



# Department of Corrections (DOC) Family Visitation Study

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Research & Evaluation



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## Introduction

Incarceration limits interaction between inmates and their families. These families often provide housing and employment opportunities for inmates leaving prison. Most research at the Oregon Department of Corrections (ODOC) has been focused on inmates and less research has been conducted on inmate families and the interaction between the inmate and their families. Furthermore, knowledge about DOC's ability to maintain family associations and DOC's ability to provide beneficial visitations is limited.

Many inmates become dependent on their families while incarcerated. Visits, financial support, and telephone usage are important to inmates, and many rely on family members for personal items and/or materials. Visits may also be the only contact between the inmate and his/her children. The Family Visitation Survey was developed to identify the strengths and weaknesses of the current DOC visiting system from the visitor's perspective. DOC researchers visited all institutions and surveyed family members during and after visits. Differences among institutions will be recognized in this report.

The Family Visitation Survey includes questions around the following areas:

- *Facility services*
- *Transportation (distance traveled by family and friends)*
- *Customer service of staff*
- *Agency related Information*
- *Phone and mail systems*
- *Visiting alternatives*
- *Children*

## Methods

There were seven researchers involved in the data collection for the Family Visitation Study. Data collection began in the winter of 2008 where multiple researchers visited each DOC institution. Maximizing response rates at each institution, insuring anonymity and confidentiality of families, and minimizing the impact on each institution were all crucial. Prior to conducting the study, DOC Research tested the survey in some of the local DOC facilities (SCI, MCCF, OSP, OSPM, CCCF, and OSCI). Table 1 provides facility names and abbreviations. The testing phase allows researchers to identify the resources necessary, identify methodological weaknesses, and identify questions on the survey that should be re-worded.

<b>Facility/Location Names and Abbreviations</b>
Coffee Creek Correctional Facility (CCCF), Columbia River Correctional Institution (CRCI), Eastern Oregon Correctional Institution (EOCI), Mill Creek Correctional Facility (MCCF), Oregon State Correctional Institution (OSCI), Oregon State Penitentiary (OSP), Oregon State Penitentiary Minimum (OSPM), Powder River Correctional Facility (PRCF), Santiam Correctional Institution (SCI), Shutter Creek Correctional Institution (SCCI), South Fork Forest Camp (SFFC), Snake River Correctional Institutional (SRCI), Two Rivers Correctional Institution (TRCI), Warner Creek Correctional Facility (WCCF)

**Table 1: Facility/Location Names and Abbreviations**

To insure minimal impact on the facilities, researchers were provided with a contact person from each DOC facility. This person acted as the liaison between their DOC facility and research staff. This liaison assisted researchers with the following:

- Addressed questions from researchers prior to coming to their facility.
- Provided facility preferences and suggestions to insure researchers minimize the impact on the facility.
- Provided researchers with visiting times and/or changes prior to researchers visiting their institution.

DOC Research attempted to gather 100 surveys per institution; this was difficult since some institutions received very few visitors during the data collection phase of the study. Distance of an institution and/or size (small) of an institution also contributed to this problem. Although institutional differences exist, multiple visits to some institutions were unavoidable. Having a researcher present at the beginning and end of the visit was imperative to insure all those attempting to visit were included in the study. Having research staff disseminate surveys minimized the risk of bias and provided researchers with the opportunity to discuss the research objectives with inmate families.

Inmate families had one of three ways to complete the Family Visitation Survey:

- Complete the survey at the institution and drop it in a survey box when complete (DOC researcher was present).
- Receive a survey after a visit, take the survey home to complete and return it to DOC Research in the provided self-addressed stamped envelope.
- Complete a survey that was sent to them in the mail from DOC Research and Evaluation.

The third group warrants some explanation. Since there were a limited number of visitors during the data collection phase of this study in some institutions, additional surveys were mailed to family members and friends of inmates. This was done to increase response rate. The list of visitors (mainly family and friends of inmates) was generated from the DOC mainframe computer system. This list included the names and addresses of those individuals visiting DOC institutions. The instructions were slightly different for the individuals completing a survey by mail. Those individuals completing a survey at the institution were asked to complete their survey for that visit, whereas, those completing a survey received in the mail were asked to rate their last visit (of the specified institution).

There are many different types of people who visit inmates housed in Oregon's DOC facilities. Most visitors include immediate family members (spouse, parent, sibling, child, aunt, uncle, grandchildren, grandparents, foster relations, in-laws, step relations,

and friends of inmates). Lawyers, religious affiliates and media were excluded from the study. Family and friends of inmates in ODOC facilities were the focus of this study. The institutions where families were mailed additional surveys included the following: CRCI, EOCI, MCCF, OSPM, PRCF, SCCI, SFFC, DRCI and WCCF. Family members and friends who visited TRCI minimum and SRCI minimum were also mailed surveys. Differences between response rates may suggest selection bias is less apparent when surveys are collected by the researcher at the institutions. The number of incorrect addresses in the DOC database dramatically affects response rate. Correct addresses are generally not available until the inmate is nearing release.

## Results

Due to the complexities associated with collecting visiting information at DOC institutions, two response rates were established. The first response rate (68%) is associated with those individuals who visited an institution and filled out a survey at the institution while a researcher was present. This response rate also includes those individuals who visited the institutions on the day a researcher was present, but who chose to fill out their survey at home rather than at an institution. There were approximately 1,200 surveys disseminated at the institutions and 804 were completed.

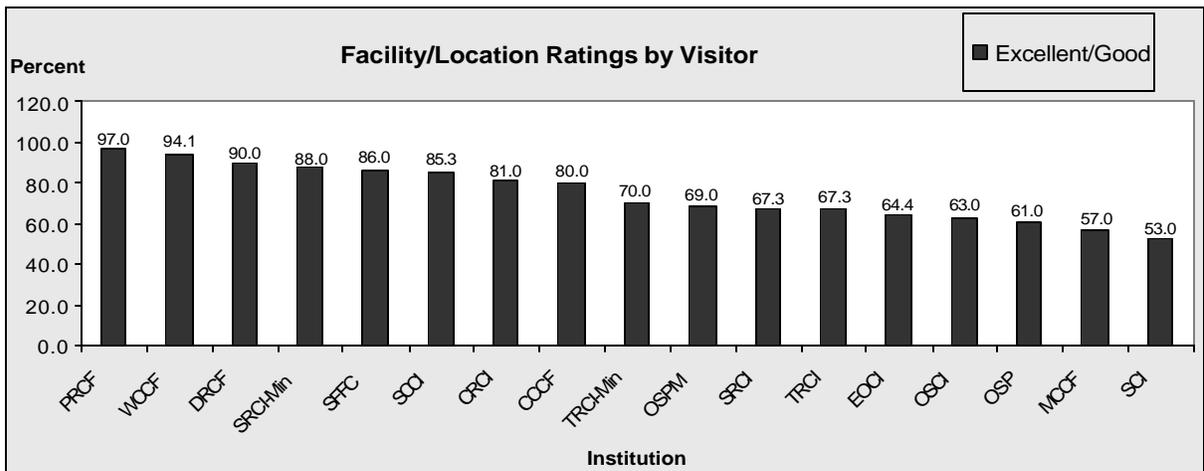
The second response rate is associated with those individuals who received a survey by mail (15%). Individuals who received a survey by mail may or may not have been present at institutions when the researchers were present. Visitors receiving surveys by mail were asked not to complete the survey if they had previously completed a survey or were at an institution when the surveys were disseminated (the survey cover letter may be found in Appendix E). This was done to ensure participants did not complete more than one survey per institution. If participants visited more than one institution on different occasions, they were permitted to rate each of the institutions they visited. (Response rates by institution may be found in Appendix D.)

### ***Facility/Location Ratings by Visitor***

The respondents of the Family Visitation Survey were asked to rate all facilities they have visited. Table 2 below represents those findings. Institutions were rated using a 4 point scale: Excellent, Good, Fair, and Poor. Excellent/good responses were combined in Table 2 (*See*, legend). Visitors responding to this question were not rating the institution they were visiting the day of survey collection, but rather rating other DOC institutions they have visited in the past. People visiting for the first time, were asked to leave this question blank.

Caution should be used when assessing the information provided in Table 2. For instance, visitors may have rated institutions based on negative/positive past experiences—we do not know if these ratings reflect their opinions today. However, most responses associated with Table 2 are positive.

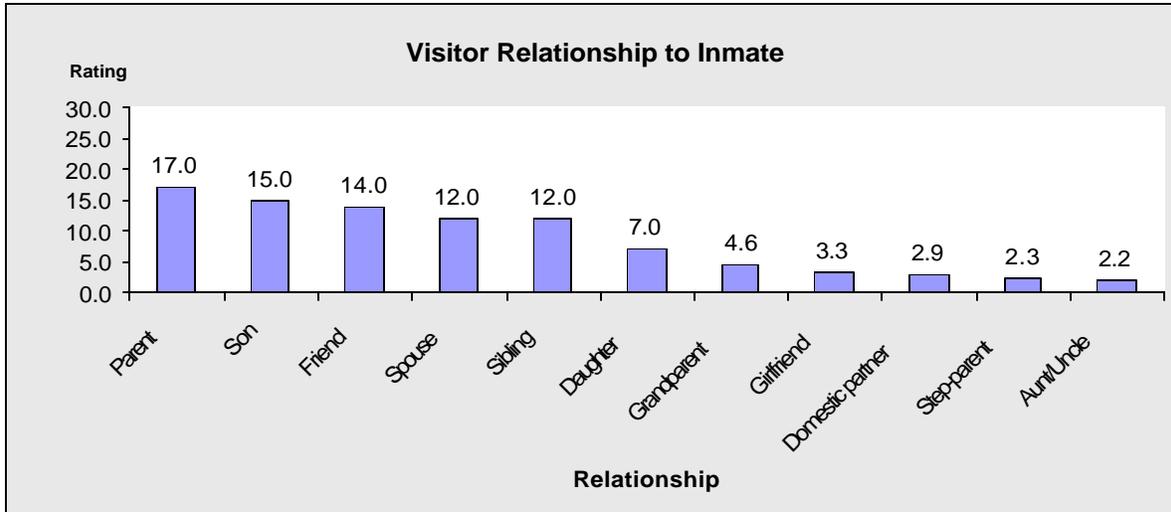
There are eight institutions listed in Table 2 where 80 to 97% of the visitors gave an excellent/good rating. These institutions include PRCF, WCCF, DRCF, SRCH-Minimum, SFFC, SCCI, CRCI, and CCCF. Sixty to seventy percent of the visitors rated TRIC-Minimum, OSPM, SRCI, TRCI, EOCl, and OSCl as excellent/good. More than half the visitors rated MCCF (57%) and SCI (53%) as excellent/good; however, about half rated these two institutions as fair/poor. In addition, about a third or more of the visitors rated OSP, OSCl, EOCl, SRCI, TRCI, OSPM, and TRCI-Minimum as fair/poor.



