

WELCOME BOOKLET FOR FAMILIES AND RELATIVES OF DETAINEES

Villenauxe-la-Grande

Detention centre



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Welcoming families

→ Here to help

Friendly volunteers from the charity “Accueil de la Madeleine” and “SODEXO” employees are on site on visiting days to help you and answer practical questions (about parking, luggage storage and using lockers). They will help you with the booking terminals and assist you should you have any problems booking or making changes to your visits.

Madeleine volunteers are also **on hand to listen to and support you**, in complete confidentiality.

→ Contact details

Accueil de la Madeleine
Detention centre
Route de Sézanne
10370 VILLENAUXE-LA-GRANDE
Tel.: +33 (0)3 25 21 85 10

SODEXO
Detention centre
Route de Sézanne
10370 VILLENAUXE-LA-GRANDE
Tel.: +33 (0)3 25 21 85 38

→ Opening times of the premises

8:30 AM to midday and 1:30 PM to 5 PM, Saturdays, Sundays and public holidays.

→ The premises have

- Terminals for booking visits
- Toilets
- A water fountain and a microwave oven
- A space for young children
- Lockers

Useful addresses

→ Centre contact details

DETENTION CENTRE
Route de Sézanne
10370 Villenaux-la-Grande
Tel: +33 (0)3 25 21 85 10

→ Booking visits

- Tel: +33 (0)8 05 05 00 42
- 24/7, at www.penitenciaire.justice.fr
 - You may only book an appointment for a visit once you have logged in and your visitor permit has been registered.

→ SPIP (Probation and Rehabilitation Service)

Tel: +33 (0)3 25 21 88 06

→ Troyes Court of Justice

83 rue du Général de Gaulle
10000 Troyes
Tel: +33 (0)3 25 43 55 70

→ Free lawyer consultation

Website: cdad-aube
("Legal support" section)

→ If you need support

You can contact *SOS amitié*
Tel: +33 (0)9 72 39 40 50

Getting to the centre

→ By car

From Nogent-sur-Seine or Provins: follow directions for "Sézanne". The centre is located at the Villenauxe exit heading towards the town.

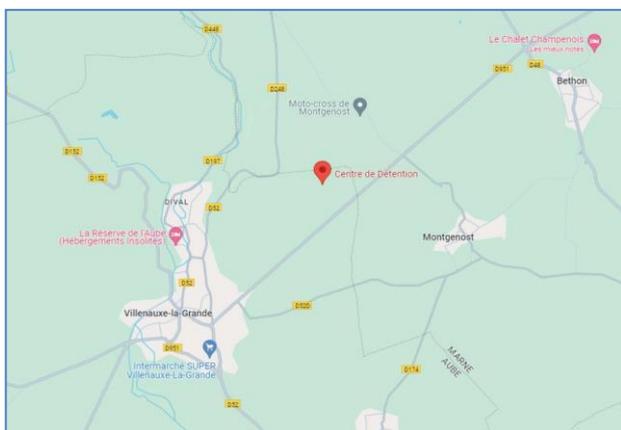
→ By public transport

The nearest SNCF train stations are in Provins (20 km) and Nogent-sur-Seine (15 km). There is no public transport between the centre and these two stations. However, a shuttle service operates from these two stations on Saturday afternoons:

*Book one of the first two visit slots for a 5:15 PM departure		Departure	Arrival
Outward	Provins railway station	12:15 PM	11:45 AM
	Nogent sur Seine railway station	12:45 PM	
Return	Provins railway station	5:15 PM*	5:40 PM
	Nogent sur Seine railway station		6 PM

Booking is mandatory from 9 AM to 5 PM, Monday to Friday on:
+33 (0)6 52 57 23 56.

A round trip costs €10 per person.



→ Nearby hotels

- **Le Flaubert** (3 km)
5 place Georges Clémenceau 10370 Villenauxe-la-Grande
Tel: +33 (0)3 25 25 15 15
- **Hôtel St-Laurent** 21 rue des fossés
10400 Nogent-sur-Seine
Tel: +33 (0)3 25 39 71 46
- **B&B**
16 Bd Antoine de St-Exupéry 10510 Maizières la Grande Paroisse
Tel: +33 (0)8 92 23 34 54

Obtaining a visitor permit

→ Who to contact?

