



Visiting a loved one inside?

A handbook for people visiting a prisoner
at an adult correctional facility in Ontario

JohnHoward
SOCIETY OF ONTARIO


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This document is intended to provide information to our clients - Ontarians who are or have been in conflict with the law, and their families. The John Howard Society of Ontario is a provincial charitable organization that supports the John Howard Society Affiliates who deliver services in communities throughout the province. Our shared mission is to work towards **effective, just and humane responses to crime and its causes.**

Please visit our website to find out more about us and access a variety of publications on criminal justice research and policy topics: www.johnhoward.on.ca

For ease and consistency, the term “prison” is used throughout this handbook to refer to all correctional institutions, including detention centers, jails, penitentiaries and prisons. We have endeavored to make this document accessible to a wide audience. The information inside is, of course, likely to change. This booklet is correct, to the best of our knowledge, as of July 2014. Online editions will be updated annually, so please check our website. If you find any errors, please email us at: info@johnhoward.on.ca

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- Graham Stewart, former Executive Director of John Howard Society of Canada
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| | |
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Thank you and best wishes from all of the staff at the John Howard Society of Ontario

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Prison Visits: what to expect

Should I visit my friend or family member in prison?

There are many good reasons to visit a friend or family member in prison. Having a visit from a loved one can help to ease the loneliness that prisoners often face. Keeping in contact with family also means that your loved one won't feel like a stranger when they return. As well, your friend or family member may be attending counselling inside prison and learning skills to better manage their behaviour. Sometimes visits can be a good chance for you and your friend or family member to talk about their new skills and goals.

Prisoners who have positive and supportive visits with friends or family members during their time inside are more likely to be successful when they leave prison. This is usually because they have kept the important relationships they need to do well when they're back in the community. Having strong connections with family and community means that people will have a lower chance of re-offending after they leave prison.

Some people choose not to visit their friend or family member in prison because it is unwise or unsafe. People who are co-accused or barred for another reason from contacting a prisoner should not try to visit. If your friend or family member in prison has been abusive towards you or your child, think about which options might make you and your child as safe as possible. Some people find it too stressful or sad to visit, so they use other ways to stay in touch, like writing letters or talking on the phone.

How do prison visits work?

Prisoners are usually allowed to have visits from their family members and some friends. However, visitors must follow some rules and conditions. The rules of each prison are listed later in this booklet. It is always important to **call ahead to the prison before your visit**. On the day that you are planning to visit, call ahead again to make sure that the prison is not "locked down" that day. You do not want to show up and not be able to get inside.

Every visitor to a federal prison must be approved **before** they can visit. Every visitor must complete the 'visitor request process' to get approval for the visit. This takes about two

weeks. For all federal prisons, you must call ahead at least 48 hours to book a visit, depending on the prison. For provincial prisons, some ask you to book before your visit and others allow visitors to just show up during the visiting hours. Check the information about each prison later in this booklet.

In general, visits are held for 20-30 minutes in provincial prisons and for longer times in federal prisons (sometimes up to the whole day). Visits with prisoners are either open or closed. Open visits generally mean that you will be sitting at a table with your friend or family member and you may be able to briefly have physical contact (i.e. a hug or a kiss), if you want to. If you are having an open visit, then the prison has already sent you information about the visiting rules. If you are not sure about what is allowed **always ask the staff first**. That way, you won't risk your visit being cut short.

Closed visits mean that you will see your friend or family member behind glass. Visiting someone this way means that you will go into a room where there is a large window and your friend or family member will be on the other side. There are usually stools for you both to sit on and often you will talk through a telephone. You may be in a large room with many other visitors or in a private booth.

Visits in federal prisons are almost all open visits, unless the prison decides there is a security or safety risk. Visits in provincial remand settings are almost always closed visits. Remand means that the person has not been convicted or sentenced for the crime they are charged with. Visits in a provincially sentenced setting are often open visits, but this depends on the prison.

Federal prisons offer Private Family Visits (PFVs) which are held in a separate building that looks more like a house. These visits usually last for up to 3 days. Arranging PFVs takes time and depends on the prisoner's status. Only some people are eligible to have PFVs, such as partners, parents, children and siblings. The staff interview and approve the visitors ahead of time for PFVs. More information about PFVs can be found in the documents that the prison sent you.

What items should I bring and not bring to a visit?

Every prison has different rules about the items that you must bring with you to a visit, and the items you must never bring. Check out the information for each prison, later in this booklet.