**Table 2: Facility/Location Ratings by Visitor**

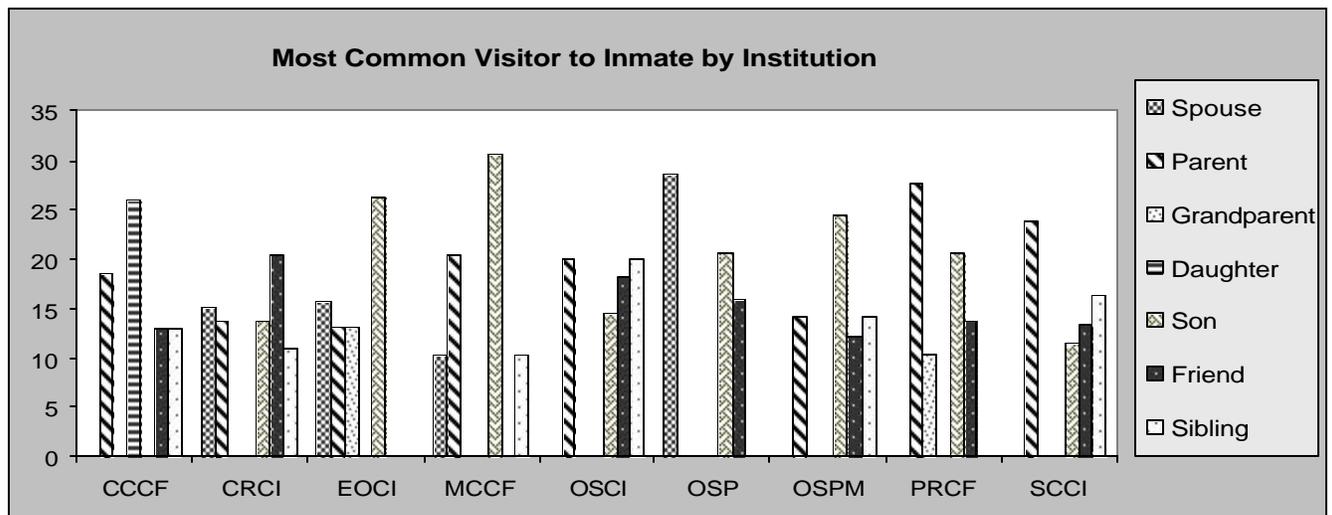
### *Demographics*

Overall, the most common people visiting inmates and completing a survey include parents (17%), adult sons to the inmates (15%), friends (14%), spouses (12%), siblings (12%), and adult daughters to the inmates (7%). These estimates only identify adult visitors; only adult visitors completed the survey. Estimates associated with all other visitors were 3% or below (Table 3).

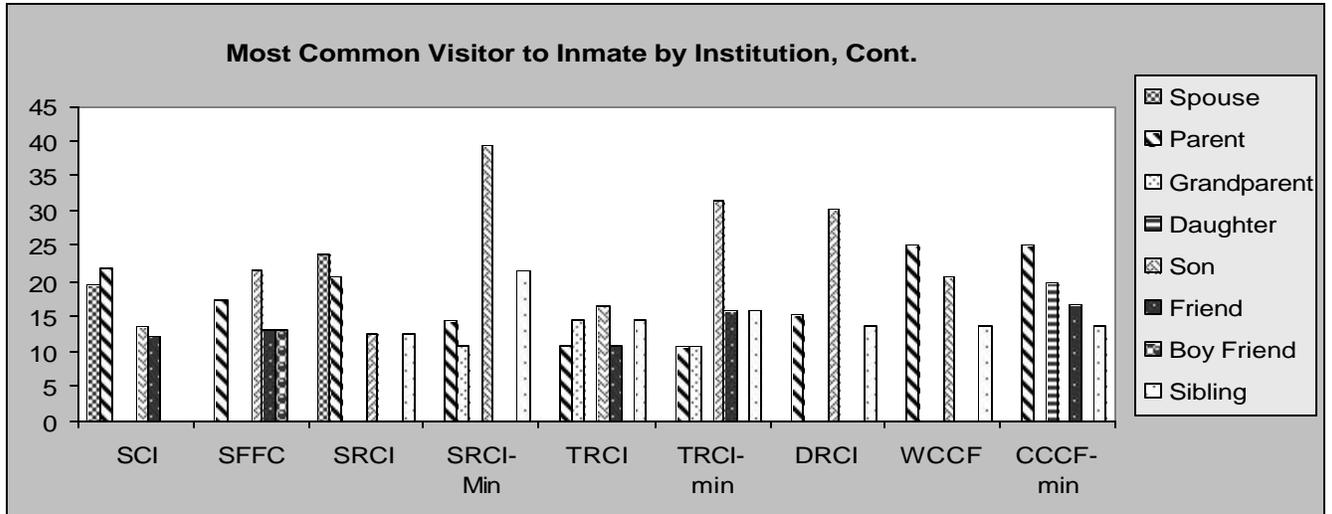


**Table 3: Visitor Relationship to Inmate**

Although the most common visitors include parents, sons, friends, and spouses, each institution has a slightly different group of visitors (Table 4).



**Table 4: Type of Visitor by Institution**



**Table 4: Type of Visitor by Institution, Cont.**

The tables above identify the most common adult visitors who completed surveys. Although the profile of visitors may differ from the profile of those completing the surveys, the differences are probably small. The table below identifies the most common visitors who completed the survey by institution.

<b>Most Common Visitor by Institution</b>	
<i>Institution</i>	<i>Most common type of visitor</i>
CCCF CCCF-Min	Parent and adult daughter to the inmate
CRCI	Friend to the inmate
EOCI OSPM TRCI TRCI-Min DRCI	Adult son to the inmate
MCCF PRCF SFFC WCCF	Adult son and parent to the inmate
OSCI	Sibling and parent to the inmate
OSP	Adult son and spouse to the inmate
SCCI	Parent to the inmate
SCI SRCI	Spouse and parent to the inmate
SRCI-Min	Sibling and adult son to the inmate

**Table 5: Top One or Two Visitors by Institution**

In addition to the demographic questions, two transportation related questions were asked—how did you arrive at the institution, and how long did it take you to arrive at the institution today? Most visitors arrive by car (93%) and most visitors drive less than 3 hours (80%); however, more than half of the visitors at WCCF, and nearly half at EOICI and TRCI traveled 4 to 8 hours before arriving at the institution. Longer drives are also noted for some visitors at PRCF (45%), TRCI-Minimum (45%), SCCI (40%), and SRCI

(36%). Nearly 40% of the visitors at SRCI-Minimum and 23% at SRCI travel 8 to 24 hours before arriving at the institutions.

### ***Factor Analysis***

A factor analysis was performed to reduce a large number of questions into a few definable areas. These areas or factors can be quantified and comparisons can be made. This data reduction technique makes the analysis more manageable and conclusions more definitive.

There were 29 questions included on the Family Visitation Survey. Most questions can be grouped into three mutually exclusive factors<sup>1</sup>: Facility Services/Customer Service, Notification/Informational, and questions associated with children. The Facility Services/Customer Service factor reflects the visitor's perception of the facility services and the agency's customer service. The Notification/Informational factor pertains to the visitor's preference to be notified under certain circumstances and/or their interest in receiving information about visiting DOC institutions. The data suggests respondents answering "yes" to the notification/information questions are individuals who do *not* live close to the facility (i.e. travel longer), and/or had less information about the DOC visiting process. These questions are less important to individuals living close to the facility they visit frequently. These individuals may also be more familiar with the visiting process. The questions relating to children were answered by those individuals visiting ODOC facilities with children.

### ***Factor 1: Facility Services/Customer Service***

Eighty-two percent of the visitors answered excellent/good when asked to rate the helpfulness and/or friendliness of the staff working at the visiting check-in area.

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<sup>1</sup> Appendix A includes the factors and the questions associated with each.

The people working in the visiting check-in areas and visiting rooms at correctional facilities should have good people and/or customer service skills. Current union agreements may prohibit using the most appropriate personnel in the visiting rooms. Family members and friends exposed to structure and protocols reserved for the incarcerated may not adapt well to correctional staff. Conversely, a welcome by knowledgeable and friendly staff alleviates the stress and anxiousness often experienced by individuals entering a correctional institution.

Visitors were asked how long they waited before seeing the person they came to visit; forty-one percent of the visitors waited less than ten minutes, more than a third said they waited 10 to 20 minutes, and about 14% said they waited 20 to 30 minutes. Slightly fewer than 10% said they had to wait more than 30 minutes before seeing the person they came to visit. Most visitors (96%) said they felt they were treated with respect during their visit. In addition, 87% answered excellent/good when asked to rate their overall visit; however, some visitors felt they were treated well due to survey staff being present. (The comments made by visitors are located in Table 6.)

Visitors assessed cleanliness of the DOC visiting areas, the facility bathrooms, and appropriateness of the food and drinks provided in the vending machines. Most responses were positive for facility cleanliness but less positive for vending machine options. Most visitors rated the overall cleanliness of the DOC visiting rooms as excellent/good (87%), and 60% of the visitors felt the bathrooms were in good working order; however, 30% rated the bathrooms as fair/poor. When asked about the vending machines available in the DOC facilities, respondents were split between a “good” (37%) and “fair” (36%) rating. Another 14% rated the vending machines as “poor.” The most common suggestions made about the DOC vending machines include the following: provide healthier choices, better selections, and hot food choices. In addition, the most common complaints include vending machines were empty, items were expired, and/or the machines were out of order. The machines had a limited number of drinks (diet soda, juice, and milk). Hot drinks (coffee, tea, and hot chocolate) were offered in only a couple

institutions; however, these items were requested by many visitors and wanted in all institutions.

In addition to the questions asked about DOC's restrooms and vending machines, visitors were asked about the waiting areas used prior to entering the DOC facility. When asked if a sheltered waiting area was provided, nearly two-thirds responded "yes" and 30% responded "no." Visitors often wait before entering an institution and waiting can be grueling during extreme weather conditions. Waiting in extreme weather is especially difficult for young children, the elderly, and/or the disabled. The facilities where a covered waiting area was suggested include CCCF-Minimum (85%), OSCI (68%), SCI (50%), MCCF (36%), PRCF (28%), TRCI (26%), and SRCI (24%).

The factor analysis procedure groups similar types of questions into a single factor. Some questions logically group but may not create a factor. Have you ever had a visit terminated, have you ever been denied a visit, or have you ever had a visit cut short were also asked on the visiting survey. These questions are not considered a factor but are considered customer service. When asked if today's visit was terminated early, nearly all visitors (98.5%) answered no. In addition, most of the survey participants had never been denied a visit (81%)—only 19% had been denied a visit. The most common reasons for denying a visit included the visitor wearing inappropriate clothing and/or the visitor was not on the visiting list. Nearly 76% of the participants had not experienced an early termination due to excessive numbers visiting. The 24% who answered "yes" to this question were most likely visiting a smaller institution with limited space, or were visiting during a holiday or special event.

Two questions were asked on the visiting survey about the cost of phone calls and returned mail. Like the questions cited in the previous paragraph, phone calls and returned mail are considered customer service but were not grouped with other questions in this factor. More than two-thirds of the respondents pay the cost of phone calls for the DOC inmate. Some respondents believe phone charges are too expensive (see visitor comments in Table 6) and suggested phone cards as an alternative. Respondents were

also asked if mail was returned to them—approximately half the respondents received returned mail and approximately half had not.

### ***Factor 2: Notification/Information***

Visitors were asked a series of questions about being notified during certain situations, or about receiving information important to the visiting process. Nearly two-thirds of the respondents would be interested in receiving information (i.e. on-line or by mail) regarding appropriate items that can be sent to inmates. Over a third said they were not interested; these may be individuals who are familiar with the visiting process and who visit DOC facilities often. In addition, almost two-thirds said they would be open to using the internet to access/receive important information relating to DOC facilities, visiting rules, and policies unique to each facility.

Nearly 45% of the visitors have never been provided with information regarding locations, visiting times, and rules and regulations to follow after the person they visit transfers to a different facility. About one-quarter said they receive this kind of information from the inmate they visit and not from DOC. A third of the visitors rated the information packets and/or documents (regarding visiting rules and policies) as “good.”

Notifying visitors in certain situations (i.e. holiday closures, lockdowns, and inmate transfers) is important. About 95% of respondents want notification if their family member or friend moves to a different facility. According to some visitors (see comments) the expense (gas, hotel costs) associated with long distance travel is extremely frustrating when inmates are moved or the facility becomes locked down. Visitors suggested installing phone lines to call to check for institution closures and/or inmate transfers, or add to the DOC website an area to check daily institution closures (due to holidays, lockdowns, etc.) and/or transfers.

Face-to-face visits can be expensive for visitors and DOC. The visitors often travel long distances, need to stay overnight, and may take off time from work. DOC employs personnel to review application forms, process visitors at the facilities, and monitors the visits. Other personnel check inmates for contraband, escort offenders, and perform other tasks necessary for visitation. Creating alternatives to face-to-face visiting seems prudent. In addition to the economic considerations, many negative consequences may result from visiting a prison. Visitors may be denied a visit, may wait in inclement weather, or may find the visiting room too noisy, too hot, or too crowded. Video conferencing may be a helpful alternative to face-to-face visits. Providing alternatives to visiting in person may allow individuals to visit more often, will minimize travel costs, may minimize problems with visiting points, and may prevent some from being denied a person-to-person visit. Though video conferencing may resolve many problems, visitor response toward video conferencing was surprising! Only 23% of the respondents would use video conferencing as an alternative method to visiting. Seventy-seven percent of the respondents would *not* visit via video conferencing if available. The most common negative response to visiting by video conference was it is not personal enough.

