

BURKE COUNTY JAIL INMATE HANDBOOK

Introduction

You are now in the custody of the Sheriff of Burke County. The Burke County Jail is designed to make your incarceration safe and secure. You are required to obey all facility rules and regulations in an orderly manner. Willfully or negligently disobeying the rules and regulations will result in immediate disciplinary action. This handbook outlines the basic inmate rules and regulations to be followed during your confinement. Violations will result in disciplinary actions and/or criminal charges.

Inmate Conduct

1. Always keep your hands, feet, and objects to yourself. Assaultive behavior and rough horseplay are prohibited.
2. Obey the orders of detention staff promptly. If you disagree with what you are told to do, obey the officer without delay and file a grievance at a later time.
3. Intercom button is for **EMERGENCIES ONLY!**
4. Address uniformed officers as "Detention Officer" or "Officer". Do not call an officer by his/her first name. Address ranking officers by their rank (Sergeant, Lieutenant, etc.). Do not ask officers personal questions or refer to other officers in a derogatory manner. Do not call any officer by a nickname.
5. Loud or boisterous talking, profane language or improper, disruptive, or disorderly behavior that tends to cause an unsafe, unhealthy, or disorderly environment is prohibited.
6. While being escorted to, from, or between locations, talk only if spoken to by detention staff, walk in single file, keep your arms below your waist, do not stand or walk behind an officer and obey the officer's commands.
7. Sexual activity of any kind is strictly prohibited, even between consenting adults. Please refer to page 12 of this Handbook; Serious Misconduct # 8: Engaging in sexual acts or making sexual propositions or threats to other inmates. This includes sexual advances; requests for sexual favors; verbal comments/gestures/actions of a derogatory or offensive sexual nature by one inmate directed toward another person; sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.
8. No linen, blanket, sheet, or any other material may be placed to block the view, even partially on the cell doors, bunks, or cameras.
9. Any tampering with the HVAC vents, lighting, doors, sprinkler heads, locks, or wiring is strictly prohibited. **(G.S. 14-286, Any person who willfully interferes with, damages, defaces, molests, or injures any part of a fire-alarm, fire detection, smoke detection or fire extinguishing system in a prison or local confinement facility is guilty of a Class H felony).**

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Inmate Uniform Requirements

Inmates must wear their entire uniform whenever moving about the common areas of the housing unit or while using the HOMEWAV system. No items shall be worn as head coverings. Any item belonging to the Burke County Jail that is found to have been altered or written on will be replaced and charged to the inmate.

Inmate Property

All items in your possession must be stored in your inmate storage container. Any item not stored in the inmate storage container is subject to seizure by staff. The following items are allowed in your possession:

- (1) Complete Uniform
- (1) Pair of Shower Shoes
- Mattress, mattress cover, flat sheet, towel, and washcloth
- (3) Pair of underwear, (3) T-Shirts, (1) Thermal Top and Bottom, and (3) Pairs of Socks. (All of which are white)
- Female Inmates will be allowed (3) Bras. (Sports Bra or Wireless) All of which are white.
- Commissary and/or Hygiene products.
- 2 rolls of Toilet Paper per week.
- Female inmates will also be issued appropriate feminine hygiene products as needed.
- Legal Mail – up to a reasonable amount so as not to present a safety issue. Legal mail is correspondence or legal materials coming from the inmate's attorney and must be marked 'Attorney/Client Mail' or have similar markings.
- Hygiene Products are allowed (Deodorant, Shampoo, Bars of Soap, etc.)
- Long handle toothbrushes along with Toothbrush Holders are NOT allowed.
- Inmates will be issued an orange cup and spoon. Every two weeks, the orange cup and spoon will be cleaned and sanitized.
- Inmates can have Canteen. It should all be in the original package. (Any food found open or not in its original package will be disposed of).
- Nothing should be on the cell walls. (Exception will be Paytel, Homewav, and Phone instructions. Also, Bondsman Numbers).
- There will be no Strings or Clothes Lines allowed in the cell.

Any Burke County Jail property found to be altered, written on, or damaged will be replaced and charged to the inmate.

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Classification

All inmates are classified into housing groups and may be described as Minimum, Medium, or Maximum. Multiple factors determine classification and are routinely reviewed. All classification decisions/statuses will be addressed in accordance with classification procedures.

