VISITOR'S GUIDE

in a correctional facility

JUSTICE SERVICES

sodexo
SERVICES DE QUALITÉ DE VIE

PREAMBLE

The purpose of this booklet is to provide you with practical information about visiting a loved one in detention.

ABOUT US

Sodexo has been appointed by the Prison Administration to manage a set of services designed to guarantee high-quality accommodation and simplify your day-to-day life.

Our teams are responsible for managing building services (cleaning of facilities, maintenance, upkeep of green spaces, etc.) as well as personal services (hospitality services, food service, cafeteria, welcoming families to visiting rooms, and transportation for medical evacuations and transfers between facilities). If you have any questions about any of these services, the Sodexo team at the prison will be happy to provide you with answers.

VISITOR PERMIT

WHAT IS IT?

A visitation permit is a judicial authorization or a permit issued by the Correctional Administration that allows you to visit an incarcerated person throughout the duration of their sentence.

It is **mandatory**, **personal and specific to an individual**, even for minors.

It remains **valid** if the detainee is **transferred** to another facility.

It is **required** to make an appointment and to have access to the visiting room.

HOW DO I GET IT?

Visitation permit requests must be submitted by mail only:

For a "defendant"
(awaiting trial or with a non-final conviction)

With the Judicial Court of the jurisdiction where the trial took place or the Prison, Rehabilitation, and Probation Service (SPIP)*

For a person who is "detained"
(already convicted)

To the management of InSERRE Arras*

The documents to be provided are listed at:
https://www.service-public.fr/particuliers/vosdroits/R1027

***Contact information is included in the appendix**

ACCESS TO THE VISITING ROOM

RESERVATION

Once you have obtained your visitor permit, you must make an appointment:

- **By phone* (Toll-free from a landline):**
  Include the detainee's inmate number and your visitor pass number, if available

- **At the family welcome desk:**
  - At least 48 hours in advance
  - To schedule an appointment within 3 weeks at most
  - With your visitor pass

- **Online:**
  www.penitentiaire.justice.fr

TERMS OF ACCESS

1. Access to the facility's family reception area
2. Present your ID
3. Lockers are available for storing your personal belongings

Number of visiting rooms
Defendants: 3/week
Convicted individuals: 2/week
Policies vary according to each facility

Number of people per visiting room
3 adults (>13 years old)
2 adults and 2 children (<13 years old)

Special cases:

- For a minor under the age of 13 who does not have an ID card, please present the family record book.
- If you have a prosthesis, cast, or are taking medication: please provide a medical certificate issued within the last 3 months.
- If your ID is lost or stolen: submit a police report certified by the police station that includes a photo (valid for 1 month).

***Contact information is included in the appendix**

WHAT IS ALLOWED

MONEY

Cash, checkbooks, and bank cards are prohibited in detention.

An individual account in the inmate's name is opened for the inmate.

To send him money, submit a written request for a wire transfer:

- Write a letter to the institution's accounting department.*
- Please provide the last name, first name, inmate number, and relationship.
- Specify whether the detainee has been convicted or is a defendant.
- Please include a self-addressed, stamped envelope for the reply.
- Once you receive the response, you will be provided with the institution's bank account information, which you must not disclose.

LAUNDRY

No laundry may be dropped off at the InSERRE in Arras, unless a special request is made to the prison warden.

Inmates may have their laundry washed free of charge at the facility.

Lockers are available for your use

- One bag per person
- Less than 5 kg
- With name and prisoner number

OTHER PACKAGES

Books (paperback, unbound)
Mail kit, photos
For other inquiries, please contact our local team

Food, beverages, and tobacco
Toiletry or maintenance products
Illicit substances
Mobile phones

*Contact information is included in the appendix

BRING YOUR CHILD

FREE CHILD CARE SERVICE

Childcare
(>age 3) during the visit
Wednesdays and Saturdays

Themed activities
are offered to them
while at daycare

Reception staff reserve the right to refuse entry to sick children without a doctor's note

Documents to provide:

- A copy of the child's identification document or family record book
- An ID photo
- A copy of the child’s immunization record
- Signed daycare center rules and regulations (at certain facilities)

FAMILY LIVING UNITS (FLU)
AND FAMILY VISITING ROOMS
Depending on the institution

An FLU is a studio that allows you to enjoy a shared experience lasting between 6 and 72 hours. A family lounge is a small lounge measuring 12 to 15 m^2 where you can enjoy some private time for up to 6 hours.

Both the inmate and the visitor must submit a written request to the Director*.

***Contact information is included in the appendix**

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