### ***Factor 3: Children Who Visit ODOC***

There are roughly 20 to 25 thousand children who have a parent/parents incarcerated in an Oregon DOC correctional facility. Although most children come to visit a parent, some come to visit a grandparent, an aunt or uncle, an older sibling, or other relative. Bringing children into correctional facilities can be difficult; waiting in lines, adhering to clothing rules, lack of adequate foods, access to rest rooms and other issues make visiting a challenge. Six questions addressed how well DOC is meeting the needs of children visiting Oregon's correctional facilities.

Slightly fewer than 20% (about 180 people) of the adult visitors were accompanied by children during the visiting study. Some visitors have visited with children previously, but did not complete the children's section since children were not present for the visit.

Despite not completing the children's section, these visitors could make comments. Seventy-eight percent of the visitors accompanied by children believe the activities and games provided are appropriate and acceptable for children. Those who disagreed felt some institutions needed a better selection of games, toys, and activities for children.

When asked to rate the indoor play areas, nearly 40% rated them as fair/poor—another 44% percent rated the indoor play areas as excellent/good. Apparently these play areas tend to be either good or bad and there is limited opportunity for middle ground. Outdoor play areas are much desired by families who visit with children. Although nearly a quarter of the respondents rated the outdoor play area as “good,” more than 22% stated the institution did not have an outdoor play area. More than a quarter of the adults with younger children did not respond. Poor weather and child's age may contribute to the lower response rates.

More than two-thirds of the visitors believe the restrooms were easy to access for their child(ren); only 8% believe child accessibility to the restrooms is a hindrance. About one-quarter said the question was not applicable. The non-applicability response could reflect a child's age or the child did not use the restroom during the visit. Visitors were also asked if the facility rules pertaining to children were too restrictive; sixty-eight percent answered “no” to this question. However, approximately 20% felt the rules around children were too restrictive. Some comments included: no play area for children, children were not allowed to play outside, inadequate games/toys for children, children had to remain quiet and seated, and the rules for children are too restrictive and/or the atmosphere is unfriendly for children.

(Poor ratings may be attributed to the locations/institutions where indoor and/or outdoor play areas were not provided for children.)

## ***Visitor Comments***

Respondents were given the opportunity to provide comments about their visiting experience. Some comments may reflect opinions from prior visits. Table 6 below represents a list of 13 main categories: Money System, Postage/Mail, Rules/Information, Searches, Survey Collection, Phone Systems, Waiting Time, Visits/Visiting Conditions, Children, Facility Services, Customer Satisfaction, Customer Dissatisfaction, and Conjugal Visits. Under each main category are general comments related to the main category. The (#) represented at the end of each sub-category/comment represents the number of people who made the comment. In total, 429 visitors (42%) made comments. The overall percent (in Table 6) located in the corner of each main category considers only visitors making comments about that main category. The following main categories represent the areas where the most frequently made comments were noted: Facility Services (75%), Visit/Visiting Conditions (29%), Customer Service Dissatisfaction (29%), Waiting Time (27%), Rules/Information (27%), and Customer Satisfaction (24%). Findings associated with these six categories are discussed below.

### ***Facility Services***

When assessing the comments made about DOC facility services, visitors felt some institutions needed a covered waiting/check-in area (56 people) during inclement and/or hot weather conditions. Visitors felt the vending machines should include healthier items and better selections. Visitors noted that vending machines are often found to be empty, found with expired merchandise, or not working. Furthermore, visitors felt the vending machines at some institutions had limited drink choices. Some visitors commented, “It would be nice to have a hot cup of coffee when I arrive at an institution after a long drive.” Other facility related comments were associated with the furniture provided in the visiting rooms. Some visitors felt the tables in certain institutions were too wide (had to yell), and that the seating was uncomfortable, too restrictive, and/or inadequate.

### ***Visits/Visiting Conditions***

Nearly 29% of the visitors who participated in the Family Visitation Study made comments related to visiting conditions at DOC. The most common requests included adding more visiting times (holidays, mornings, evenings and weekends) and providing longer visits. In some institutions visitors felt the visiting rooms were too crowded and too loud. Inadequate parking for visitors was also mentioned. Some visitors noted a long walk before reaching the visiting area, while others noted insufficient handicap parking. Some suggested a shuttle should be provided for families with small children, the elderly, and disabled if visitor parking is not near the visiting area.

### ***Customer Satisfaction and Customer Dissatisfaction***

Comments were also made about DOC's customer service. Although some visitors were very satisfied with their visit (e.g. the visiting staff were considerate, friendly, cooperative, and helpful) some visitors were dissatisfied with the customer service. The most common customer service complaint suggested the visit was a stressful experience. Some visitors believe they were treated like inmates, some believe DOC employees were/are insensitive to visitors, some feel disrespected, and some believe DOC staff have bad attitudes. Another common statement that was noted suggested some employees were courteous while others were not.

### ***Waiting Time***

Visitors made comments about the wait before seeing the person they came to visit. Several visitors believe the check-in and/or process time is too lengthy. These visitors believe this lengthy process takes away from their visiting time. A common suggestion was to start the process time 15 minutes before the actual visiting time. Some believe visits were shortened because the clocks were set ahead, or the facility personnel could not locate the inmate.

**Rules/Information**

Inconsistencies among visiting staff regarding DOC’s visiting rules and policies were mentioned. “What you hear from one DOC employee may not be the same you hear from another...and often the information regarding rules (e.g. clothing) is not consistent among DOC staff.” Some visitors felt the information regarding the visiting process should be provided to new visitors as soon as they are put on the visiting list to ensure inexperienced visitors do not arrive at the institutions unprepared, which can slow the process for more seasoned visitors.

More detailed information regarding visitor comments can be found in Table 6 below.

**Table 6: Overall Comments**

<b>Family Visitation Study Comments (All Institutions)</b>	
429 People made comments (#) number of people making specific comment *	
<b>Money System</b>  <b>1.39%</b>	<ul style="list-style-type: none"> <li>▪ Less expensive (fewer fees) (2)*</li> <li>▪ Takes too long to get money in inmates account (1)</li> <li>▪ Provide ATM machine in visiting room/allow cash, eliminate tokens (3)</li> </ul>
<b>Postage/Mail</b>  <b>3.26%</b>	<ul style="list-style-type: none"> <li>▪ Inconsistent delivery/takes too long to receive or deliver mail (6)</li> <li>▪ A lot of returned mail (6)</li> <li>▪ Institution holds mail for too long before delivering to the inmate (1)</li> <li>▪ Mail does not get returned back to sender (1)</li> </ul>
<b>Rules/Information</b>  <b>27.0%</b>	<ul style="list-style-type: none"> <li>▪ Inconsistency among staff in visiting area/waiting area/check-in area (29)</li> <li>▪ Officers make up their own rules (8)</li> <li>▪ Inconsistent opinions on clothing (27)</li> <li>▪ Visiting times/information is not consistent with the web page (8)</li> <li>▪ Rules and information should be available to visitors as soon as they are approved and put on visiting list/make rules available in visiting lobby (21)</li> <li>▪ Rules for babies/children are too restrictive/unfriendly atmosphere for children (7)</li> <li>▪ Preferential treatment to some visitors or inmates and not others (12)</li> <li>▪ Update rules (4)</li> </ul>

<p><b>Searches</b></p> <p><b>2.0%</b></p>	<ul style="list-style-type: none"> <li>▪ Inappropriate searches on inmates during visit—upsetting to family and friends (3)</li> <li>▪ Inappropriate searches on visitors (2)</li> <li>▪ Allow hand holding without getting searched (3)</li> </ul>
<p><b>Survey Collection</b></p> <p><b>8.39%</b></p>	<ul style="list-style-type: none"> <li>▪ Staff members were friendlier than usual due to survey staff being present (14)</li> <li>▪ Process time was faster due to survey (2)</li> <li>▪ Thank you for the opportunity to be heard (20)</li> </ul>
<p><b>Phone Systems</b></p> <p><b>6.0%</b></p>	<ul style="list-style-type: none"> <li>▪ Too expensive (12)</li> <li>▪ Need debit system/phone card (5)</li> <li>▪ Too many collect calls (4)</li> <li>▪ Phones out of order for an extended amount of time (1)</li> <li>▪ No answer/call back from DOC phone systems (visiting questions, info) (2)</li> </ul>
<p><b>Waiting Time</b></p> <p><b>27.2%</b></p>	<ul style="list-style-type: none"> <li>▪ Too long to check-in/process time took away from visiting time/process time should begin 15 minutes prior to visiting time (66)</li> <li>▪ Drove a long distance to be turned away/short visit (8)</li> <li>▪ Slow to check in due to shift change (3)</li> <li>▪ Visit was cut short due to being let into institution late/clocks are set ahead, shortens visiting time (17)</li> <li>▪ Takes too long to find/call an inmate for a visit/called the wrong inmate, long wait (16)</li> <li>▪ Early arrival, visit terminated (7)</li> </ul>
<p><b>Visits/Visiting Conditions</b></p> <p><b>29.0%</b></p>	<ul style="list-style-type: none"> <li>▪ Increase number of visitors (points) per inmate (e.g. some family members get turned away because inmates are only allowed a certain number of visitors per visit) (8)</li> <li>▪ Provide additional visiting times (holidays, mornings, evenings, weekends)/longer visits (32)</li> <li>▪ More flexibility (drove/flying long distance, number of visitors sometimes limited) (8)</li> <li>▪ Visiting/waiting room is too loud (15)</li> <li>▪ Visiting/waiting room is too crowded (25)</li> <li>▪ No handicap parking/not enough handicap parking/closer parking for visitors/visitors with animals/provide shuttle (elderly, disabled, young children) (14)</li> <li>▪ Provide disposal slippers when processing visitors/extra clothing if needed (3)</li> <li>▪ Staff should be aware of medical devices worn by visitors/metal detectors too sensitive (3)</li> <li>▪ Provide magazines/other reading material (2)</li> <li>▪ Provide seating/benches (waiting/check-in area) (3)</li> <li>▪ Money machine location congested/out of order (2)</li> <li>▪ Allow more photos/fewer restrictions on photos (8)</li> <li>▪ Refund visiting points if the visit is terminated early due to facility reason (lock-down) (1)</li> <li>▪ Need Spanish speaking staff (1)</li> </ul>

<p><b>Children</b></p> <p><b>12.0%</b></p>	<ul style="list-style-type: none"> <li>▪ Very pleased with activities provided for children (2)</li> <li>▪ Play area needed outside/inside/play area is inadequate (too small)/not open/too far away from visiting area, stressful to parents (23)</li> <li>▪ Better selection of games and toys for adults and children (15)</li> <li>▪ Children need to be more controlled (3)</li> <li>▪ Allow games to be donated (3)</li> <li>▪ Allow children to bring in school projects to show their parents (1)</li> <li>▪ Lose your table if you go outside to let child(ren) play (3)</li> </ul>
<p><b>Facility Services</b></p> <p><b>75.0%</b></p>	<ul style="list-style-type: none"> <li>▪ Need a covered waiting area/check-in area is too small (people wait outside, it is either too cold or too hot) (56)</li> <li>▪ Provide air conditioning, too hot/turn on heat, facility too cold (11)</li> <li>▪ Visiting room was dirty (2)</li> <li>▪ Vending Machines <ul style="list-style-type: none"> <li>○ Prices are too high (9)</li> <li>○ Healthier choices/better selections/provide hot food choices (75)</li> <li>○ Coffee was great (2)</li> <li>○ Takes money (3)</li> <li>○ Empty/items expired/out of order (22)</li> <li>○ Inmate should be able to choose his or her own items (4)</li> <li>○ Limited drinks or choices/need hot drinks, milk juice, ice, napkins (36)</li> <li>○ Not allowed to take out unfinished purchased vending items when visit is over (2)</li> </ul> </li> <li>▪ Bathroom Conditions (7) <ul style="list-style-type: none"> <li>○ Dirty (5)</li> <li>○ Needs repairs (1)</li> <li>○ Needs sanitary items/diaper changer/seat covers/mirror (6)</li> <li>○ Inmates/visitors should be able to use restroom without disrupting/terminating visit (8)</li> <li>○ The locked restroom in visiting/waiting area is inconvenient (children, elderly, insensitive) (5)</li> </ul> </li> <li>▪ Furniture <ul style="list-style-type: none"> <li>○ Chairs are uncomfortable (22)</li> <li>○ Provide high chairs for children (1)</li> <li>○ Fewer restrictions on seating/allow other inmate families to visit with each other (3)</li> <li>○ Tables/too wide (have to yell)/inadequate seating/too restrictive/too close to other visitors (26)</li> </ul> </li> <li>▪ Outdoors <ul style="list-style-type: none"> <li>○ Let visitor(s) and inmate(s) visit outside as an option on nice days (15)</li> </ul> </li> </ul>