Administrative Segregation is a special housing unit for individuals who pose a serious threat to the safety or security of the Detention Center and those who disrupt the normal operations of the other housing units. Inmates housed in Administrative Segregation will be subject to restrictive safety and security measures. All inmates temporarily in the custody of Burke County by writ will be housed in Administrative Segregation for the duration of their stay.

The current directives and protocols of the Burke County Jail regarding items restricted on the Oasis Commissary list do not allow males or females to order specific items related to hygiene and clothing. Currently, inmates are housed by their birth gender and are assigned housing based on current policies and administrative codes. Additionally, clothing is issued and/or authorized to purchase based on birth gender.

The current protocols implemented by the Burke County Jail are in place to ensure one (1) the safety and security of the inmate(s) and facility; two (2) the protection of inmates at high risk of abuse; and three (3) the minimization of perceived or actual fear of becoming a victim of violence.

PREA (Prison Rape Elimination Act) aims to eradicate prisoner rape within the detention facility, establish procedures for detecting, responding to, and preventing it, and establish a **ZERO** tolerance for any form of sexual abuse and/or sexual harassment. During the intake process, inmates **shall** receive information explaining the facility's **zero-tolerance policy** regarding sexual abuse and sexual harassment and how to report incidents or suspicions of sexual abuse or sexual harassment.

Additionally, the Burke County Jail shall ensure crucial information is continuously and readily available or visible to inmates through posters, inmate handbooks, or other written/electronic formats.

Inmates may report to any staff member, vendor, contractor, or private sexual abuse hotline - Rape, Abuse, and Incest National Network (RAINN) 1-800-656-HOPE (4673), or call/write to Options at 828-438-9444 / PO Box 2512, Morganton, NC, 28680. Inmates may also utilize the grievance procedures outlined in the Burke County Jail Inmate Handbook. Jail staff will accept reports made verbally, in writing, anonymously, and from third parties, and the reports will be promptly documented and forwarded to the immediate supervisor.

Inmates and employees will be exempt from retaliation for reporting a **PREA** complaint.

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Head Count / Roll Call

At least 5 head counts/roll calls will be performed daily. Before each shift change, meals, and whenever a Detention Officer orders, you may be required to stand in front of your cell door. There is to be no talking during any headcount/roll call.

Search and Inspection

Staff shall conduct searches as necessary for health and safety purposes. Inmates must cooperate during all searches and inspections.

Inmate Property / Mail Guidelines

APPROVED INMATE PROPERTY:

Inmates may be restricted from having certain items when necessary to maintain the security, safety, and/or order of the Burke County Jail.

No personal items or clothing from family or other visitors will be physically accepted into the facility. All clothing and other personal items must be purchased through the Jail commissary or from an online vendor (ship to address is Inmate's *Name and ID Number, 130 Government Dr, Morganton, NC 28655*). Inmates can only keep three pairs of white socks, three white boxers or briefs, three white t-shirts, and one white thermal set. The commissary schedule may change due to holidays or other extenuating circumstances.

The Burke County Jail will store excess inmate property received and/or seized as contraband in the inmate's property bin. Any property remaining at the Burke County Jail **30 days** after an inmate has left the facility will be considered abandoned property and will be disposed of according to policy.

BOOKS AND MAGAZINE POLICY:

Inmates are not allowed to have any books or magazines in their possession at any time. Access to reading materials is located on the digital inmate tablets. The only exception to this rule is religious reading material that comes by mail directly from a publications house (I.E., Bible, Quran, Torah).

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SENDING AND RECEIVING MAIL:

Incoming Mail:

No physical mail will be accepted except Legal mail at the Burke County Jail. **All general mail and photographs must be sent to the following address:**

Burke County Jail

Inmate Name, Inmate ID Number

Facility ID Number: 5020

PO Box 18247

Greensboro, NC 27419

The envelope must include the Facility Name, Inmate Name, and Inmate ID number; the Facility ID or the mail will **NOT** be scanned.

MAIL REQUIREMENTS AND RESTRICTIONS:

- NO cash, personal checks, or money orders mailed to the mail processing center
- Mail must be 10 pages or less per envelope
- Page size must be no larger than 8.5" x 11"
- Mail can include written or typed pages, photos, drawings, or greeting cards (NO Polaroid photos)
- NO glitter, glue, tape, 3D elements, or electronic components (lights, music, animation)
- NO items containing, depicting, or relating to sexually explicit activity, gang activity, illegal activity, violence, drug, or alcohol use, etc.
- NO photos of nude or partially clothed persons
- NO illegal substances or any other items considered to be contraband
- NO magazines, books, or packages mailed to the mail processing center, and NO publications of any kind.
- NO originals of essential documents or photos such as Birth Certificates, Driver's Licenses, Social Security Cards, Green Cards, etc., as they will not be returned

Mail meeting these requirements will be scanned and can be accessed by the inmate via the inmate tablet. Physical mail will be destroyed.

