

STATE OF TENNESSEE
DEPARTMENT OF CORRECTION

MARK H. LUTTRELL CORRECTIONAL CENTER
6000 STATE ROAD
MEMPHIS, TENNESSEE 38134-7697
(901) 372-2080

Visitation Handbook



May 2014

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INTRODUCTION

We appreciate the time and effort you put forth to maintain contact with your friends and relatives at this institution. Our goal is to assist you during the visitation process. We hope this handbook will address some of your questions and concerns.

Thanks again for the support you are showing your family members and friends. We welcome your comments and suggestions to facilitate your visits.

Sincerely,

Shakera Kelley
Interim Warden

Jason Woodall
Deputy Commissioner of Operations

THIS FACILITY IS TOBACCO FREE.

NO CELL PHONES ALLOWED.

**TDOC/FACILITY HANDBOOKS ARE AVAILABLE AT:
<http://state.tn.us/correction/institutions/visitation.html>.**

VISITATION OFFICE HOURS

Office hours for Visitation questions and problems are as follows:

Monday:	12:30 p.m. to 8:00 p.m.
Tuesday - Friday:	8:00 a.m. to 4:00 p.m.
Telephone #:	(901) 531-1838 - Visitation Officers (901) 531-1810 - Operations (901) 531-1800 – Associate Warden of Operations (901) 531-1862 - Visitation Office/Supervisor

VISITATION SCHEDULE

Inmates may not receive more than four (4) adult visitors at any given time. During shift change there shall be no inmate movement. Mark H. Luttrell Correctional Center visiting schedule is:

OPEN POPULATION

Saturdays and Sundays & Holidays	8:00 AM to 10:00 AM 11:30 AM to 3:00 PM
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NOTE: No visitors will be processed after 2:45 PM for visits.

Monday Nights	6:00 PM to 8:00 PM
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NOTE: Monday Night Visits are for inmates that did not receive visits over the *weekend or holiday* **only**. Monday Night Visitation **may be altered or canceled** when Holiday Visitation is scheduled. No visitors will be processed after 7:45 p.m.

NOTE: **State Holidays** are designated by the Commissioner.

New Year's Day
Martin Luther King's Birthday
President's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day

Christmas Day
PROTECTIVE CUSTODY

Saturday Only
8:00 AM to 10:00 AM – Classroom area
(Note: Visits are limited to two (2) hours only).

PUNITIVE SEGREGATION INMATES

Saturday Only
12:00 PM to 2:00 PM – General Population
(Note: Visits are limited to two (2) hours only).

INVOLUNTARY ADMINISTRATIVE SEGREGATION

Sunday Only
12:00 PM to 2:00 PM – Non-Contact
(Note: Visits are limited to two (2) hours only).

MENTAL HEALTH (If Approved By Physician)

Sunday Only
8:00 AM to 10:00 AM – Non-Contact

Segregation Note: Inmates on Administrative Segregation shall visit in non-contact area. All segregation visits will be conducted under direct visual supervision of security staff. Holiday visitation will be scheduled / designated by the commissioner of the TDOC. *Note: Pending Disciplinary cannot visit.

**ACCESS TO MLCC
FOR VISITATION PURPOSES**

All visitors can park in any available parking spot, except those that are assigned. All vehicles parked on state property must be secured by rolling all windows up and locking all doors; trucks are to have nothing left on the back bed as well. Neither Mark H. Luttrell Correctional Center nor the Tennessee Department of Correction will be responsible for items / property left in visitor's car. Handicapped visitors may utilize 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.

Visitation begins at 8:00 AM on visiting days. We ask you not to arrive on state property before 7:45 AM. At 10:00 AM processing for visitors ceases for institutional count. Any visitor not processed must leave state property / parking lot for security reasons. Processing will resume when count clears (approximately 11:30 AM). Visitors are again asked not to arrive before 11:15 AM and remain in their car until 11:30 AM. We cannot allow loitering or congestion on the parking lot, in front of the building, or in the hallway of the administration building.

All visitors will be processed at the front desk in the Administration Building. Processing will be first come, first serve, and in an orderly manner. MLCC is required to follow guidelines set down by the state fire marshal. We have a maximum number of people allowed in the visiting area. Once we meet the maximum number, it may become necessary to deny any more visitors to enter the institution. If a visitor's visit is denied we must ask that he / she return to their car and leave state property.