<p><b>Customer Service Satisfaction</b></p> <p><b>24.0%</b></p>	<ul style="list-style-type: none"> <li>▪ Considerate/friendly/cooperative/helpful/respectful staff (73)</li> <li>▪ Nice institution, clean (16)</li> <li>▪ Thank you (8)</li> <li>▪ Other<sup>2</sup> (6)</li> </ul>
<p><b>Customer Service Dissatisfaction</b></p> <p><b>29.0%</b></p>	<ul style="list-style-type: none"> <li>▪ Provide better answers to first time visitor questions/staff should be able to answer basic questions (6)</li> <li>▪ Insensitivity to visitors/some staff have bad attitudes/disrespectful (23)</li> <li>▪ Some officers are unkempt/messy, unprofessional appearance (1)</li> <li>▪ Poor visiting experience/stressful atmosphere/visitors are not inmates or bad people (35)</li> <li>▪ Unprofessional behavior by DOC staff toward female visitors (stares, inappropriate comments) (1)</li> <li>▪ Contact families when inmates are transferred (due to distance travel)/hospital, infirmary, or sent to another institution (6)</li> <li>▪ Inform or post when visiting times are cancelled due to holidays, lockdowns or other closures (10)</li> <li>▪ Staff member displayed inappropriate behavior towards inmate(s) during the visit (11)</li> <li>▪ No privacy (officers frequently pass by or stand too close as to hear conversations)/do not walk facility visitors (people not visiting an inmate) through the visiting room (visitors do not want to be put on display) (6)</li> <li>▪ Some staff are courteous, while others are not (staff in visiting area should be a particular type of person (friendly, respectful, courteous) (27)</li> </ul>
<p><b>Conjugal Visits</b></p> <p><b>1.0%</b></p>	<ul style="list-style-type: none"> <li>▪ In favor of (5)</li> </ul>

<sup>2</sup> The “other” category reflects comments made about specific staff members.

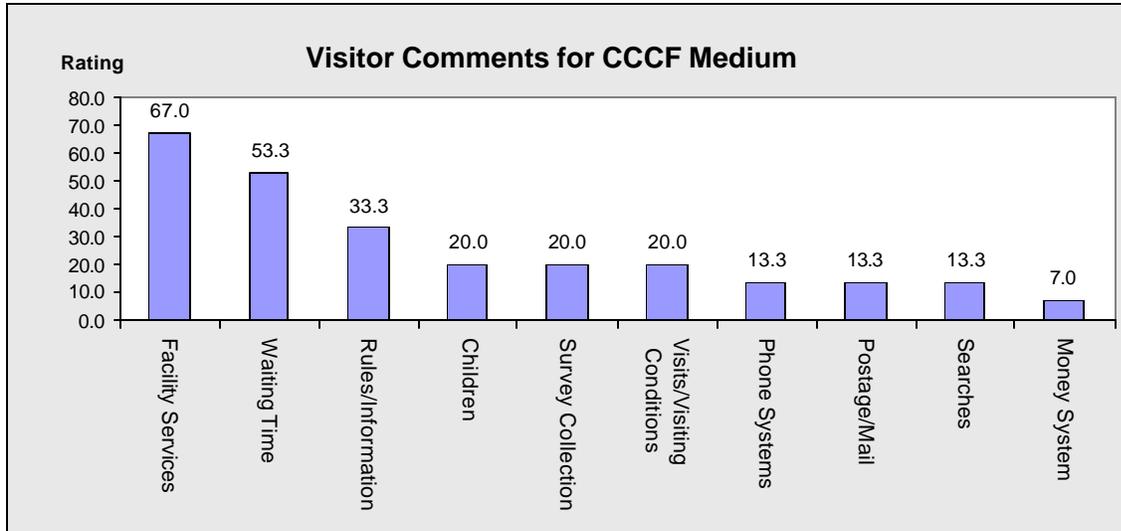
### ***Comments by Institution***

Table 6 above is a compilation of all comments made by visitors during the visiting study. Comments were also computed for each institution where comments were noted. The institutional tables represent the most frequent comments mentioned at each institution. Infrequent comments (i.e. representing fewer than 7%) were not included. The comments are ordered by frequency, although the interpretation needs some explanation. The estimates represent the percentage of respondents who commented on the specific category. For instance, 67% of the comments made at CCCF were related to Facility and only 7% of Coffee Creek's comments identified DOC's money system.

Table 6 provides 13 main group categories and some subgroups. The comments made within the main group categories (i.e. Facility Services, Waiting Time, Rules/Information, Children, etc.) include the actual comments made, which can be seen under each table within the bullets. The most frequently made comments by institution can be found below.<sup>3</sup> A complete listing of comments by institution (similar to Table 6) can be obtained upon request.

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<sup>3</sup> There were no comments provided for WCCF, TRCI-Minimum and SRCI-Minimum.



The most frequently made comments include the following main categories and subcategories for CCCF<sup>4</sup> Medium.

**Facility Services:<sup>5</sup>**

- Provide healthier choice and better selections in vending machines
- Vending machine prices are too high
- The chairs in the visiting room are uncomfortable

**Waiting Time:**

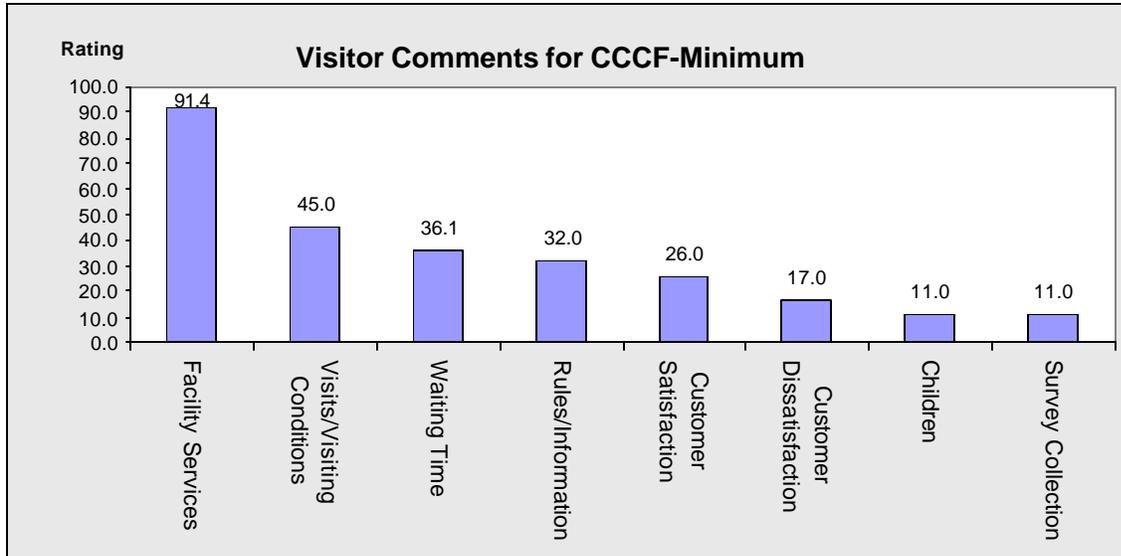
- Too long to check-in; process time took away from the visiting time; process time should start earlier

**Rules/Information:**

- Inconsistent rules and information provided by staff in the visiting area, waiting area, and/or check-in area

<sup>4</sup> A list of all comments by main group category may be found in Table 6.

<sup>5</sup> Percents for each main group category in institutional tables are associated with the bulleted comments and can be found in the tables above by institution. For instance, 67% of the comments made for CCCF were related to their Facility Services, but the most common comments made for that category are represented under each bullet for that main category.



The most frequently made comments include the following main categories and subcategories for CCCF-Minimum.

**Facility Services:**

- Institution needs a covered waiting area; check-in area is too small (people have to wait outside)
- Provide healthier choices and better selections in the vending machines

**Visits/Visiting Conditions:**

- Staff members need to be more flexible (drove/flying long distance, number of visitors allowed is limited)
- Institution needs additional visiting times (holidays, mornings, evenings, weekends); provide longer visits

**Waiting Time:**

- It took too long to check-in; process time took away from the visiting time; process time should start earlier to prevent delays
- Visit was cut short due to being let into the institution late

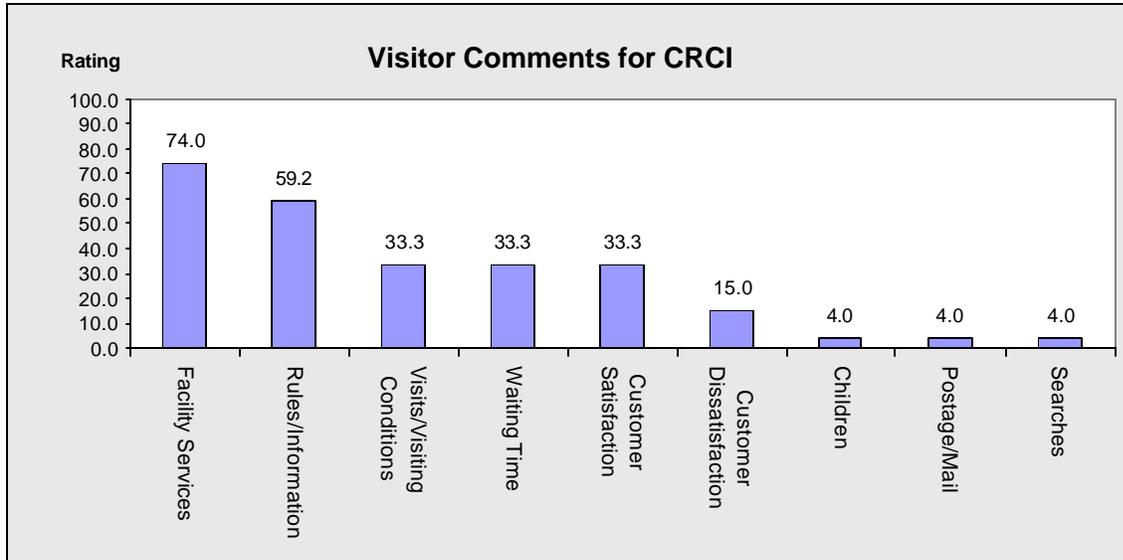
**Rules/Information:**

- Inconsistent rules and information provided by staff in the visiting area, waiting area, or check-in area

- Provide rules and information to visitors as soon as they are approved and put on the visiting list; make rules available in the visiting lobby

**Customer Satisfaction:**

- Considerate/friendly/cooperative/helpful/respectful staff members



The most frequently made comments include the following main categories and subcategories for CRCI.

