.g. son, niece, grandchild)	Age(s)

### Criteria For Visitation

In order to participate in video visitation you:

1. Cannot have an open arrest warrant
2. Cannot be suspended from visitation at any State correctional facility
3. Must possess and display a current photo I.D. (e.g. driver's license, age of majority card, military I.D). The name and address on the photo identification must exactly match the information on the inmate's visiting list
4. Must agree to comply with the institutional dress code (see No. 6 below)
5. Must already be on the inmate/detainee's approved visitor list
6. Must return this form to the facility within 2 weeks any planned visitation
7. Must provide a valid email address for video visitation
8. Must be accompanied by an adult if you are under the age of 18
9. Must have a Microsoft Teams Account (To access information for downloading Microsoft Teams go to: [https://dppcs.maryland.gov/publicinfo/virtual\\_visitation.shtml](https://dppcs.maryland.gov/publicinfo/virtual_visitation.shtml) )

### Visitor's Video Visitation Rules

Visitors are prohibited from:

1. Use of three way calling
2. Taking snap shots of screen captures of the inmate or screen
3. Engaging in lewd behavior, indecent exposure, or sexual acts. Video visitation occurs in an open space, recorded acts of indecent exposure will be provided to local law enforcement.
4. Displaying of drugs or drug paraphernalia
5. Using Obscene language or gestures
6. Wearing the following clothing: Tube Tops, Tank Tops, Halter Tops, See-through clothing, Mini-Dresses, Shorts, Skorts, Culottes, form-fitting clothes such as leotards and spandex, clothing that expose a person's midriff, side, or back, tops or dress that have revealing necklines, and excessive splits or both.
7. Any other action, communication, or activity that violates the law, regulation, or the security of the correctional facility.

## VIDEO VISITATION ACKNOWLEDGEMENT

I, \_\_\_\_\_ hereby acknowledge that I have received, read, understand, and will abide by the rules and criteria outlined in this document for DPSCS Video Visitation. I further understand that a violation of any of these rules will result in the automatic termination of the visit and possible suspension of my visitation privileges under Code of Maryland Annotated Regulations (COMAR) 12.02.16.08. I also understand that my words, behaviors, and actions may result in a disciplinary action against and possible loss of visiting privileges for the person I am visiting.

\_\_\_\_\_  
Visitor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Child Visitor's Signature (if 16 or 17 years old.)

\_\_\_\_\_  
Date

**DO NOT WRITE IN THIS SECTION – TO BE COMPLETED BY DPSCS STAFF**

---

\_\_\_\_\_  
Last Name

\_\_\_\_\_  
First Name

\_\_\_\_\_  
DOC #

\_\_\_\_\_  
Cell #

Do Not Write In This Box

Request Approved

\_\_\_\_\_  
Yes

\_\_\_\_\_  
No

Note:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# INFORMATION PAGE FOR DPSCS VIDEO VISITATION

## (Keep this Page)

As a result of the COVID-19 pandemic the Department of Public Safety and Correctional Services has implemented a new video visitation system to allow inmates and detainees to communicate with their families, friends, and loved ones.

- Complete the attached form and return it to the institution's administration:  
Do not return this signed form to the inmate/detainee listed below. This may delay your ability to participate in visitation.
- Complete all the required sections of the form.
- Print neatly and clearly. Each adult visitor must complete a copy of this form.
- All visitors 16 years of age or older must sign and date the attached form acknowledging the rules and guidelines required to participate. All visitors 16 years of age or older must show a valid photo ID at the time of visitation.

**Example:** MCI Administration  
123 JFX Way  
Baltimore, MD 11111

### Reminders for Participation in DPSCS Video Visitation

#### Criteria For Visitation

In order to participate in video visitation you:

1. Cannot have an open arrest warrant.
2. Cannot be suspended from visitation at any State correctional facility.
3. Must possess and display a current photo I.D. (e.g. driver's license, age of majority card, military I.D.). The name and address on the photo identification must exactly match the information on the inmate's visiting list.
4. Must agree to comply with the institutional dress code (see No. 6 below).
5. Must already be on the inmate/detainee's approved visitor list.
6. Must return this form to the facility within 2 weeks any planned visitation (You only need to complete this form once).
7. Must provide a valid email address for video visitation.
8. Must be accompanied by an adult if you are under the age of 18.
9. Must be able to access the internet and email.

#### Visitor's Video Visitation Rules

Visitors are prohibited from:

1. Use of three way calling.
2. Taking snap shots of screen captures of the inmate or screen.
3. Engaging in lewd behavior, indecent exposure, or sexual acts. Video visitation occurs in an open space, recorded acts of indecent exposure will be provided to local law enforcement.
4. Displaying of drugs or drug paraphernalia.
5. Using Obscene language or gestures.  
Wearing the following clothing: Tube Tops, Tank Tops, Halter Tops, See-through clothing, Mini-Dresses, Shorts, Skorts, Culottes,
6. form-fitting clothes such as leotards and spandex, clothing that expose a person's midriff, side, or back, tops or dress that have revealing necklines, and excessive splits or both.
7. Any other action, communication, or activity that violates the law, regulation, or the security of the correctional facility.

### What You Agreed to Do

- You acknowledged that you received, read, understand, and will abide by the rules and criteria outlined in the attached form when you applied for DPSCS Video Visitation privileges.
- You acknowledged that you understood that a violation of any of these rules will result in the automatic termination of the visit and possible suspension of your visitation privileges under Code of Maryland Annotated Regulations (COMAR) 12.02.16.08.
- You also acknowledged that your words, behaviors, and actions may result in a disciplinary action against and possible loss of visiting privileges for the person you are visiting.

### What is Microsoft Teams and How Do I Use It?

- Microsoft Teams is a telecommunications application that specializes in providing video chat and voice calls between computers, tablets, mobile devices, the Xbox One console, and smartwatches over the Internet.
- Microsoft Teams is available for Windows, MacOS, iPhone, iPad, Android, Xbox or in your computer browser.
- To open a Microsoft Teams account go to: <https://www.microsoft.com/en-us/microsoft-teams/free> or download the App.
- To access information for downloading Microsoft Teams go to: [https://dpscs.maryland.gov/publicinfo/virtual\\_visitation.shtml](https://dpscs.maryland.gov/publicinfo/virtual_visitation.shtml) ).
- YouTube™ has many videos describing Microsoft Teams and how it works.