Inmates who are in the institutional clinic or local hospital may only receive visitors under certain guidelines. Further information may be obtained from the institution on an individual basis.

SEARCHES

All visitors entering Mark H. Luttrell Correctional Center shall be required to empty their pockets, remove their shoes, present a valid acceptable picture ID, clear a walk through / hand held metal detector, and submit to a frisk search. Other searches may be authorized as deemed necessary by the Warden.

From time to time MLCC will conduct vehicle searches using trained narcotic detection dogs (K-9). Contraband found during this or any type searches can subject the visitor to being denied to visit or possible arrest.

Persons with valid handgun carry permits are hereby advised that the possession of weapon(s) while on MLCC/TDOC property is a violation of TCA 39-16-201, Introduction of Contraband into a Penal Facility, and if these items are found in your vehicle you will be subject to arrest and visitation denied.

Refusal of any type of search may result in the affected visitor being suspended from visiting at any TDOC facility.

NOTE: All searches will be conducted in a professional manner in an area allowing as much privacy as possible.

1. There will be nothing allowed in the Visitation Area except the following.
 - A. **Identification** - The visitor must provide a valid and current photo identification. The following are acceptable identification, and **no other identifications will be accepted:**
 1. Driver's License (Any State)
 2. State Photo Identification (made by the State Driver's License Bureau)
 3. Passport
 4. Federal Identification
 5. Military Identification
2. Only small key ring allowed.
3. The visitation officers are not allowed to accept or hold any unauthorized items. All items not allowed into the institution must be returned to your vehicles or in an institutional locker.
4. All visitors must register his / her name in a ledger, submit to a frisk search, clear a metal detector, 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.
5. At the conclusion of the visit, the visitor(s) will have their left hand checked for the stamp and will sign out in the ledger located at Checkpoint, by recording the exit time, return badge, and show ID to the Visitation Checkpoint for verification purposes.
6. No smoking will be allowed by visitors or inmates on state property.

7. All visitors, regardless of age, must have an approved application form with a picture on file. No other identification is required for children under sixteen (16) years of age; Policy #507.01.
8. All visitors under eighteen (18) years of age (unless married to the inmate being visited) must be accompanied by an approved visitor who is the child's parent, legal guardian, or guardian. The custodial parent or legal guardian must provide notarized permission for the visitors to bring the child to visit and for the child to be searched.
9. An inmate may visit with up to four (4) approved adult visitors and a reasonable number of children at one time. Once a visitor leaves the visiting area / institution, the visitor may not return for additional visits that day.
10. A. Upon receiving and concluding a visit, the inmate may briefly embrace and kiss her visitor(s) in a socially accepted manner at your table. Visitors and inmates shall not indulge in amorous embracing, caressing, or personal hygiene acts (i.e., combing, brushing, braiding hair, etc.).

B. Inmates who are visiting with their natural or adopted toddler or infant children and have legal rights as a parent of the toddler or infant may be allowed to have some physical contact during visitation. Consideration for security may at times require that physical contact between parents and child be limited.
11. Inmates must wear state issued blue clothing during visitation. Inmates can not wear thermal underwear or recreational clothing (top or bottom) to visitation. No jewelry is allowed to be worn in visitation. No arts and crafts hair accessories allowed to be worn to visitation.
12. The visit will be terminated if the inmate or visitor leaves the visiting area.
13. Inmates and visitors will be asked to exit the visiting area after being issued one (1) warning of rule violations. Visits can be terminated without previous warnings if the rule violation is severe enough.
14. Visitors and inmates may not exchange or wear each other's jewelry, clothing, etc., in the visiting area.
15. All property sent out by an inmate must go through the Property Room; this includes arts and crafts. No items can be delivered for the inmate by a visitor.
16. All visitation application forms (CR-2152) must be mailed to the institution. Checkpoint and visitation officers shall not accept any item from a visitor.
17. Children shall be kept under the constant supervision of the accompanying adult at all times. Boisterous, disruptive behavior shall be sufficient grounds for