**Facility Services:**

- Provide healthier choices and better selections in the vending machines
- Vending machine prices are too high
- The vending machines had limited drinks or choices; institution needs hot drinks, milk, juice, ice

**Rules/Information:**

- Staff members have inconsistent opinions on clothing (what is or isn't allowed)
- Preferential treatment shown to some visitors or inmates and not others

**Visits/Visiting Conditions:**

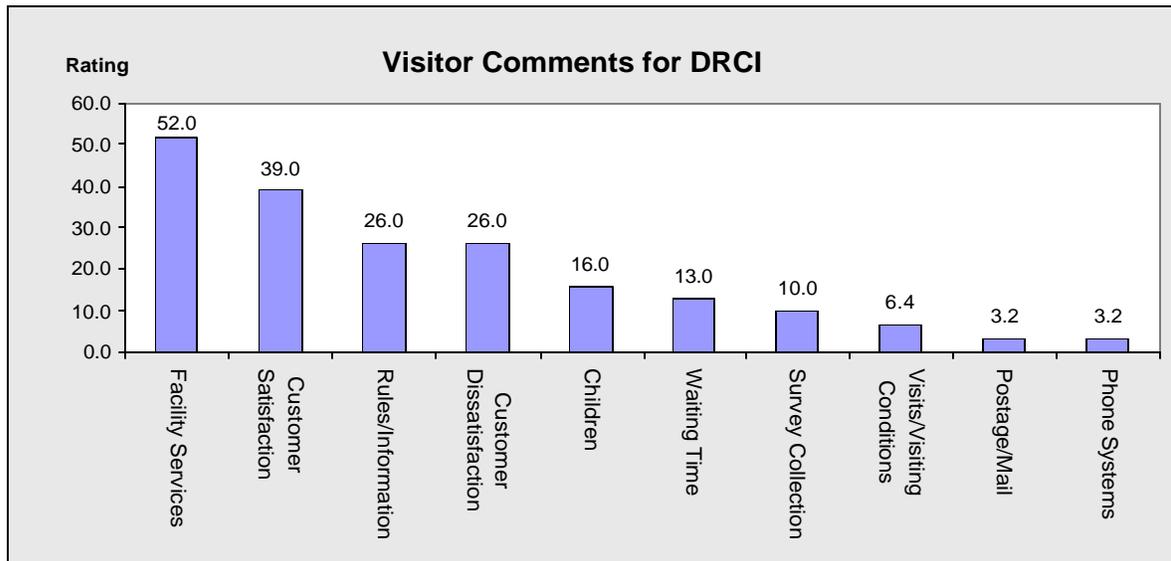
- Institution needs additional visiting times (holidays, mornings, evenings, weekends); provide longer visits

**Waiting Time:**

- It took too long to check-in; process time took away from the visiting time; process time should start earlier to prevent delays

**Customer Satisfaction:**

- Considerate/friendly/cooperative/helpful/respectful staff members



The most frequently made comments include the following main categories and subcategories for DRCI.

**Facility Services:**

- Provide healthier choices and better selections in the vending machines
- Vending machines were empty, items expired, and/or out-of-order

**Customer Satisfaction:**

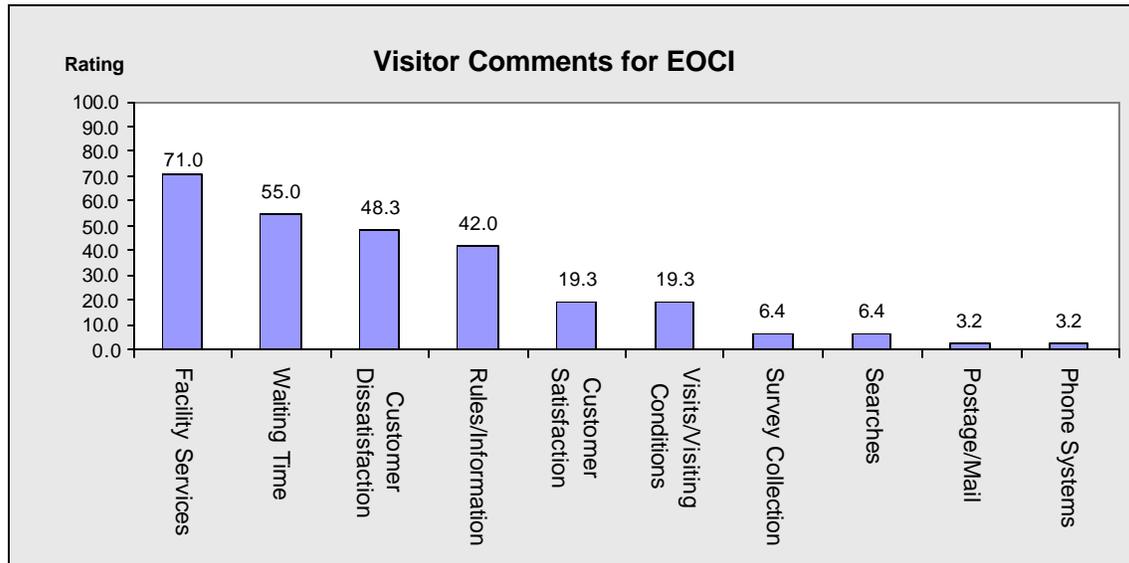
- Considerate/friendly/cooperative/helpful/respectful staff members

**Rules/Information:**

- Inconsistent rules and information provided by staff in the visiting area, waiting area, or check-in area
- Visiting times or information is not consistent with the web page

### Customer Dissatisfaction:

- Inform or post when visiting times are cancelled due to the holidays, lockdowns, and/or other closures.



The most frequently made comments include the following main categories and subcategories for EOCI.

### Facility Services:

- Provide healthier choices and better selections in the vending machines
- The vending machines had limited drinks or choices; institution needs hot drinks, milk, juice, ice
- The tables in the visiting room are too restrictive and/or too close to other visitors

### Waiting Time:

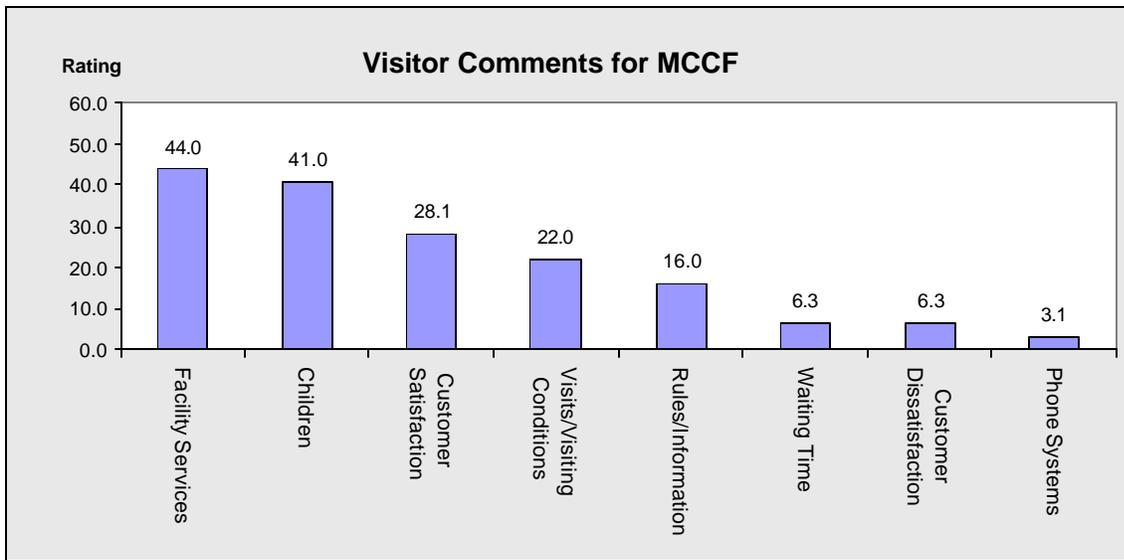
- It took too long to check-in; process time took away from the visiting time; process time should start earlier to prevent delays
- It takes too long to find the inmate for a visit; called the wrong inmate (long wait)

**Customer Dissatisfaction:**

- Poor visiting experience, stressful atmosphere, and visitors are not inmates or bad people
- Some staff members are courteous, while others are not

**Rules/Information:**

- Staff members have inconsistent opinions on clothing (what is or isn't allowed)
- Visiting times and/or information is not consistent with the web page



The most frequently made comments include the following main categories and subcategories for MCCF.

**Facility Services:**

- Provide healthier choices and better selections in the vending machines
- The chairs in the visiting room are uncomfortable

**Children:**

- Play area is needed inside and outside; inside play area is inadequate
- Provide a better selection of games and toys for children

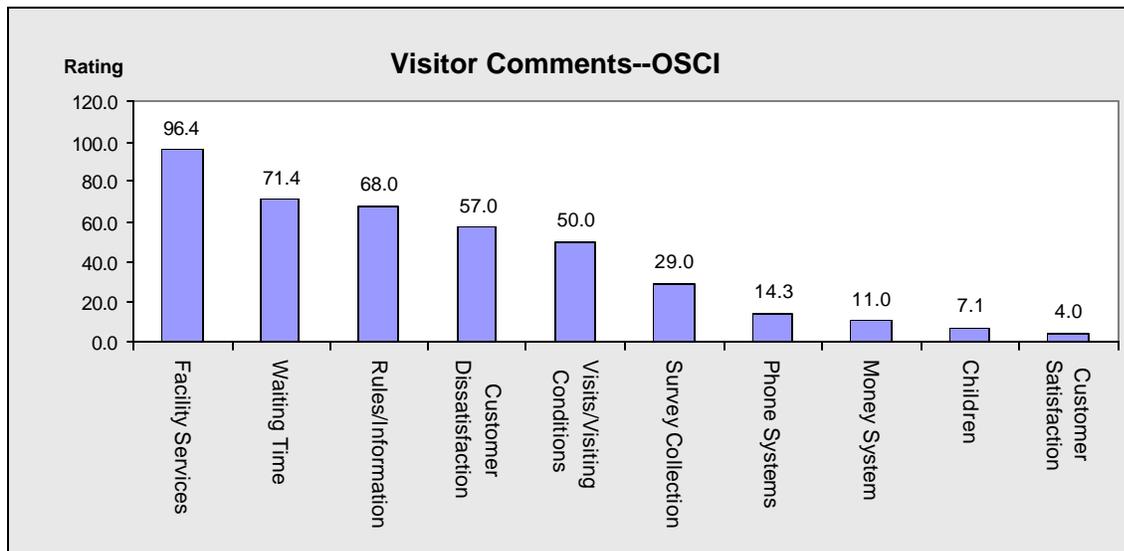
**Customer Satisfaction:**

- Considerate/friendly/cooperative/helpful/respectful staff members

- Thank you!

**Visits/Visiting Conditions:**

- Institution needs additional visiting times (holidays, mornings, evenings, weekends), and provide longer visits
- Allow more photos; fewer restrictions on photos



The most frequently made comments include the following main categories and subcategories for OSCI.