You must send your request to the **centre manager**.

→ How to submit your request?

- Online via the NED application: penitentiary.justice.fr
- By mail

Documents to support your request:

- A letter or request form available at: services-public.fr (Cerfa 13960*02)
- A double-sided photocopy of your ID
- Two recent passport photos
- Proof of address
- A document attesting to kinship ties (e.g.: copy of the family booklet) or if there is no family relationship, a cover letter
- A stamped self-addressed envelope on it so you can receive the reply.

For minors:

- A letter from each person with parental authority authorising the person to attend the visit
- A photocopy of a form of identification, family booklet or birth certificate
- Two **recent** passport photos



All visitors must have a visitor permit, even very young children.

Upon receipt of the complete application, your visitor permit will be issued as soon as possible. You will be informed of the next steps following your request by email. There is no need for you to resubmit your request.

In the event of a transfer, visitor permits shall be forwarded to the destination centre which will accept them.

Booking a visit

When booking, you must specify **the name of each visitor** to the visiting room.

→ By phone

Tel: +33 (0)8 05 05 00 42

4 PM to 7 PM, Wednesdays

9 AM to midday, Fridays

A booking may be submitted no later than midday on the Friday before the weekend, or at the earliest 1 PM on the Friday for the weekend of the following week.

→ Via the terminals

Terminals are available on Saturdays and Sundays from 8:30 AM to 5 PM.

→ Online

24/7, at www.penitenciaire.justice.fr

You may **only** book an appointment for a visit once your visitor permit has been registered.

A booking may be submitted via the terminals or online no later than the Thursday evening for the weekend and four weeks before the visit at the earliest.



If you wish to cancel an appointment, please inform the centre's services as soon as possible so that another family can use the visiting room.

→ Visiting days and times

Visit duration: 1 hour

The visit service is available on Saturdays, Sundays and public holidays:

	<i>Families arrive</i>	<i>Departure for the visit rooms</i>	<i>Visit times</i>	<i>Families exit</i>
<i>Saturday Sunday Public holidays</i>	8:30 AM	8:45 AM	9 AM	10:30 AM
	10 AM	10:15 AM	10:30 AM	12 PM
	1:30 PM	1:45 PM	2 PM	3:30 PM
	3 PM	3:15 PM	3:30 PM	5 PM

The number of visitors is limited to a **maximum of 5** adults and children per visit room (a maximum of 3 adults and 2 children under the age of 18).

In exceptional cases (geographical remoteness, serious family circumstances, etc.), the detainee may apply to the centre manager for an extended visit.

Visitor access to the visiting room

Visitors' access to the visiting rooms is subject to security measures.

You MUST :

- Bring a valid form of identification (identity card, residence permit, driving licence, passport, etc.) Children's identity must also be verified (family booklet, birth certificate, identity card, residence permit, etc.)
- Check in at the family welcome area 30 minutes before the scheduled start of the visit. This time will be used to check ID and for you to drop off any forbidden items in the lockers.
- **Pass through the scanner** to detect prohibited objects (mobile phone, etc.) You are strongly advised to avoid wearing jewellery or clothing with metallic components (e.g.: belt). This will make passing through the scanner easier. For people with a pacemaker or prosthesis, a medical certificate less than three months old is required.
- **Place the laundry bag** on the mat so that the contents can be checked



- *In the event of any delays, you will be denied access to the visit room.*
- *No items may be exchanged during the visit.*

SMOKING, DRINKING AND EATING AT THE CENTRE ARE PROHIBITED.



Handing over clothing and authorised items

For security reasons, only **soft supermarket type** laundry bags are allowed.

The detainee's **last name, first name and prisoner registration number** must be shown on the bag.

An inventory (available from the family reception area) must be attached to the bag.

→ Pending receipt of the visit permit

You can only drop one bag of laundry.

You must:

- First, ask and obtain authorisation from the centre manager,
- Bring a form of ID and hand the bag over to the supervisor in accordance with the instructions specified in the drop-off authorisation issued by management.
- Wait for your visitor permit before you bring more laundry bags.

→ When you visit

You can bring **one bag laundry per week** when you visit.