- termination of a visit. Children shall be accompanied to play areas, restrooms and any other area outside the immediate visiting area. Children shall be escorted from the checkpoint area to the parking lot and vice versa. Children shall not be allowed to remain in vehicles unattended. Children shall not be allowed to play or interact with any inmates not being visited by such child/children and/or the adult(s) accompanying such child/children. No inmate shall be allowed to play with, carry or hold any child/children belonging to other inmates or visitors and not belonging to that particular inmate or her personal visitor(s). Any discipline of child/children shall be verbal only and may be imposed only by the accompanying visitor. Children ages 4 to 7 (only) are allowed in the children's area.
18. Visitors shall visit with the approved inmate only, and inmates will visit with their approved visitors only.
 19. All visits shall be conducted in the visiting gallery or appropriate area at the annex.
 - A. Picnic area – All inmates will remain within the fenced area until all visitors clear the area.
 - B. Inside visiting area – All inmates must remain seated at the table in the visiting area until all visitors clear the area.
 20. Persons entering MLCC are encouraged to dress comfortably and in casual attire. However, they shall comply with the following:
 - 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.
 21. 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.
22. **(Warning) there will be photographs taken of visitors that were denied visitation due to non compliance of dress code.**
23. (Debit Card) If you are the first visitor for the inmate you will need one (1) five dollar bill to purchase a two (\$2.00) debit card and it will credit the card with three (\$3.00) dollars. Any additional visitors for the same inmate on the same day will be allowed (\$3.00) three dollars to be added to a card. Debit cards shall not have over \$25.00 dollars on them at any time.
24. Four (4) baby diapers, ten (10) baby wipes, two (2) plastic bottles of formula/milk, and one unopened jar of baby food will be allowed in the visiting gallery.
25. Inmates are to bring only their ID card, and inmate pass. No other items or property will be allowed. **NO EXCEPTIONS!!!!**
26. Inmates will not be allowed to take any items to the units from visitation.
27. Visitation will begin at 8:00 a.m. Processing of visitors shall be temporarily stopped at 10:00 a.m. (for Count) and resume upon clearing Count (approximately 11:30 a.m .). Processing for the day shall be stopped at 2:45 p.m.
28. Visitors shall provide information to the Warden, on CR-2152 regarding the reason for a pager, i.e.: employer, likely callers etc. (*Note: Additional information may be required*). This information, in addition to the Warden's approval or denial, will be maintained in the inmate's file. **Visitation staff will not be responsible for the loss of or the damage to the pager during**

visitation. Visitors must retain sole possession of the pager during the visit.

At each visit, the visitor will:

- A. Open pager, remove and replace batteries, and open any other compartments which can be opened without tools.
 - B. Demonstrate that the pager is functional. If the pager is not functional, the visitor will be responsible for leaving the pager outside the facility. Staff will not accept custody of the pager.
 - C. Place the pager in “vibration” mode, if so equipped.
 - D. Wear the pager in a conspicuous place during the visit.
 - E. Upon leaving visitation the pager must be opened, remove and replace batteries, and open any other compartments which can be opened without tools and demonstrate that the pager is functional.
29. MLCC 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.
30. These rules can not cover every incident that may occur during visitation. The officer(s) should use good judgment, tact, and careful consideration whenever a situation arises that is not covered by these rules and advise the Visitation Supervisor and / or Shift Commander.
31. Any false information provided by the visitor or inmate on the application or initial visiting list may be cause to disapprove the application or to revoke visit privileges.
32. All applicants are subject to a background check.
33. Parking is available at the visitor’s own risk. MLCC is not and will not be responsible for any vandalism or theft to the personal property of the visitor’s vehicle.
34. Inmates who are in transient status shall not be allowed any visits for two weeks. (Attorneys and clergy are exempt). The Warden may allow special visits at the end of the two weeks but only for immediate family members.
35. Prosthesis, artificial limbs (plastic or other substances), and cardiac pacemakers and defibrillators shall be allowed, and the visitor may be required to present a doctor’s note. Prosthesis, artificial limbs, etc., are not to be removed for any reason. Failure to follow this rule will be cause to terminate the visit and can cause your visits to be suspended for an undefined period of time.

VISITATION AREAS

Main Building

Visiting shall take place in the visitation gallery or non contact visiting area. Visitors will be processed at the main entrance and proceed down the main hallway through Checkpoint. All visitors will enter and exit the visiting gallery through door A-54 past Checkpoint. All inmates will enter and exit the visiting gallery through door A-43. Restroom: Visitors are to use restrooms designated in visiting gallery. Inmates are to use restrooms in another area.