**Facility Services:**

- Institution needs a covered waiting area/check-in area is too small (people have to wait outside)
- Provide healthier choices and better selections in the vending machines
- The chairs in the visiting room are uncomfortable

**Waiting Time:**

- It took too long to check-in; process time took away from the visiting time; process time should start earlier to prevent delays
- Visit was cut short due to being let into the institution late
- Arrived *early* at the institution, visit was terminated

**Rules/Information:**

- Inconsistent rules and information provided by staff in the visiting area, waiting area, or check-in area
- Staff members have inconsistent opinions on clothing (what is or isn't allowed)
- Preferential treatment to some visitors or inmates and not others

**Customer Dissatisfaction:**

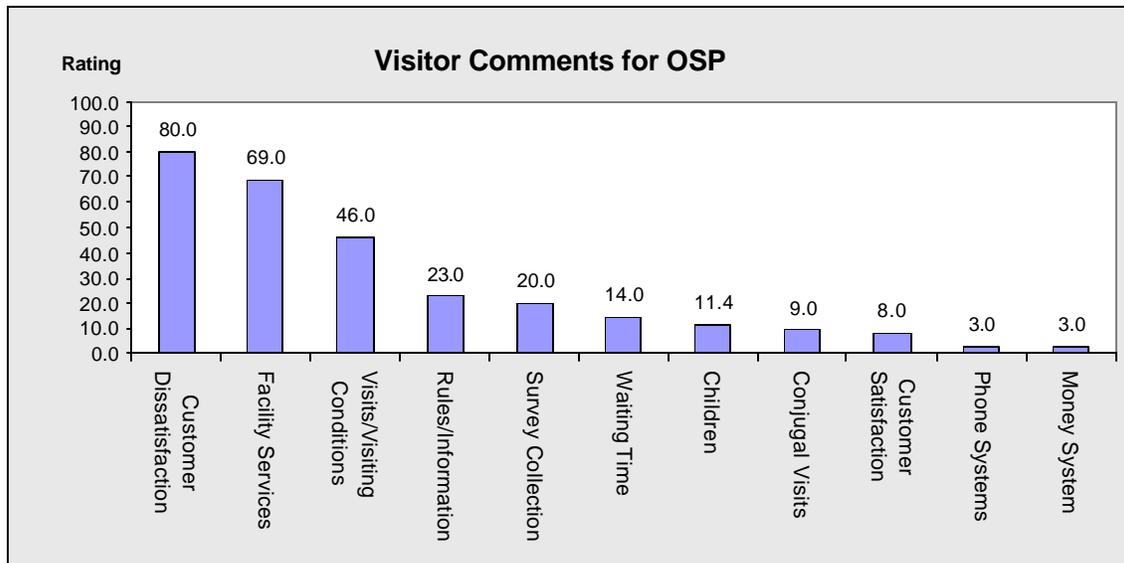
- Poor visiting experience; stressful atmosphere; visitors are not inmates or bad people

**Visits/Visiting Conditions:**

- Institution needs more visiting times (holidays, mornings, evenings, weekends) and provide longer visits

**Survey Collection:**

- Staff members were friendlier than usual due to survey crew being present
- Thank you to the survey staff for the opportunity to be heard



The most frequently made comments include the following main categories and subcategories for OSP.

**Customer Dissatisfaction:**

- Some staff members are courteous while others are not
- Poor visiting experience, stressful atmosphere, and visitors are not inmates or bad people
- Some staff members are insensitive to visitors/have bad attitudes/disrespectful

**Facility Services:**

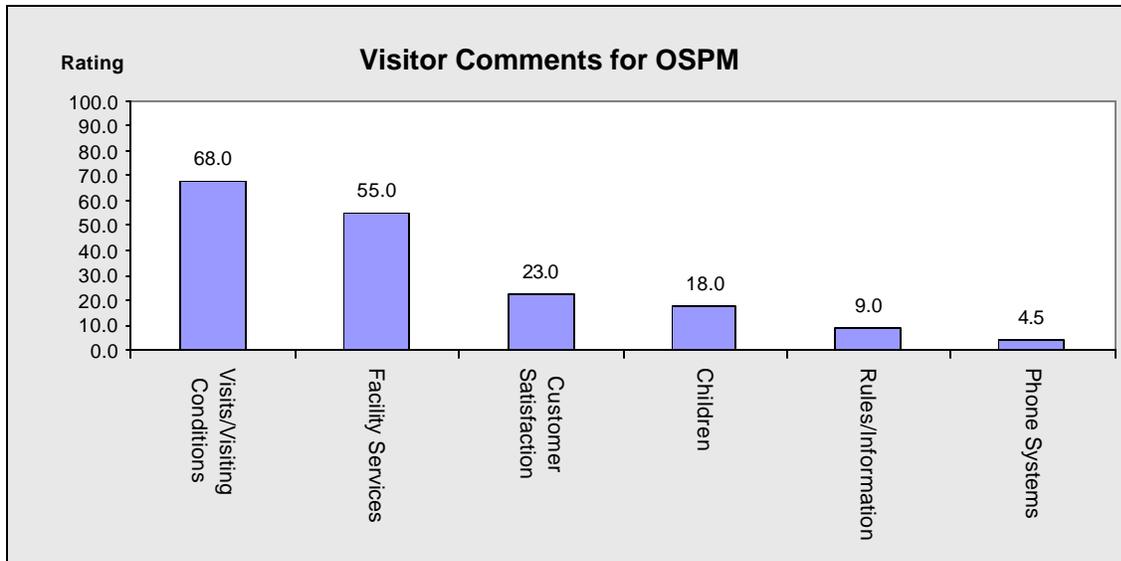
- Provide healthier choices and better selections in the vending machines
- The vending machines had limited drinks or choices; institution needs hot drinks, milk, juice, ice
- The chairs in the visiting room are uncomfortable

**Visits/Visiting Conditions:**

- The visiting room is too loud
- The visiting room is too crowded
- No handicap parking; not enough handicap parking; and/or provide closer parking for visitors

**Rules/Information:**

- Staff members have inconsistent opinions on clothing (what is or isn't allowed)
- Provide rules and information to visitors as soon as they are approved and put on the visiting list; make rules available in the visiting lobby



The most frequently made comments include the following main categories and subcategories for OSPM.

**Visits/Visiting Conditions:**

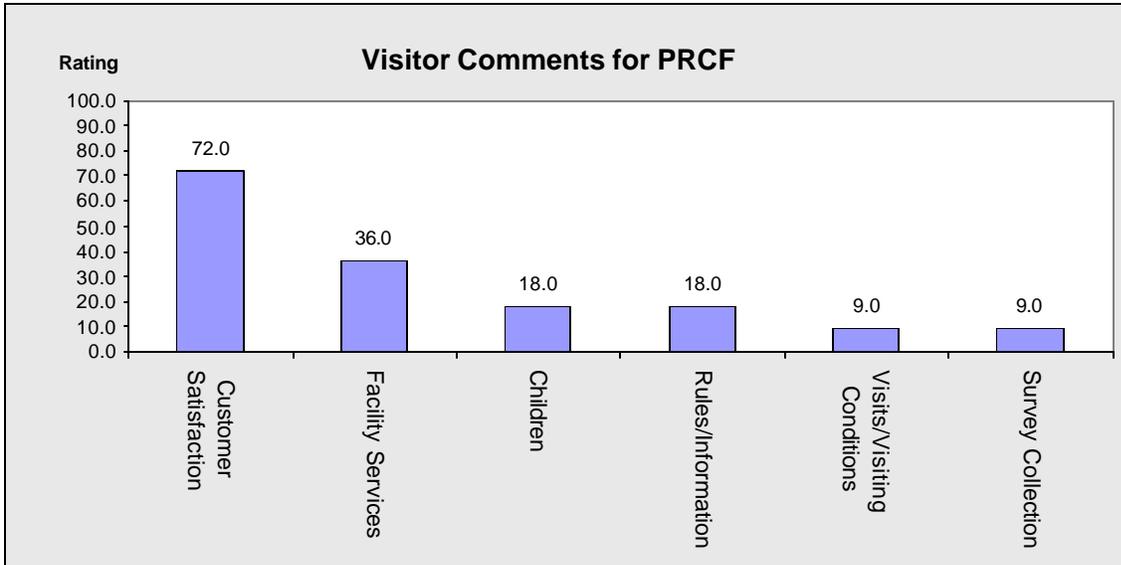
- The visiting room is too loud
- The visiting room is too crowded

**Facility Services:**

- Bathroom conditions unacceptable; no availability
- Provide sanitary items such as diaper changer and seat covers in the restroom
- The seating in the visiting room is too restrictive and/or too close to other visitors

**Customer Satisfaction:**

- Customer was satisfied with their visit



The most frequently made comments include the following main categories and subcategories for PRCF.

**Customer Satisfaction:**

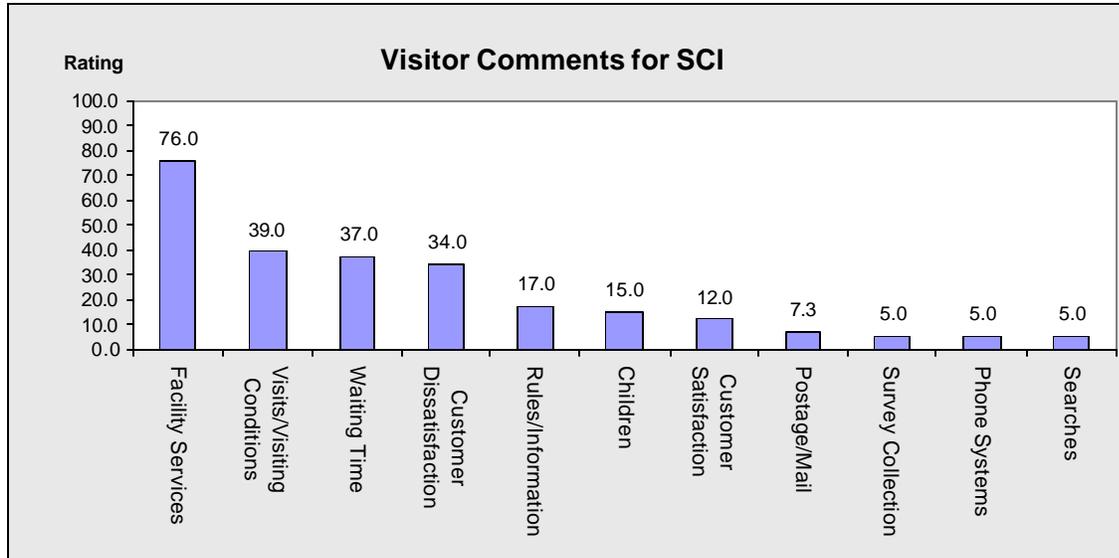
- Considerate/friendly/cooperative/helpful/respectful staff members

**Facility Services:**

- The vending machines had limited drinks or choices; institution needs hot drinks, milk, juice, ice

**Children:**

- Provide a better selection of games and toys for children



The most frequently made comments include the following main categories and subcategories for SCI.

#### **Facility Services:**

- Institution needs a covered waiting area; check-in area is too small (people have to wait outside)
- The vending machines had limited drinks or choices; institution needs hot drinks, milk, juice, ice
- The chairs in the visiting room are uncomfortable
- Vending machines were empty, items expired; and/or was out-of-order

#### **Visits/Visiting Conditions:**

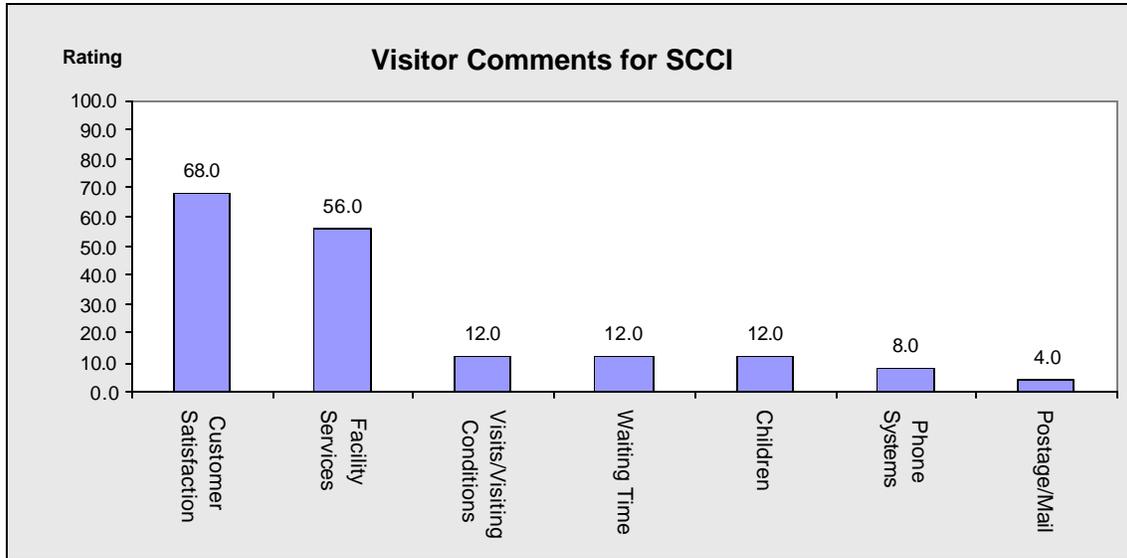
- Institution needs more visiting times (holidays, mornings, evenings, weekends), and provide longer visits
- The visiting room is too loud
- The visiting room is too crowded

