



· VISITOR ID NUMBER ·

ASSISTING FAMILIES OF INMATES

Transportation Program Guidelines

RESERVATION AND VISITING INFORMATION FOR ADULT & JUVENILE FACILITIES

ADULTS

- New riders must make an intake appointment to come into office on a weekday to be registered for the program. You will not be allowed to get a reservation number on the day of the trip.
- Please keep track of your Visitor ID Number. Reservations will only be accepted when you use your correct ID number.
- We will issue you a laminated rider identification card upon intake. This card will have your name and Visitor ID number on it. **YOU MUST HAVE THIS CARD WITH YOU ON SATURDAY MORNINGS IN ORDER TO BOARD THE BUS. You must also have this card with you, per DOC and DJJ policy, in order to enter the facility for visitation.** If you lose your card you must come to the AFOI office, during business hours, to be reissued a replacement card. Replacement cards cost \$5.00.
- When leaving your reservation, please remember to speak clearly and slowly. Give your name and ID number, the names of the children you are bringing, the name of the prison, and your telephone number. **If you leave out any of this information, your reservation cannot be recorded.** We do not confirm reservations and will only call you if there is a problem with your reservation.
- Reservations must be called into our office by 12:00 noon, the Friday before the trip. It is *strongly* advised that you arrive 30 minutes before the trip is scheduled to depart. However, you *must* arrive for your reservation *at least 15 minutes* before the trip is scheduled to depart. If you do not show up by that time, your seat may be given to someone on the waiting list. Cancellations must be called in by 12:00 noon the Friday before the trip to avoid penalization. We do not take reservations more than two weeks prior to the trip.
- Effective September 1, 2014 AFOI reserves the right to cancel a bus due to minimal ridership. We will now require a minimum of ten (10) riders in order to send a bus.
- We ask that you be considerate of other visitors while waiting for your bus departure and during travel. There is no smoking permitted at AFOI or on the bus; no theft; no violence; no alcohol or obvious intoxication, no loud, abusive, or profane language. If we observe or hear a report that a violation of one of these rules has occurred, you will be **suspended or permanently banned** from riding the bus (length of suspension determined by AFOI Executive Director). Please show respect for yourself, the other passengers, and the children.
- If you ride the bus with us to the facility you must also ride the bus back to Richmond from the facility. This is the policy of our organization. If we observe or hear a report that a violation of this rule has occurred, you will be **suspended or permanently banned** from riding the bus (length of suspension determined by AFOI Executive Director). You must also follow the schedule given by AFOI for departure from Richmond and for departure from the facilities for the return ride. Please make sure that you return to the bus on time and when announcements to do so are made. The bus drivers have been instructed to wait for a certain period of time and then the bus will be leaving for its next stop.
- Remember to throw away your trash before you leave the AFOI dining room and before you exit the bus.

CHILDREN

- Children must be at least one year of age AND ALSO be able to walk by themselves in order to ride on the bus. We have this guideline because the buses are not equipped with safety seats or seat belts. If the bus were involved in an accident, even a minor one, infants would be at risk of injury or harm.
- You are responsible for supervising your children while at AFOI, on the bus, and in the prison. You can make the visiting experience more enjoyable for yourself and your children if they are well rested and have eaten breakfast before the trip.
- If you plan to bring children who are not your own, you **must have a notarized statement from the legal guardian or parent giving you permission to bring the child.** Please show us the authorization and to the officials at the facility you will be visiting.

FEES

- Fees are paid on the day of your trip. **Our fees are \$12 for an adult and \$1 for a child. The maximum for 1 adult and any number of children is \$14.** We accept cash only. No one will be waived from paying the fee. Please make your change request when you pay your fee. We prefer not to give out change at any other time as things get very busy and mistakes can occur.

WHAT TO TAKE WITH YOU

- On the day of your trip, bring your **current, state-issued photo ID card, your AFOI rider identification card.** If you are traveling to a DOC facility you may bring \$10.00 in change in a clear baggy or clear change purse. If you are traveling to a DJJ facility you may not bring any money with you for any reason. Purses, or any other valuables, are not the responsibility of AFOI, AFOI staff, volunteers, James River Bus Company, the bus drivers, Second Presbyterian Church, the Department of Corrections or the Department of Juvenile Justice.
- **Again, the prisons & juvenile facilities have very strict dress codes. You should not wear** shorts, leggings, tank tops, or tank-style dresses, sleeveless shirts, button-down or wrap skirts. **You must wear** undergarments and a slip when wearing a skirt or dress (see DOC Visitor Dress Regulations or DJJ Visitor Dress Regulations for further information).

DINNER PROGRAM

- We are very happy to have many volunteers who donate, prepare, and serve dinner when the buses return. Please remember that these individuals are volunteering their time and money because they care about you. They like to know that their efforts are appreciated. **Please thank them before you leave.**

INCLEMENT WEATHER

- If the weather forecast is threatening (ice storms, snow storms, etc.), a message will be recorded on the AFOI voice-mail system. **Please call AFOI at 643-2401 to see if a trip has been cancelled.** Be sure to call the Friday before, or the Saturday morning of the trip before you come down here. **Always listen carefully to the voicemail message.**

NEW VIRGINIA DEPARTMENT OF CORRECTIONS VISITATION POLICIES

- Beginning December 1, 2013, new visitors applying to visit facilities after January 1, 2014, will be required to **submit visitation applications online on this website:** <http://www.vadoc.virginia.gov/offenders/visitation/visitorApplication.aspx>
- This process will allow applications to be screened at the Virginia Department of Corrections (VADOC) central office, and approved visitors will experience less time waiting to be processed at the facility. Paper applications for first time visitors will be allowed for those who plan to visit during the upcoming Christmas holidays.
- Visitors may only be approved to visit multiple offenders if the offenders are immediate family members. Visitors will be limited to visiting only one offender that is not immediate family. "Not immediate family" may include, but is not limited to, fiancés, girlfriends, boyfriends, neighbors, cousins, and friends. Visitors who are already approved and visiting multiple offenders must select and submit the name of the one friend they wish to continue visiting by March 15, 2014. This change will go into effect on April 1, 2014.
- All visitor applications (new or previously approved) expire 36 months (three years) after the date of approval. A new, updated visitor application must be submitted online at least 30 days before expiration to continue uninterrupted visitation. The Virginia Department of Corrections may conduct an annual record check on each visitor. Prior visitation approval does not guarantee approval continuation.
- Effective January 2, 2014, VADOC policy regarding minors visiting with sex offenders will also change. All sex offenders receiving visits from minors must receive an evaluation prior to the approval of the visitation. Minors who have visited previously and are already approved and documented in the VADOC Visitor Tracking System will be allowed to continue visiting while the offender evaluations are completed. Prior approval does not guarantee approval continuation.
- Applicants should allow 30 days for online applications to be processed. Out of state applicants should allow up to 90 days for processing. To avoid delays in processing, all information requested on the application must be accurate and complete. A response will be sent to the email address provided by the applicant. Approved visitors must still bring valid picture identification that matches the information provided on the application. Visitor applicants that do not have an email account and/or access to a computer may submit a paper application. Paper applications, which will require longer processing times, are available at the facilities and must be mailed to:

Visitor Registration, Virginia Department of Corrections, P. O. Box 26963, Richmond, VA 23261-6963