Annex

During April through October the Annex inmates will visit on the picnic area. At the Warden's discretion the outside visitation area may be operated from November through March, provided adequate staff is available. During inclement weather, inside visits will take place in the Main Visitation Gallery. The temperature extremes will be as follows (Heat index of 102 Degrees Fahrenheit) or (Freezing 32 Degrees Fahrenheit).

Cooking at the annex will rotate each month on Saturday and Sunday during the months of April through October following the below schedule:

April	-	Cooking on Saturdays only
May	-	Cooking on Sundays only
June	-	Cooking on Saturdays only
July	-	Cooking on Sundays only
August	-	Cooking on Saturdays only
September	-	Cooking on Sundays only
October	-	Cooking on Saturdays only

Restrooms: Visitors and inmates are to use restrooms designated (Male, Female).

The following items may be brought in for outside consumption:

- a. Bread/buns – factory packaged sliced sandwich bread or hamburger/hotdog buns (limit 2 packs in any combination)
- b. Cheese – pre-sliced/factory sealed, limit 24 oz.
- c. Chicken strips/breast factory pre-packaged/pre-sealed limit 2 packages not to exceed 3 strips per person or 2 breast per person
- d. Hamburger/veggie patties – factory pre-sealed patties only, limit 2 per person

- e. Hot dogs/wieners – factory pre – sealed, limit 2 packs
- f. Lunch meats – factory pre – packaged/sealed` not to exceed 2 lb.
- g. Lettuce (shredded only) – in zip lock see-through bags only
- h. Onions, tomatoes, pickles – pre-sliced in zip lock see-through bags
- i. Aluminum foil – limit 1 roll
- j. Charcoal – self-starting, limit (1) 8 lb. bag – (visitation staff will light the charcoal)
- k. Cookware – non-metallic
- l. Cups & Plates – disposable only (no double walled cups) – limit 2 per person
- m. Eating utensils – disposable only - limit two sets per person
- n. Napkins – paper - limit 1 pack
- o. Ice chest – Styrofoam – no doubled walled coolers
- p. Tablecloth – disposable
- q. Condiments – factory sealed individual servings only
- r. **No glass containers will be allowed**

SPECIAL VISITS

The Warden or designee may approve the following types of special visits for persons on or not on the inmate's approved list. If absolutely necessary, they may be for hours other than regular visitation hours:

1. Visitors who have traveled 200 miles or more and / or do not visit on a regular basis (at the warden's discretion).
2. Children, as part of a special program to promote family bonding.
3. Attorney's (See Policy #105.09).
4. Prospective employers, sponsors, or parole advisors.

5. Physicians, psychiatrist, or other health professionals (See Policy #113.30).
6. Persons significant to the inmate for purposes of crisis intervention.
7. Official visitors.
8. Immediate family members who have been placed on suspension can Request a Special Visit if the inmate is terminally/critically ill.

MEMORANDUM

TO: _____, Visitation Supervisor

FROM: _____, Visitation Officer

DATE: _____

**SUBJECT: Documentation of COUNSEL / VERBAL WARNING
Concerning Visitation Rules / Policies Being Violated**

Inmate Name / Number: _____

Visitor(s): _____

This is to document the above mentioned Inmate and Visitor(s) have received a **Verbal Warning** and counseling concerning the following policy violation(s):

The Inmate / Visitor(s) have been given a Mark H. Luttrell Correctional Center Handbook concerning the policies covering visitation.

MEMORANDUM

TO: _____

FROM: _____, Visitation Supervisor

DATE: _____

SUBJECT: MLCC REFUSAL OF VISITOR(S)

Person Visiting: _____

Relation to Inmate: _____

Address & Phone: _____

Checked Below is the Reason(s) for Visitor Refusal:

- _____ 1. Improper Identification
- _____ 2. Wrong Day and / or Time
- _____ 3. Improperly Dressed
- _____ 4. Not on Approved Visitor List
- _____ 5. Not Immediate Family
- _____ 6. Other: _____

Officer's Signature

Approved By Shift Commander

Directions to the
Mark H. Luttrell Correctional Center

Exit I-40 at Exit 12 (Sycamore View Road)

Go South on Sycamore View Road.