All scanned mail containing materials considered illegal or security breaches will be turned over to the proper authorities for investigation. Any threats of criminal activity will not be permitted in any correspondence and may result in criminal charges.

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LEGAL MAIL:

Do not mail legal mail to the mail processing center.

Legal mail **must be mailed directly to the facility**. Legal mail must be marked on the envelope as “**Legal Mail**” and will be opened by the inmate in the presence of facility staff.

Address legal mail as follows:

Burke County Jail
Inmate Name, Inmate ID Number
130 Government Drive
Morganton, NC 28655

Legal mail is correspondence or legal materials coming from the inmate’s attorney and must be marked “Attorney/Client Mail” or have similar markings. Officers will remove all documents from the envelope and examine them for the presence of contraband.

All general mail will be sent through the Secure Mail processing center. All messages will be read and, under some circumstances, rejected if they contain threats, code, sexual activity, or any other rule violations or information that threatens the security of the Burke County Jail. Photos or pictures containing human nudity, or which could cause a hostile environment are prohibited.

Outgoing Mail

All outgoing mail must have the inmate’s full name in the upper left-hand corner, complete name and address to the recipient, no markings or drawings on the envelope, and sufficient postage. It must be delivered to a jail officer. It may be opened outside of the presence of the inmate, examined for contraband, read, and under some circumstances, withheld from delivery and turned over to the Jail Administrator.

Legal mail must be addressed to an attorney, judge, court, court official, or elected official. The front of the envelope must be marked “**Legal Mail**” in prominent letters. It will be delivered **sealed** to a jail officer who will provide it to the outgoing “Clerk of Court” mailbox located in the booking area.

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SCANNED MAIL AFTER RELEASE:

After release, an inmate can request digital copies of their scanned mail. Submit the request to (bill.viggers@burkenc.org). The request must include:

Burke County Jail

Inmate Name

Inmate's ID Number

Email Address

Once the information is verified, an email with a link to download the postal scans will be sent to the email address provided in the request.

Money Orders:

US Postal Money Orders, government checks or personal checks will not be accepted. All money transactions must be done online through JAILATM.COM or through the ATM machine located in the Burke County Jail lobby.

Commissary

Inmates not currently subject to disciplinary proceedings may use the funds in their inmate account to purchase at the commissary. Inmates may purchase no more than **\$120.00** worth of food, hygiene items, and writing materials. If an inmate has funds in his/her account, they must purchase hygiene items and writing materials. Commissary orders must be entered by phone or tablet by 11:58 pm on Sunday night. Commissaries will be passed out to inmates once weekly (*generally on Tuesdays but can change due to schedule conflicts or Holidays*). Family/friends may also purchase certain commissary items for inmates at jailcanteen.com if they choose to (delivery can take up to 3 weeks).

The current directives and protocols of the Burke County Jail regarding items restricted on the Oasis Commissary list do not allow males or females to order specific items related to hygiene and clothing. Currently, inmates are housed by their birth gender and are assigned housing based on current policies and administrative codes. Additionally, clothing is issued and/or authorized to purchase based on birth gender.

Inmates without funds in his/her account will be given an indigent kit once weekly. Indigent kits will be provided on the same day as the commissary is given.

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Any inmate found to be trading or selling commissary items (also know as 'running a store') is subject to being prohibited from ordering commissary items, at the discretion of the Jail Administrator.

Canteen items must be collected from the facility by the inmate or by their authorized collection agent (per their completed Canteen Release form) within 7 DAYS of the inmate's release from the facility.

Cleanliness

Showers are required upon admission and daily thereafter. Shaving supplies shall be provided as appropriate on Saturdays and Sundays.

DAMAGED SHAVING SUPPLIES SHALL BE CONSIDERED CONTRABAND AND/OR WEAPONS.

Inmates are required to keep their housing assignments and property clean. Items may not be attached to walls or fixtures. Inmates will use approved cleaning supplies placed in the housing assignments as directed.