#### **Waiting Time:**

- It took too long to check-in; process time took away from the visiting time; process time should start earlier to prevent delays

### Customer Dissatisfaction:

- Some staff members are insensitive to visitors, have bad attitudes, and are disrespectful
- Inappropriate behavior toward inmate during the visit



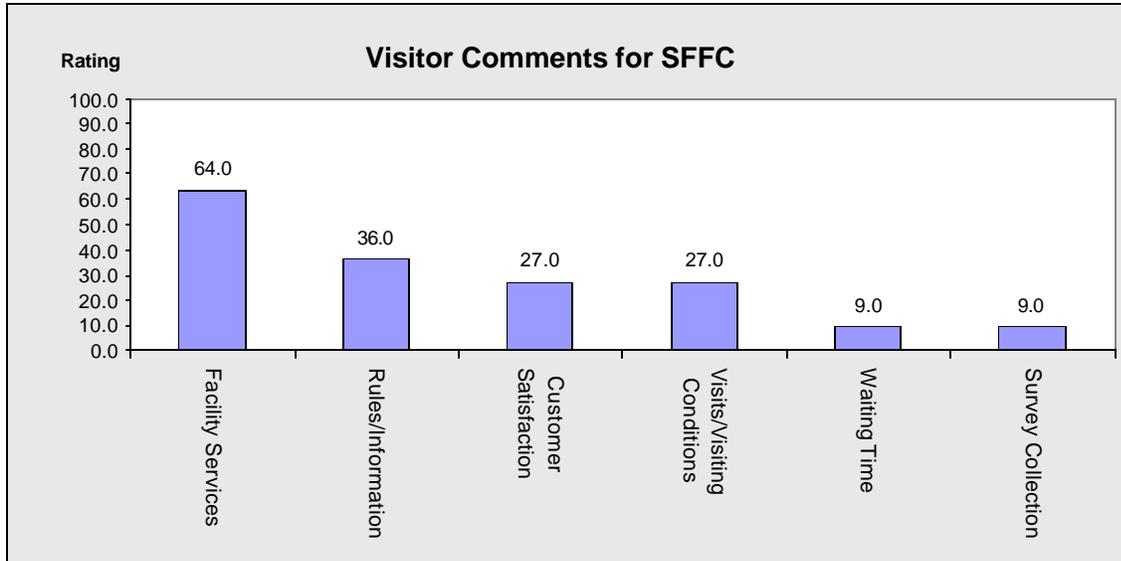
The most frequently made comments include the following main categories and subcategories for SCCI.

### Customer Satisfaction:

- Considerate/friendly/cooperative/helpful/respectful staff members
- Customer was satisfied with their visit
- Nice institution, clean

### Facility Services:

- Provide healthier choices and better selections in the vending machines
- The vending machines had limited drinks or choices; institution needs hot drinks, milk, juice, ice
- The seating in the visiting room is too restrictive and/or too close to other visitors



The most frequently made comments include the following main categories and subcategories for SFFC.

**Facility Services:**

- Provide healthier choices and better selections in the vending machines
- The vending machines had limited drinks or choices; institution needs hot drinks, milk, juice, ice
- Provide an outdoor visiting area for nice days

**Rules/Information:**

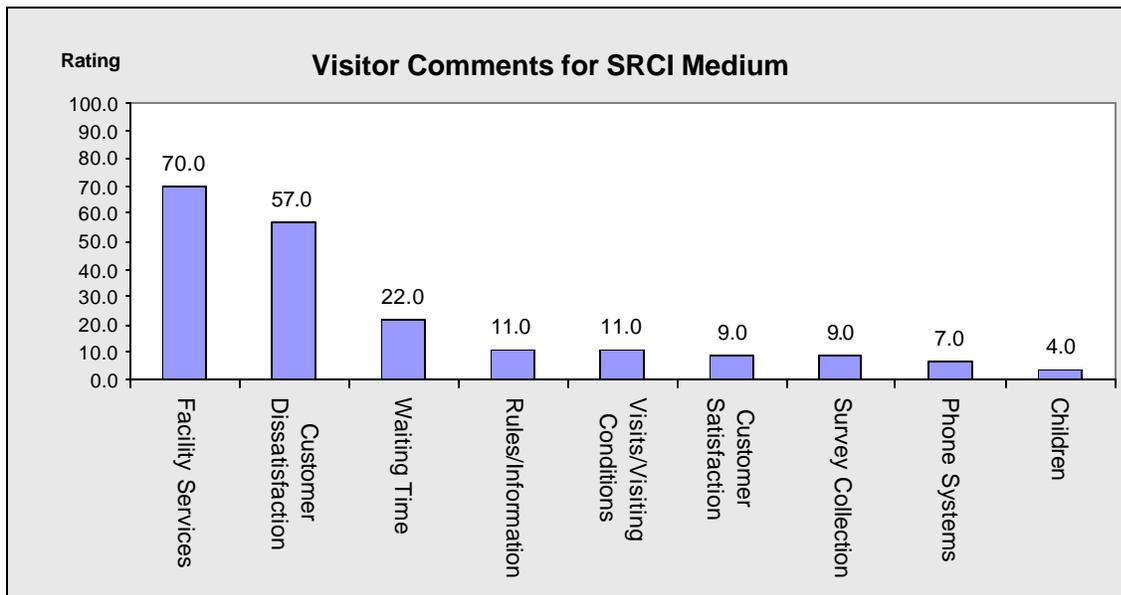
- Staff members have inconsistent opinions on clothing (what is or isn't allowed)
- Provide rules and information to visitors as soon as they are approved and put on the visiting list and/or make rules available in the visiting lobby

**Customer Satisfaction:**

- Considerate/friendly/cooperative/helpful/respectful staff members
- Customer was satisfied with their visit

**Visits/Visiting Information:**

- Institution needs more visiting times (holidays, mornings, evenings, weekends) and provide longer visits



The most frequently made comments include the following main categories and subcategories for SRCI Medium.

### **Facility Services**

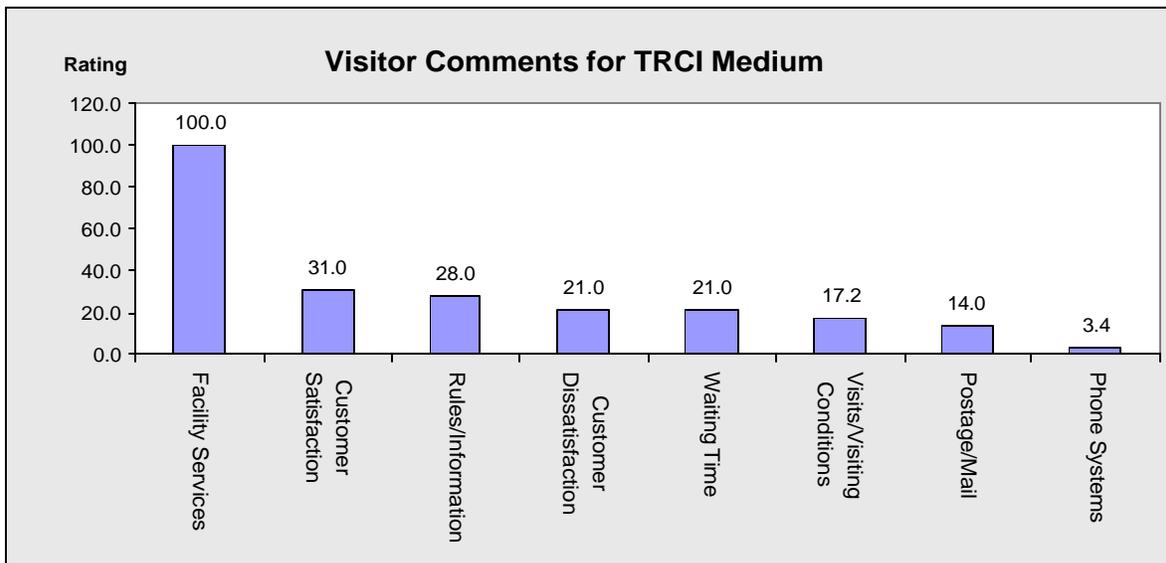
- Provide healthier choices and better selections in the vending machines
- The vending machines had limited drinks or choices; institution needs hot drinks, milk, juice, ice
- Institution needs a covered waiting area; check-in area is too small (people have to wait outside)
- Vending machines were empty, items expired, and/or out-of-order
- Inmates/visitors should be able to use the restroom without disrupting or terminating the visit
- Provide an outdoor visiting area on nice days

### **Customer Dissatisfaction:**

- Poor visiting experience; stressful atmosphere; visitors are not inmates or bad people
- Inform/contact families when an inmate is transferred (due to long distance travel)
- Some staff members are courteous while others are not

### Waiting Time:

- It took too long to check-in; process time took away from the visiting time; process time should start earlier to prevent delays
- Visit was cut short due to being let into the institution late
- It took too long to find inmate for the visit



The most frequently made comments include the following main categories and subcategories for TRCI-Medium.

### Facility Services:

- The seating in the visiting room is too restrictive and/or too close to other visitors
- Provide healthier choices and better selections in the vending machines
- The vending machines had limited drinks or choices; institution needs hot drinks, milk, juice, ice
- The chairs in the visiting room are uncomfortable

### Customer Satisfaction:

- Considerate/friendly/cooperative/helpful/respectful staff members

**Rules/Information:**

- Inconsistent rules and information provided by staff in the visiting area, waiting area, and/or check-in area

**Customer Dissatisfaction:**

- Some staff members are courteous while others are not

**Waiting Time:**

- It took too long to check-in; process time took away from the visiting time; process time should start earlier to prevent delays

## **Appendix A: Questions Associated with Each Factor**

***Factor 1—Facility Services/Customer Service Related Questions***

How would you rate the helpfulness and/or friendliness of the people working at the visiting check-in area?
After checking in for this visit, how long did you have to wait before getting to see the person you came to visit?
Did you feel you were treated with respect during your visit today?
Overall how would you rate the cleanliness of the visiting area in this facility?
How would you rate the food and/or drinks provided in the vending machines?
How would you rate the restrooms in this facility?

***Factor 2—Notification/Informational Related Questions***

Would you be interested in receiving information on-line or by mail regarding appropriate items to send the person you visit?
Would you like to be notified by DOC if the person you visit transfers to a different facility?
Would you be open to using the internet to access/receive important information related to DOC, visiting rules, and policies unique to each facility?
Have you ever been provided with information regarding locations, visiting times and rules and regulations to follow after the person you visit had transferred to a different facility?
How would you rate the information packets and/or documents DOC provides to families regarding rules and policies?
Would visiting via video conferencing be a helpful alternative for you?

***Factor 3—Children Related Questions***

Were you accompanied by children today?
Do you feel the activities and games provided in this facility are appropriate and/or acceptable for children?
How would you rate the indoor play area within this facility?
How would you rate the outdoor play area within this facility?
During this visit, were your children able to easily access the restroom?
Do you find the facility rules are too restrictive regarding children?

## **Appendix B: The Family Visitation Survey**

## Family Visitation Survey

OFFICE USE ONLY

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩ ⑪ ⑫ ⑬ ⑭ ⑮ ⑯ ⑰ ⑱ ⑲

One objective for DOC is to strengthen and support positive relationships with inmate families. This survey is designed to gather information on inmate families regarding their experiences while visiting DOC facilities. Please take the time to complete this survey so that we may better serve you.

1) Please rate ALL other facilities you have visited (leave blank if not applicable).

	Excellent	Good	Fair	Poor
CCCF=Coffee Creek Correctional Facility-Wilsonville	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CRCI=Columbia River Correctional Institution-Portland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EOCI=Eastern Oregon Correctional Institution-Pendleton	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MCCF=Mill Creek Correctional Facility-Salem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OSCI=Oregon State Correction Institution-Salem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OSP=Oregon State Penitentiary-Salem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OSPM=Oregon State Penitentiary Minimum-Salem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PRCF=Powder River Correctional Facility-Baker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SOCI=Shutter Creek Correctional Institution-North Bend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SCI=Saniam Correctional Institution-Salem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SFFC=South Fork Forest Camp-Tillamook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SRCI=Snake River Correctional Institution-Ontario	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SRCIMinimum=Snake River Correctional Institution Minimum-Ontario	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TRCI=Two Rivers Correctional Institution-Umatilla	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TRCIMinimum=Two Rivers Correctional Institution Minimum-Umatilla	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DRCF=Deer Ridge Correctional Facility-Madras	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WCCF=Wamer Creek Correctional Facility-Lakeview	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2) Please indicate your relationship with the person you are visiting today.