Turn Right on Longline Road.

Turn Left on John A. Denie Road.

Turn Left on State Road.

HOTEL / MOTEL ACCOMMODATIONS

BEST WESTERN SUITES

6045 MACON COVE

901-385-1999

1-800-937-8376 / Reservations

DAYS INN

6055 MACON COVE

901-371-0606

1-800-329-7466 / Reservations

DRURY INN

1556 SYCAMORE VIEW ROAD

901-373-8200

1-800-378-7966 / Reservations

LAQUINTA INN & SUITES

6069 MACON COVE

901-381-0044

1-800-531-5900 / Reservations

MEMPHIS INN

6050 MACON COVE

901-373-9898

1-800-770-4667 / Reservations
MOTEL 6
1321 SYCAMORE VIEW ROAD
901-382-8572
1-800-466-8356 / Reservations

RED ROOF INN
6055 SHELBY OAKS DRIVE
901-388-6111
1-800-843-7663 / Reservations

SUPER 8 MOTEL
6015 MACON COVE
901-373-4888
1-800-800-8000

ECONO LODGE
1541 SYCAMORE VIEW
901-388-1300
1-877-388-1303 / Reservations

FAIRFIELD INN & SUITES - MARRIOTT
6010 MACON COVE
901-384-0010

COMFORT INN
1335 MCREE STREET
901-372-2700
1-800-424-6423 / Reservations

BAYMONT INN & SUITES
6020 SHELBY OAKS DRIVE
901-377-2233

RAMADA INN MEMPHIS - EAST
1585 SYCAMORE VIEW ROAD
901-388-6726

QUALITY INN
6068 MACON COVE
901-382-2323

MEMPHIS PLAZA HOTEL SUITES
6101 SHELBY OAKS DRIVE
901-388-7050

TAXI / BUS SERVICES

CAB RATES

City Wide Cab Company

PHONE: (901) 324-4202 / 324-1936
RATES: First 1/7 Mile \$3.80
Each Additional Mile \$1.80
Each Additional Passenger \$1.00

Yellow Cab Company

PHONE: (901) 577-7777
RATES: First Mile \$3.80
Each Additional Mile \$1.80
Each Additional Person \$1.00

BUS RATES

M.A.T.A. BUS LINE

PHONE: (901) 274-6282
RATES: \$1.50 Each Way
\$0.10 For Transfer

**TITLE VI OF THE
1964 CIVIL RIGHTS
ACT**

**TITLE VI OF THE
1964 CIVIL RIGHTS ACT
INFORMATION**

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 services be offered to all eligible persons regardless of 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.

Mark H. Luttrell Correctional center will not discriminate on the basis or race, color or national origin in any aspect of its provision of services. You may have access to all institutional programs and services for which you are entitled or eligible regardless to race, color, or national origin.

All inmates alleging discrimination based on race, color, or national origin in the delivery or any service or program may file a complaint. All such complaints must be filed within one hundred eighty (180) days of the occurrence of the alleged discriminatory act. Inmates should utilize the TDOC Inmate Grievance Procedures, Policy #501.01, to resolve a complaint alleging a violation under Title VI. However, complaints may be filed with other appropriate agencies such as the Tennessee Human Rights Commission, U.S. Department of Justice, etc.

If an inmate is unsure, she can forward an “Inmate Information Request Form” to MLCC’s Title VI Coordinator, Shakera Kelley.

CONTACT LIST FOR TITLE VI

Local Coordinator:

Shakera Kelley, Associate Warden of Treatment
(901) 531-1800
Mark H. Luttrell Correctional Center
6000 State Road
Memphis, TN 38134-7697

Tennessee Department of Correction
Title VI Coordinator
Rachel Jackson Building, 5th Floor
320 Sixth Avenue North
Nashville, TN 37243-0465
615-741-1000, Ext 8155

Tennessee Human Rights Commission
Title VI Compliance Program
Andrew Johnson Building, Suite 100
710 James Robertson Parkway
Nashville, TN 37243-1219
615-741-5828 or Toll Free 800-251-3589

U. S. Department of Justice
Civil Rights Division
Federal Coordination and Compliance
Section, NWB
950 Pennsylvania Avenue, N.W.
Washington, DC 20530
1-800-848-5306 (Toll free voice & TTY)