All personal items must be labeled with your inmate's name. Any laundry item belonging to the Burke County Jail that is found to have been altered or written on will be replaced and charged to the inmate as follows (prices are subject to change, depending on current vendors' pricing):

Uniform Top - \$10.00	Uniform Bottom – \$14.00
Mattress - \$60.00	Mattress Cover – \$4.00
Flat Sheet - \$3.00	Blanket – \$7.00
Towel - \$3.00	Washcloth – \$0.50
Shower Shoes – \$3.00	Inmate Storage Tub - \$14.00

Homewav Kiosks

Inmates in the general population will have reasonable access to the Homewav Kiosks. Homewav Kiosks will be available while inmates are in the day room during his/her recreation time. If an inmate notices that a Homewav Kiosk has been damaged, let the block officer know so the Homewav Kiosk can be repaired or replaced.

Inmate Tablets

Tablets will be provided to inmates for educational and entertainment purposes. Inmates who have been BANNED from possession of a tablet will have access to the PayTel Kiosks to access their mail, religious material, grievances and requests, and law library.

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Charging stations containing tablets will be located in all general population housing units. Inmates will be provided tablets daily after the morning meal. If an inmate does not respond to get a tablet in a timely manner or commits other infractions, they will not have privileges to the tablet that day. Chargers containing tablets shall be locked after tablets are passed out. Charger racks shall be accessible for inmates to charge tablets during recreation.

Inmates on disciplinary segregation or suicide watch will not be provided tablets. Inmates on medical watch will have access to tablets.

Username/password will be created by the inmate.

*The sharing of an inmate's Username/password between accounts by inmates is prohibited. Inmates found sharing account(s) will forfeit tablet privileges for **3 days**. Any inmate that steals another inmate's account (Username/password) will violate Serious Misconduct rule number 4. Larceny and will face disciplinary actions.

The tablet will stay in the inmate's possession until lockdown at 10 pm. Block officers will unlock the chargers and return tablets to the chargers. When all tablets are accounted for, the chargers will be locked.

Officers shall not switch out tablets for an inmate unless the tablet malfunctions. Inmates may charge tablets during their recreation periods.

If there are any issues with a tablet, officers will report them to the OIC for their shift. Any damaged tablets or other issues should be immediately removed from the housing unit and reported to the OIC of the shift. Extra tablets will be on hand to replace those pulled for maintenance.

Tablet Damages

Accidental Damage: 1st offense: **4** days loss of access to tablets.
2nd offense: **Permanent loss** of access to tablets and \$400 or current cost of tablet charged to the inmate.

Deliberate Damage: 1st offense: **Permanent loss** of access to tablets and \$400 or current cost of tablet charged to the inmate, and criminal charges will be filed.

If there is a legitimate reason, an inmate shall be denied tablet access (prior damage, pending/current disciplinary). In that case, it shall be documented as an Incident Report to the OIC and noted in the shift notes. The tablet shall be taken from the inmate for violating any inmate rule.

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In cases of both accidental and deliberate damage, an inmate may have their tablet privileges restored upon full payment of the damages charge.

Prohibited Items/Contraband

Books, magazines, Polaroid pictures, tape, plastic, wood, glass, ribbon, metal, magnets, staples, paper clips, illicit or pornographic photos, perfume, lipstick, glue, and stickers.

Materials of any kind regarding or advocating family violence, manufacture of weapons or explosives, assault, ethnic intimidation or hatred, gang activity, or any other prohibited activity or behavior.

Grievance/Request Forms

Before submitting a grievance or request, you must speak with an officer regarding the issue. If the officer cannot answer or address the problem, you should submit your grievance. Grievances are used for circumstances or actions which you consider violating the policies of the Burke County Jail or other statutory authority. Request forms are used for requesting information or some items. Continuously submitting forms for matters already addressed will be considered a misuse of the process and subject to disciplinary action.

Grievances and Requests will be reviewed by the acting supervisor at the time the form is received. The acting supervisor or any other appropriate officer will issue a response within 15 days. Inmates may submit an appeal of the reply within 24 hours. Inmates can only submit 1 grievance or request per day.

All grievance and request forms are located digitally on the tablets and PayTel Kiosks in the day room.