Spouse       X-spouse  
 Domestic partner       Aunt/uncle  
 Parent       Cousin  
 Step-parent       Foster family member  
 Grandparent       Girlfriend  
 Daughter       Boyfriend  
 Son       Friend  
 Step-child       Other, please specify \_\_\_\_\_

3) How did you arrive at the facility for this visit?

Car  
 Car pool  
 Train  
 Bus  
 Plane  
 Walked  
 Other, please specify \_\_\_\_\_

4) How long did it take you to get to this facility for your visit today?

Less than one hour  
 1 to 3 hours  
 4 to 8 hours  
 8 to 24 hours  
 More than 1 day

5) Would visiting via video conferencing be a helpful alternative for you?

Yes, please explain \_\_\_\_\_  
 No, please explain \_\_\_\_\_

6) How would you rate the helpfulness and/or friendliness of the people working at the visiting check-in area?

Excellent  
 Good  
 Fair  
 Poor

7) After checking in for this visit, how long did you have to wait before getting to see the person you came to visit?

Less than 10 minutes  
 10 to 20 minutes  
 20 to 30 minutes  
 More than 30 minutes

8) Did this facility provide a sheltered waiting area for heat and/or inclement weather conditions?

Yes  
 No  
 N/A

9) Would you be interested in receiving information on-line or by mail regarding appropriate items to send the person you visit?

Yes  
 No

10) Do you pay the cost of phone calls for the person you're visiting?

- Yes----If yes, please indicate what alternative methods of paying these costs you would be interested in?
- No
  - Phone card
  - Reserved deposit for phone calls
  - Other, please explain \_\_\_\_\_

12) Would you like to be notified by DOC if the person you visit transfers to a different facility?

- Yes
- No

14) How would you rate the information packets and/or documents DOC provides to families regarding rules and policies?

- Excellent
- Good
- Fair
- Poor
- N/A
- Never received information

16) Overall, how would you rate the cleanliness of the visitation area in this facility?

- Excellent
- Good
- Fair
- Poor

18) How would you rate the food and/or drinks provided in the vending machines?

- Excellent
- Good
- Fair
- Poor
- N/A

11) Have you sent mail to the person you visit only to find it has been returned back to you?

- Yes
- No

13) Have you ever been provided with information regarding locations, visiting times and rules and regulations to follow after the person you visit had transferred to a different facility?

- Yes, from the person you visit
- Yes, from DOC
- No
- N/A

15) Would you be open to using the Internet to access/receive important information related to DOC, visiting rules and policies unique to each facility?

- Yes
- No
- N/A

17) How would you rate the restrooms in this facility?

- Excellent
- Good
- Fair
- Poor
- N/A

19) Did you feel you were treated with respect during your visit today?

- Yes
- No, Please explain \_\_\_\_\_

20) Have you ever been denied a visit?

- Yes ----if yes, indicate which facilities:
- No
  - CCCF=Coffee Creek Correctional Facility-Wilsonville
  - CRCI=Columbia River Correctional Institution-Portland
  - EOCI=Eastern Oregon Correctional Institution-Pendleton
  - MOCF=Mill Creek Correctional Facility-Salem
  - OSCI=Oregon State Correction Institution-Salem
  - OOSP=Oregon State Penitentiary-Salem
  - OSPM=Oregon State Penitentiary Minimum-Salem
  - PRCF=Powder River Correctional Facility-Baker
  - SCCI=Shuter Creek Correctional Institution-North Bend
  - SICI=Sanilam Correctional Institution-Salem
  - SFFC=South Fork Forest Camp-Tillamook
  - SRIC=Snake River Correctional Institution-Ontario
  - SRCI/Minimum=Snake River Correctional Institution Minimum-Ontario
  - TRCI=Two Rivers Correctional Institution-Umatilla
  - TRCI/Minimum=Two Rivers Correctional Institution Minimum-Umatilla
  - DRCF=Deer Ridge Correctional Facility-Medras
  - WCCF=Wamer Creek Correctional Facility-Lakeview

Indicate the reason your visit was denied?

- Intoxication
- Excess physical contact
- Creating a disturbance
- Possession/introduction of contraband
- Refused a search
- Inappropriate clothing
- Child(ren) out of control
- Unauthorized exchange of object/article
- Other, please specify \_\_\_\_\_

21) Have you ever had a visit cut short due to too many people wanting to visit on the same day?

- Yes ---- If yes, in which facility?
- No
- CCCI=Coffee Creek Correctional Facility-Wiscoville
- CRCI=Columbia River Correctional Institution-Portland
- EOCI=Eastern Oregon Correctional Institution-Pendleton
- MCCF=Mill Creek Correctional Facility-Salem
- OSCI=Oregon State Correction Institution-Salem
- OSP=Oregon State Penitentiary-Salem
- OSPM=Oregon State Penitentiary Minimum-Salem
- PRCF=Powder River Correctional Facility-Baker
- SCCI=Shutter Creek Correctional Institution-North Bend
- SICI=Sentiam Correctional Institution-Salem
- SFFC=South Fork Forest Camp-Tillamook
- SRCI=Snake River Correctional Institution-Ontario
- SRCIMinimum=Snake River Correctional Institution Minimum-Ontario
- TRCI=Two Rivers Correctional Institution-Umatilla
- TRCIMinimum=Two Rivers Correctional Institution Minimum-Umatilla
- DRCF=Deer Ridge Correctional Facility-Madras
- WCCF=Wasser Creek Correctional Facility-Lakeview

22) Was your visit today cut short due to being terminated?

- Yes ---- If yes, indicate the reason why the visit was terminated:
- No
- Intoxication
- Excess physical contact
- Creating a disturbance
- Possession/introduction of contraband
- Refused a search
- Inappropriate clothing
- Child(ren) out of control
- Unauthorized exchange of object/article
- Other, please specify \_\_\_\_\_

23) How would you rate your experience regarding your visit today?

- Excellent
- Good
- Fair
- Poor

**Child related questions:**

24) Are you accompanied by children today?

- Yes
- No

(Please skip the remainder of this survey if you answered "No" to question #24)

25) Do you feel the activities and games provided in this facility are appropriate and/or acceptable for children?

- Yes
- No

If no, what would you change?

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27) How would you rate the outdoor play area within this facility?

- Excellent
- Good
- Fair
- Poor
- No outdoor play area
- N/A

26) How would you rate the indoor play area within this facility?

- Excellent
- Good
- Fair
- Poor
- No indoor play area
- N/A

28) During this visit, were your children able to easily access the restrooms?

- Yes
- No, Please explain \_\_\_\_\_
- N/A

29) Did you find the facility rules too restrictive regarding children?

- Yes, Please explain \_\_\_\_\_
- No
- N/A

Please comment on any other issues or concerns (use the back of this form if needed).

**Additional Comments**

[Empty rectangular box for additional comments]

## **Appendix C: Cover Letter for Mailed Surveys**

Greetings,

Over the last few months researchers from the Oregon Department of Corrections, Research and Evaluation Unit have visited most of Oregon's DOC institutions collecting information about the visiting process. Families and friends of inmates housed at DOC institutions have been the primary respondents of this study. Currently, we have not collected enough surveys from (insert institution name here) and would very much like to hear from you regarding *your last visiting experience* at (insert institution name here). Your name was randomly selected from our visiting list database for (insert institution name here). Your responses are vital in helping us improve the visiting process.

If you have not visited any person housed at (institution name) or you have already completed a survey, please disregard the survey provided. If you have visited, but it has been a while since your last visit, simply fill out the survey rating your experience for the last time you did visit.

This survey is an initiative, supported by Max Williams, the Director of DOC and will take 5 to 10 minutes to complete. Please place your survey in the provided self-addressed, postage paid envelope and return it to Research & Evaluation as soon as possible.

**IF YOU ARE YOUNGER THAN 18, PLEASE DO NOT FILL OUT THE ENCLOSED SURVEY.**

Thank you for your time and we look forward to hearing from you!

Researcher, DOC Research & Evaluation  
(insert contact information here)

## **Appendix D: Response Rate Table**

<b>Family Visitation Study Response Rates and Sample Size by Institution</b>					
<b>CCCF (Total N=55)</b>			<b>CRCI (Total N=73)</b>		
# visitors at inst.	92	Response	# visitors at inst.	78	Response
# completed at inst	55	Rate 60%	# completed at inst	56	Rate 72%
# sent out from mail merge	0		# sent out from mail merge	100	Response
# completed from mail merge	0		# completed from mail merge	17	Rate 17%
<b>EOCI (Total N=77)</b>			<b>MCCF (Total N=53)</b>		
# visitors at inst	73	Response	# visitors at inst.	46	Response
# completed at inst	52	Rate 71%	# completed at inst	32	Rate 70%
# sent out from mail merge	100	Response	# sent out from mail merge	100	Response
# completed from mail merge	25	Rate 25%	# completed from mail merge	21	Rate 21%
<b>OSCI (Total N=57)</b>			<b>OSP (Total N=68)</b>		
# visitors at inst	90	Response	# visitors at inst	115	Response
# completed at inst	57	Rate 63%	# completed at inst	68	Rate 59%
# sent out from mail merge	0		# sent out from mail merge	0	
# completed from mail merge	0		# completed from mail merge	0	
<b>OSPM (Total N=50)</b>			<b>PRCF (Total N=29)</b>		
# visitors at inst	41	Response	# visitors at inst	13	Response
# completed at inst	31	Rate 76%	# completed at inst	13	Rate 100%
# sent out from mail merge	100	Response	# sent out from mail merge	150	Response
# completed from mail merge	19	Rate 19%	# completed from mail merge	16	Rate 11%
<b>SCCI (Total N=68)</b>			<b>SCI (Total N=84)</b>		
# visitors at inst	56	Response	# visitors at inst	136	Response
# completed at inst	42	Rate 75%	# completed at inst	84	Rate 62%
# sent out from mail merge	150	Response	# sent out from mail merge	0	
# completed from mail merge	26	Rate 17%	# completed from mail merge	0	
<b>SFFC (Total N=24)</b>			<b>SRCI (Total N=88)</b>		
# visitors at inst	28	Response	# visitors at inst	118	Response
# completed at inst	21	Rate 75%	# completed at inst	88	Rate 75%
# sent out from mail merge	150	Response	# sent out from mail merge	0	
# completed from mail merge	3	Rate 2%	# completed from mail merge	0	
<b>SRCI min (Total N=29)</b>			<b>TRCI (Total N=57)</b>		
# visitors at inst	0		# visitors at inst	52	Response
# completed at inst	0		# completed at inst	35	Rate 67%
# sent out from mail merge	150	Response	# sent out from mail merge	100	Response
# completed from mail merge	29	Rate 19%	# completed from mail merge	22	Rate 22%
<b>TRCI min (Total N=20)</b>			<b>DRCI (Total N=55)</b>		
# visitors at inst	0		# visitors at inst	56	Response
# completed at inst	0		# completed at inst	42	Rate 75%
# sent out from mail merge	150	Response	# sent out from mail merge	100	Response
# completed from mail merge	20	Rate 13%	# completed from mail merge	13	Rate 13%
<b>WCCF (Total N=44)</b>			<b>CCCF min (Total N=96)</b>		
# visitors at inst	34	Response	# visitors at inst	155	Response
# completed at inst	32	Rate 94%	# completed at inst	96	Rate 62%
# sent out from mail merge	100	Response	# sent out from mail merge	0	
# completed from mail merge	13	Rate 13%	# completed from mail merge	0	
<b>Total Overall N=1027 Overall Response Rate (at Inst.) 68% Overall Response Rate (mail) 15%</b>					