As a rule, you **must** bring government-issued photo identification (ID) to a prison visit. Passports from other countries can be used as ID. It is usually a good idea to bring 2-3

pieces of ID to every visit, just in case and ensure that your current address is included on at least one piece of ID. If you are not sure about whether your ID will be accepted, call and ask. Be prepared that there might be a long wait before your visit begins.

There are some items that you are not allowed to bring into the visiting area. Most, but not all, prisons offer lockers in the waiting area where you can leave those items. For example, most prisons don't allow keys, cell phones, SIM cards, cameras or other electronics into the visiting area, so leave these in a locker. All prisons are scent-free. This means that you may be turned away for wearing strong perfume, cologne, or body spray.

There is also a list of items called "contraband" or unauthorized items. These items must never be brought into a prison. Contraband items include:

- Illegal drugs
- Cigarettes or any tobacco products (smoking has been banned at all provincial prisons since 2001 and all federal prisons since 2008. This means that no prisoners are allowed to smoke).
- Alcohol
- Medications
- Any objects that the staff might think are weapons
- Money over allowed limit

It is very important not to have any contraband items with you when you visit a prison. You will probably be caught with these items and could face criminal charges. Anyone who asks you to bring contraband items into a prison is asking you to put yourself at serious risk. If your friend or family member in prison is caught with a contraband item, they can face charges and a longer sentence.

Please protect yourself and your friend or family member inside - never bring contraband into a prison.

What should I expect in terms of security, drug testing and searches?

Every single time you visit a prison, you will face some sort of security check. The way that these checks are done is different in every prison. It's important to be prepared for the requirements of the prison you visit. Here are some reasons that you might be turned away:

- if you don't meet the requirements. For example, if you don't bring proper photo ID
- if you try to bring contraband items inside
- if staff suspect that you are under the influence of drugs or alcohol

Remember that you can be turned away simply if a staff member has concerns about you.

It is important to make sure that you have no traces of drugs on your body or clothes. Make sure that you have changed into fresh clothes, especially if you have been around people using drugs. Also consider wiping your ID and glasses with rubbing alcohol. Many people use alcohol or sanitizer on their hands before going into a prison because handling money can leave tiny traces of drugs, which can be found by the prison's ion scanner.

All federal prisons have security equipment. Provincial prisons tend to have just a metal detector. These are the types of security equipment you might face:

Ion scanners

Most federal prisons have ion scanners. This machine tests for very small traces of drugs. Even tiny traces of drugs, smaller than what you can smell or see, can be picked up by this machine. You will be asked to give a staff member your glasses, necklace or other object. The staff member will rub the item with a piece of cloth and then put the cloth into the scanner, and give your item back to you.

If there is a positive "hit" by the ion scanner (meaning that the machine says it has



detected drugs), then the staff will probably turn you away. There are also other options. The staff may offer you a closed visit instead, they may ask you to agree to a strip search (read more about this below) or they may call the police. Some people have told us about getting a positive 'hit' even when they have not used or held any drugs.

Metal detectors

You will probably be asked to walk through a metal detector. Your bag will also be put through the machine. You may also be "wanded" by one of the staff with a hand-held metal detector.

Passive dog

Many institutions have passive dogs who will walk past lines of visitors and sniff them. These dogs are trained to sniff for drugs and have very sensitive noses. The passive dogs are highly trained. They won't bite anyone, but they will point, jump up on a person or bark if they detect drugs. Please do not try to pet the dog and do not let your children pet the dog.

Frisk search

If the prison staff think that you are carrying contraband, they may conduct a "frisk search." This means that they will pat your body over your clothes.

Strip searches

If the prison staff think that you are carrying contraband (for example, if there is a 'hit' by the ion scanner or they suspect you are carrying a weapon), they can ask you to agree to strip search. A strip search means that you will undress and let the staff look at your body, including under your feet, between your buttocks and in your mouth. The strip search must be done by a staff member and staff witness who are the same gender as you. Strip searches are not done on visitors in provincial institutions.

You have **the right to refuse a strip search** and to leave the prison (this is in the Corrections & Conditional Release Act, section 60). However, the staff may call the police. Police can arrest you if they suspect that you are carrying illegal items.

What items can I give to a prisoner and how does canteen work?

Normally, you cannot bring in any items to give to your friend or family member. Some prisons allow items to be sent in by mail and these items will be examined by staff before being given to your friend or family member. In the federal system, there is a process for

prisoners to bring personal items with them inside during their first months. Your friend or family member can tell you how this works. Remember that bringing a picture to show your friend or family member of the people outside who are thinking about them can be just as special as a gift.