Rules Violations by Inmates

There will be zero tolerance for failure to follow the rules of the Burke County Jail. If a State Law is violated, criminal charges may be filed. The following rules will be strictly enforced during the inmate's stay at the Burke County Jail. Disciplinary Procedures are governed by Policy 5.4 of the Burke County Sheriff's Policy & Procedure Manual.

Minor Offenses

1. Horse playing, teasing, or harassing other inmates.
2. Excessive loud noise.
3. Failing to keep clothing and living area orderly and clean.
4. Gambling.

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5. Altering issued clothing or being out of uniform.
6. Standing or lying on tables.
7. Covering lights, vents, windows, or toilets.
8. Hoarding food or cups in the cell.

First Offense - documented verbal warning.

Second Offense - privileges are taken 1 to 4 days.

Third Offense - 6 days in isolation and loss of visitation and canteen for 10 days.

Major Offenses

1. Repeated minor violations.
2. Disobeying orders from a Detention Officer.
3. Threatening or trying to intimidate a Detention Officer.
4. Creating a health hazard.
5. Hoarding or passing medicine.
6. Disrupting any activities of the jail.
7. Possession of contraband.
8. Failure to return to cell after lockdown has been called.
9. Making intoxicants or being intoxicated.
10. Indecent exposure.
11. Tampering with safety equipment, locking devices, or other jail property.
12. Fighting or assaulting another inmate.
13. Smoking, possession of tobacco products, possession of a lighter or matches.
14. Drawing or otherwise marking a sign/symbol known to law enforcement as gang-related.
15. Entering an unauthorized area (e.g. top mezzanine, egress area, etc).

First Offense - 4 days in isolation and loss of canteen and visitation for 7 days.

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Second Offense - 7 days in isolation and loss of canteen and visitation for 14 days.

Third Offense - 10 days in isolation and loss of canteen and visitation for 21 days.

Serious Misconduct

1. Repeated major misconduct violations.
2. Refusal to remove barricades from a door.
3. Possession of any object that was attempted to be used as a weapon or could be used as a weapon.
4. Larceny. (Ex. Stealing or taking Jail property, another inmates property, i.e., canteen, clothing, PayTel, or Howewav username/password)
5. Injury to jail property (mattress, issued clothing, bedding, property bin or other property owned by the Burke County Jail.)
6. Plugging or stopping up drains or showers.
7. Extortion, blackmail, demanding or receiving money or anything of value in return for protection.
8. Engaging in sexual acts or making sexual propositions or threats to other inmates.
9. Tattooing or self-mutilation.
10. Impersonating a Detention Officer/Deputy through the call box system.

First Offense - 6 days in isolation and the loss of canteen and visitation for 30 days.

Second Offense - 10 days in isolation and the loss of canteen and visitation for 45 days.

Third Offense - 12 days of isolation and the loss of canteen and visitation for 60 days.

Mandatory Lockdown

1. Arson
2. Assaulting an officer.
3. Escape or attempted escape, conspiracy to escape, or assisting in an escape.

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First Offense - 30 days in isolation and loss of canteen and visitation for 90 days. Criminal charges will also be filed.

Subsequent Offense - Disciplinary actions will be at the discretion of the Jail Administrator or Assist-Jail Administrator.

Note: The Jail Administrator (Captain), Assistant Jail Administrator (1st Lieutenant) and/or their representative have the right to increase punishment if it is deemed necessary to maintain order in the jail.

Damage to Jail Property

Any alteration or damage to the property of the Burke County Jail will result in criminal prosecution and any other appropriate safety and security measures. The property includes all of the items provided to inmates during their confinement.

Medical

A medical screening is conducted during each admission to the Burke County Jail, and anytime a staff member is concerned about the wellness of an inmate. A digital Medical Request form (sick call) must be filled out to see Medical Staff for non-emergency conditions and questions via the tablet or PayTel Kiosk. Per NCGS § 153A-225(a), a \$20.00 fee per incident for the provision of non-emergency medical care and a fee of \$10.00 for a 30-day supply or less of a prescription drug will be charged. Falsifying any injury or complaint will result in a Medical Request fee and disciplinary actions. No inmate will be denied care based on an inability to pay. Inmates will not be charged for Mental Health or Emergency Services. Emergency Services are situations requiring immediate treatment for imminent life-threatening conditions.

Religious Events

Inmates are not prohibited from participating in religious activities within their housing assignment. Inmates may request information regarding Chaplains or other religious/spiritual/moral guidance providers.

