

Questions and Suggestions from Family Day: May 14, 2008

1. **Concern:** Bulletins regarding Family Day are being hidden in the dorms
Answer: Bulletins are being sent to the institutions 30 days prior to Family Day in order for inmates to notify their loved ones. Additionally, a Bulletin will be placed on Public Website
2. **Concern:** Gas usage: The citizen was concerned that the Department was wasting money on gas by transporting offenders to-and-from doctor appointments and/or court using the transport system.
Answer: The Department is implementing a statewide transportation system that will handle all movement of offenders.
3. **Question:** Can the DOC put a link on the web-site, which would indicate visitation hours, expectations, and what can and cannot be brought into the facility?
Answer: Currently, there is a link on the GDC website outlining frequently asked questions (FAQs) regarding visitation. Additionally, we will be posting the visitation policy, the Family Day Survey, and responses to questions from previous Family Day on our website.
4. **Question:** To whom can I appeal the decision regarding my name being removed from my loved one's visitation list?
Answer: If there is a dispute concerning names being removed from an offender's visitation list, the first level of appeal should be to the appropriate Field Operations Manager (FOM).
5. **Question:** How can my loved one get transferred closer to home?
Answer: All requests for transfer should be made by the offender to their counselor. An offender must have been at present facility for one year and have six months clear conduct.
6. **Question:** Can there be two admittance lines especially when there is a large turnout for visitation?
Answer: Due to limited space, a second line will not speed up the process. However, we can start the process earlier (30 minutes) when it is observed long lines are forming.
7. **Question:** Can we have access to pen and paper while in visitation?
Answer: We understand your concern. However, for the safety of offenders and families, and for security reasons, our policy prohibits us from providing these items while in visitation.
8. **Question:** Can the visitation policy be provided in writing to family members
Answer: The Visitation policy and attachments will be placed on the GDC Public Website.
9. **Question:** Can healthier food choices be placed in vending for those who may have dietary restrictions?
Answer: At the time facilities re-bid their vending contracts, every effort will be made to have the vendor to offer healthier food choices. Those food choices would be items with lower sodium and low fat content.