Canteen is the system for prisoners to store money and purchase items, like extra snacks, treats or better toiletries. Every prison has different rules about visitors giving money to their friend or family member's canteen account and there is usually a limit in provincial institutions on the amount that can be in a person's canteen. Some prisons will only accept cash, but others will only accept cheques, bank drafts or money orders. Check the information about each prison later in this booklet. If you want to add cash to someone's account, you will have to bring **exact change**. Remember not to give more money than you can afford.

How can I visit a friend or family member in prison in the least expensive way?

It can be very expensive to visit a friend or family member in prison. It costs money to travel, take time off work and to stay over at a hotel if the prison is far from home. Several John Howard Societies offer low cost transportation services.

John Howard Society of Hamilton, Burlington & Area provides a low cost transportation service twice per month for visitors to the federal institutions including Warkworth, Millhaven, Bath, Kingston Penitentiary, Collins Bay, Frontenac, Joyceville and Pittsburg. Operated primarily by volunteers, the program allows for direct family contact which would not ordinarily be possible for most families due to financial difficulties or lack of reliable transportation. For more information about the transportation program or to schedule travel to an institution, please contact **(905) 522 4446**.

The John Howard Society of London offers transportation to Kingston area institutions approximately every 4-6 weeks. To learn more about this program, contact the following number: **(519) 438-4168**.

For low cost transportation to correctional institutions in Southern Ontario from the Toronto area, contact F.E.A.T at **(416) 505-5333**.

Transportation can be cheaper if you take the bus. Here is a list of transit companies that run in Ontario:

About Town Bus Lines 1-877-663-2244

Can-Ar 1-800-387-7097

Caribou Coach 1-807-345-2194 (Thunder Bay) or 1-807-274-5301 (Fort Frances)

Coach Canada 1-800-461-7661 or canada-info@coachcanada.com

GOTransit 1-888-438-6646 or TTY phone: 1-800-387-3652

Greyhound 1-800-661-8747 or TTY phone: 1-800-397-7870

Kingston Transit 613-547-4916

Northland Bus 1-800-363-7512 ext. 0, or info@ontarionorthland.ca

Toronto Transit Commission 416-393-4636 or TTY phone: 416-481-2523

VIA Train 1-888-842-7245 or TTY phone: 1-800-268-9503

It can be expensive to stay near the prison overnight. Here are some less-expensive places to stay in Kingston:

Days Inn 1-800-329-7466

Holiday Inn 1-877-660-8550

Radisson 1-800-333-3333

Super 8 1-888-561-7666

Howard Johnson 1-800-446-4656

Should I tell my child that their parent is in prison? Should I bring my child to a prison visit? How should I prepare my child?

These are really tough questions. The answers will be different for everyone. The most important question to ask yourself is: “what is best for my child?”

Many people struggle over what to tell a child when their parent goes to prison. Some people choose to not tell kids that their parent is in prison and others choose to tell them. People who do research in this area suggest that **it is usually better to tell kids the truth**, in a sensitive way. If you do, your child may have lots of questions or fears. They may ask questions right away or later on. Try to take the time to answer their questions, comfort them and ease their fears and worries.

If you are planning to bring your child to visit a parent in prison, it can be a good idea to visit on your own at least once first. Then you can decide what’s best for your child and how to prepare them. Be aware that different prisons have different rules about children visiting. Check out the information later in this booklet. Children must always be accompanied by an adult over eighteen years of age at a prison.

If your children are not visiting, you may find other ways that they can stay in contact with their family member in prison. For example, they can have telephone calls and send drawings or photos in the mail. Your friend or family member can ask the prison social worker to arrange longer phone calls on your child's birthdays or on holidays.

If you decide to bring your child to a visit, it is really important to prepare them. Here are some tips:

- The drive and the wait can be long. Talk to them beforehand about the wait. Bring books, toys and snacks to keep them busy.
- Children can find the security process scary. Prepare them for the metal detector, ion scanner and drug dogs. Explain to them clearly what it looks like and how it will feel. Make sure to tell them that these checks are not dangerous and won't hurt. Tell them that they should not pet the working dog but that the dog will not bite them.
- It can be a shock for a child to see their parent in a prison outfit and behind glass. Talk to them about what they will see and reassure them.
- After the visit, **ask your child how they are feeling**. Talk to them about the visit and any worries they might have. Often kids can be worried about things that seem silly to us, and not tell us that they are worried. Make sure to tell your child that whatever they feel is okay. Your child may cry, or stay quiet or even laugh.

When children are worried about their parents, they can often **feel responsible** and may **want to try to make things better**. Children may engage in **"disaster thinking"**. This means that they worry about the worst possible situation. The most important thing you can do is to comfort your child. Tell your child that their parent is safe and that it is not their job to make things better. Try to be careful not to give them responsibility for making you or the person in prison feel better. This might mean asking your kids at every visit whether they feel like going that day.