→ What you can bring

List of clothing items that can be brought in:

- Trousers
- Tracksuit
- Pullover or sweatshirt
- Shirt or polo neck shirt
- Small towel
- Large bath towel (max 1.20m)
- Flannel
- Shorts
- T-shirt
- Undergarments

Detainees can wash and dry their clothes at the detention centre.

Books (soft cover, unbound), newspapers, magazines, CDs, DVDs are allowed in “reasonable” quantities. Duvets, winter jackets or pairs of trainers may be brought in with the centre manager's authorisation.

For your information, upon arrival, detainees are given a kit which includes basic toiletries.

→ Prohibited items

- Hooded clothing
- Navy blue, light blue, khaki clothing items
- Food, drink and tobacco
- Cleaning or toiletry products
- Illicit substances
- Telephones

*Article R.332-42 of the Penal Code concerning the receipt and sending of objects refers to the Order of 23 January 2023, which sets out the list of objects or categories of objects that a detained person is authorised to receive or send. Article 1 of the Order provides for certain **prohibitions** concerning the receipt of certain items of clothing and textiles:*

- Clothing which, by its provocative or outrageous nature, is liable to compromise order or affect prison security.
- Clothing that may cause confusion with the prison uniform or any other uniform, as well as clothing with camouflage print or clothing that may be used to conceal an identity (hood)
- Leather, lined or quilted clothing, that would afford enough protection to enable the wearer to pass through security systems, thus facilitating their escape
- Footwear with a metal structure (rod, buckle, etc.).

Children during the visit

→ In the visiting room

Soft toys may be brought in.

Feeding bottles for newborn and very young children must be checked beforehand.

→ Family shelter centre

If you wish, you may leave your **children aged between 3 and 12 years old** with us while you are visiting, once a week.

The coordinators or volunteers will offer them fun activities during your absence.

You must:

- Notify the coordinator when you arrive,
- Present a form of ID and the child's family booklet,
- Fill out a form,
- Sign the liability discharge form before you enter the visiting room and when you pick up the child.

We remind you, however, that children remain under your responsibility before you enter the visiting room.

Bringing documents pertaining to your family

You can bring documents pertaining to your family with you (authorisations to perform surgery, school documents, etc.)

- These documents must be presented when you arrive for your visit and when you leave
- If they are to be handed over to the detainee, prior authorisation must be requested from the centre manager. If the request is authorised, the documents are handed over during a visit.

Correspondence and sending money

→ Mail

You are free to write to the person in custody and send them stamps. The centre's services read any mail that is received or sent by detainees.



Any correspondence involving breaches of the centre's security or of people's will be seized and may give rise to legal proceedings.

You may not send parcels by post.

→ Money

At the penitentiary centre, the detainee may purchase certain "commissary" items, such as food, stationery, hygiene products, etc.

Each detainee has a personal account managed by the prison's accounting department.

You can send money to your loved one by bank transfer. The transfer must be from your bank to the bank account of the penitentiary centre, managed by the **custodian of individual accounts**.

You will have to provide:

- the address of the prison,
 - last name, first name, prison registration number
- in the freeform "optional" or "supplementary information" area of the transfer order.



If the information requested is incomplete, incorrect or even if the centre manager refuses to receive the money, the transfer will be rejected.

IBAN: EN76 1007 1100 0000 0010 0018 369

BIC: TRPUFRP1

You may not give cash or checks.

Any cash will be immediately seized and will go to the Treasury.

Telephone

Your loved one can submit a request to the centre manager to call you.

You will need to send:

- an authorisation letter and
- (original) proof of your telephone line

to the **Management Department** at the Detention Centre's address

Other resources

→ If you have concerns about the health of your loved one

You can report this by contacting:

- the SPIP (the Probation and Rehabilitation Service)
- Management via the inbox
- **in the event of a risk of suicide:**

prevention-suicide.cd.villenauxe-la-grande@justice.fr

→ SPIP (Probation and Rehabilitation Service)

These professionals help you maintain family ties and facilitate the social reintegration of detainees.

Tel.: +33 (0)3 25 21 88 06

→ The Arapej

Arapej has a freephone number that can be telephoned Monday to Friday between 9 AM and 6 PM, for answering any social or legal questions you may have about your loved one in custody:

Tel.: +33 (0)1 43 72 98 41



**MINISTÈRE
DE LA JUSTICE**

*Liberté
Égalité
Fraternité*