Visitation

Public Visiting Hours – Note: All Visitation is conducted via Homewav Video Visitation. Read all instructions on the following pages.

On-site visitation is scheduled according to the housing units below and will take place from 7:15 am until 8:45 am; or 9:15 am until 10:45 am; or 1:15 pm until 2:45 pm; or 7:15 pm until 8:45 pm, depending on the inmate's scheduled recreation time. Only 1 visit will be allowed per week for on-site visits. Inmates will not be allowed on-site scheduled visits during their period of quarantine.

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- A Block and B Block, visitation is on Saturdays.
- C Block and D Block, visitation is on Sundays.
- E Block and F Block, visitation is on Tuesdays.
- G Block and J Block, visitation is on Thursdays.

HOMEWAV VIDEO VISITATION – WHAT YOU NEED TO KNOW

VISITOR ACCOUNTS:

- All visitors (except children under the age of 18) **MUST** create an online account.
- Juveniles under the age of 18 will not be allowed to create an account.
- Visitors **MUST** upload a photo of themselves, and a copy of a valid government issued ID as part of their account. Any account request that does not include these documents will be denied until such time as they are loaded into the system. Photos that are not clear will result in denial of the account until corrected.
- Visitor accounts **MUST** be approved by the Detention Center prior to use.
- If the account is denied, the person will receive an e-mail briefly explaining why they were denied.

INMATE ACCOUNTS:

- Inmates must create an account to use the system.
- Inmates will have to create a unique pin number on the system. You can use the same pin number as your commissary account.
- Inmates can send invites to people they would like to create an account.
- Inmates who attempt to send invites to victims of the crime will have their account suspended and face other disciplinary action!

VISITS:

- On site visits are free **BUT** must be scheduled online at the HomeWav website.
- On site visits **MUST** be scheduled a minimum of 24 hours prior to the day of the visit up to 30 days prior to the visit. The system will not allow non-scheduled visits.
- **ON-SITE:** One 15-minute visit per week for each registered online account.
- **REMOTE:** No limit on visits per day per inmate within system hours of operation.

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- Scheduled On-Site Visits take priority over remote visits. Remote Visits will be given a time warning if it is going to conflict with the times for a scheduled On-Site Visit and disconnected prior to the scheduled start time of the On-Site Visit.
- **WHEN A VISITOR SCHEDULES AN ON-SITE VISIT, THE INMATE MUST CONFIRM THE VISIT FOR IT TO BE ACTUALLY SCHEDULED!**
- **The Visitor will need to enter their Homewav User ID and Password at the Kiosk in order for the visit to begin!**

VISITS COST:

- ON-SITE: FREE
- REMOTE: \$0.50 per minute charged to visitor account.

VIDEO VISITATION MONITORING AND RECORDING:

- ALL VIDEO VISITATIONS ARE RECORDED!
- ALL VIDEO VISITATIONS ARE SUBJECT TO RANDOM MONITORING BY THE SHERIFF'S OFFICE.

VIDEO VISITATION GUIDELINES

- Visitation is a privilege and may be denied if on-site visitors become disorderly, rude or are dressed inappropriately.
- Visitation is a privilege that may also be denied if the inmate becomes disorderly or rude while in his/her cell block.
- Only the registered account holder may visit on the account.
- Children of the incarcerated person under the age of 18 will be allowed to visit with a parent or grandparent on the parent's or grandparent's account.
- No nudity, pornography or profanity will be allowed during video visitation.
- Any person that is not registered and approved WILL NOT BE allowed to visit.
- Appropriate clothing is always required. No video visits in underwear, lingerie, low cut strapless or tank type tops, no short shorts, no revealing miniskirts, no spandex pants or bodysuits, no see-through clothing of any type allowed.
- Staff reserves the right to cancel any visitation for inappropriate behavior or clothing.
- Violation of the rules will result in account suspension and may result in criminal charges as appropriate.

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PROBLEMS/ISSUES

- If a visitor has a technical issue or problem creating an account, scheduling an on-site visit, or completing a remote visit; you can call the Customer Support Number of assistance at 1-844-394-6639, M-F 9AM – 6PM, S & S 8AM – 6PM or email them at info@homewav.com.
- If an inmate has a technical issue, they are to fill out a trouble ticket on the video visitation unit.
- DO NOT CONTACT THE JAIL OR STAFF for problems or technical issues as we will not be able to help you with it, you must contact HomeWav as detailed above.