Children will watch your reactions carefully, so it is really important to show them that they can trust you to cope. This doesn't mean that you can't cry or be upset in front of your kids. It just means that if you are upset, talk to them about how you are feeling and how they are feeling.

Watch for **signs of distress** in your child. These signs will depend on their age. Signs may include: sleeping a lot less or more than before, becoming very 'clingy' and dependent, misbehaving, or being very worried, fearful or obsessed about the source of stress. If you are worried about your child's well-being or about how to handle this difficult situation, consider calling your local **children mental health centre**. Look for local services in the phone book or call 211. Also, try **talking to your child's teacher**.

The incarceration of a loved one can be very overwhelming and challenging for a child.

Sesame Street has developed helpful interactive videos for children with an incarcerated parent and toolkits for their caregivers, which can be viewed online <http://www.sesamestreet.org/parents/topicsandactivities/toolkits/incarceration>

I can't visit my friend or family member in prison. How can I stay in touch?

There are lots of reasons why someone may not be able to visit a friend or family member in prison. Fortunately, there are other ways to stay in touch.

Try sending letters and pictures to your friend or family member inside. Letters from the people we care about can help us through tough times. Many people find that writing down their thoughts and feelings can be really helpful. Be aware that all letters that come in and go out of prisons will be opened by staff. Some prisons allow you to send in gifts, which will be inspected. Most prisons only allow you to send paper and photos. Call the prison to ask about their rules. **Never send any contraband item into a prison.** If you send contraband to your family member or friend inside they could be disciplined or charged.



Speaking on the phone is another great way to stay in touch. People in prison can call you, but only at certain times. In federal prisons, prisoners have calling cards that they can use to call you. In provincial prisons, prisoners can only call you collect. This can be very expensive, so people often keep calls short. If there is a family emergency, your friend or family member may be able to ask the prison social worker, chaplain or parole officer to arrange for a longer call.

I'm concerned about how someone is being treated inside. What can I do?

If you are concerned, you can take action or make a complaint:

- If your family member or friend is in the federal system, call the Office of the Correctional Investigator: **1-877-885-8848** or go to **www.oci-bec.gc.ca**
- If your family member or friend is in the provincial system, call the Ontario Ombudsman: **1-800-263-1830** or go to **www.ombudsman.on.ca**
- Call the lawyer of your family member or friend
- Call your local John Howard Society affiliate. Find the contact information for the closest Affiliate to you here: **<http://johnhoward.on.ca/services/local.html>**
- Call your local MP or MPP (look them up in the yellow pages or online)

What can I do to take care of myself after a visit?

Some people find it really upsetting, sad or stressful when they visit a friend or family member in prison. People do different things to take care of themselves. Here are some ideas:

- Talk to a friend or family member that you trust. Try asking them to give you some of their time.
- Check out the supportive services that exist in your community. You can call 211 for free or check the phone book. Look for women's centres, community health centres or community centres. These places often have social workers or community mental health workers on staff. You can make an appointment to talk to these workers about how you are feeling. Talking to a worker doesn't mean there's anything wrong with you. It only means that you are going through a tough time and you could use some professional advice.
- Try talking to people at your place of worship or a group or club you belong to. You might find support in surprising places.

Some people find it hard or embarrassing to talk about their family member or friend being

in prison. Sometimes, people feel that they face a lot of stigma. But many people find there is support available in their community, if you just ask.

What Aboriginal cultural services are available to my friend or family member inside?

Correctional institutions have special responsibilities to prisoners who self-identify as Aboriginal. In almost every prison, there is a Native Inmate Liaison Officer (“NULO worker”). Many prisons have Native Elders who visit with prisoners. There may be Aboriginal programming available. Many prisons arrange sweats and allow sage to be used for smudging. However, don’t attempt to send or bring medicines to a prisoner.

Native communities, bands and cultural centres provide an important source of support and information for some. If you or your friend or family member inside identify as Aboriginal, look in the phone book or call 211 for supports that are culturally-specific.


I have a disability or special need, how will this affect my visit?

Many situations can make visiting a friend or family member in prison a challenge. If you have any special needs, check out the information about each later in this booklet. Make sure to **call the prison ahead of your visit**. The following are some tips:

- No interpreters are available. If language is a concern, try bringing a helper who speaks English. Also try writing the prisoner’s name and date of birth on a piece of paper to give to the staff at the reception desk.
- If you are Deaf, it might be useful to write your friend or family member’s name and date of birth on a piece of paper and bring it along.
- If you are hard of hearing, be aware that most closed visit areas use telephones that do not let you adjust the volume. Call ahead to ask the prison how your visit can be accommodated.
- If you have mobility issues or other physical disabilities, check out the information about each prison later in this booklet. There is information about access and accessible bathrooms. Call ahead to ask the prison how your visit can be accommodated.
- If you have visual impairments, call ahead to ask the prison how your visit can be accommodated.
- In general, it is often useful to bring a ‘helper’ or friend along if accessibility is an issue.

Who else can help me?

There are organization all over Ontario that help people. Here are some that you might find useful:













- The **Canadian Families and Corrections Network (CFCN)**. This charity provides a bilingual, toll free information and referral service for family members affected by criminal behaviour, incarceration and family reintegration (English: 1-888-371-2326; French 1-877-875-1285). Free information packages on family relationships during incarceration are available through its Visitor Resource Centre volunteers in the visiting areas of many federal prisons in Ontario, by email at national@cfcn-rcafd.org or by calling their toll free information service. Many of its print resources are available as a free download at www.cfcn-rcafd.org
 - The **John Howard Society** has offices throughout Ontario. John Howard Society offices provide services and support to people who are at risk of becoming involved in the criminal justice system, and those who are already involved. Many offices also offer supports for families of prisoners. Check out www.johnhoward.on.ca to find out where your local branch is, or call the Ontario office: **416-408-4282**
 - The **Elizabeth Fry Society**. This organization assists criminalized or imprisoned women. Find your local Elizabeth Fry Society by looking in the phone book or checking out www.elizabethfry.ca/esocieties.php
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Prison directory and visitor information

This information is current as of July 2014. Please make sure to always **call ahead** to the prison before visiting, to ensure that the information you have is correct. Visiting hours are subject to change. Always call ahead in case of changes or lockdowns.

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Legend

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|  | The icon shows how many pieces of government-issued photo ID that adults need to show at visits. Generally, it's best to bring as many pieces of government ID as possible. Call ahead to speak to someone if you think there will be a problem. |
|  | This icon shows that lockers are available to keep your personal belongings when visiting and shows how much they cost. Some require a deposit that you will get back when you return the key. Prisons without this icon do not offer lockers. |
|  | These icons show whether the visiting area is wheelchair accessible. |
|  | Some prisons are wheelchair accessible in the visiting area, but not in the washroom. This icon shows that the washroom is not wheelchair accessible. |
|  | This icon shows whether there is a bathroom available to visitors. |
|  | This icon shows whether there is a baby change table for visitors. |
|  | This icon shows there are toys for children in the visiting area. |
|  | This icon shows that visits are <u>not</u> offered on Statutory Holidays. This may include: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Monday, Christmas and Boxing Day. |
|  | This icon shows that all visitors will pass through security measures, including a metal detector, ion scanner and/or drug detection dogs. |
|  | In all prisons you must turn off or not bring electronics into the visiting area. This includes cell phones, cameras, ipods, mp3 players, laptops, and video games. |
|  | This icon shows that Private Family Visits are available. Read more about Private Family Visits on page #7 . |
|  | This icon shows that you are allowed to bring coins into the visiting area for the vending machine. Paper money is not allowed. Amount of change allowed varies by prison. |

Provincial Institutions

This information is current as of July 2014. Please make sure to always call ahead to the prison before visiting, to ensure that the information you have is correct and to check for changes or lockdowns.

Algoma Treatment and Remand Centre

- **Address** 800 Great Northern Rd. Sault Ste Marie ON, P6A 5K7
- **Phone Number** 705-946-0995
- **Directions/transit** From the bus terminal at Dennis St. and Queen St East, take the Route 6 Cedar Heights city bus. It departs once every hour and costs \$2/person each way.
- **Visiting Hours** Females 1:00-3:00pm, 7:30-8:30pm (daily), Males 2:00-4:00pm, 6:30-7:30pm (daily). Same visiting times for people in remand and those that are sentenced.
- **Visiting Details** Remanded prisoners are allowed two visits a week; sentenced prisoners are allowed two visits a week. Visiting times do not change on holidays.
- **Other Information** Visitors can bring cash or money order for canteen.



Brantford Jail

- **Address** 105 Market St. Brantford ON, N3T 6A9
- **Phone Number** 519-752-6578 (extension 223 for correctional centre)
- **Directions/transit** From the VIA rail station, take the city bus 4A or 4C (departs every 30 minutes), during the weekday, or the city bus 13 or 15 (departs every hour) during the evenings and on Sunday.
- **Visiting Hours** 1:00-4:00pm (daily) and 6:00-8:00pm (every day except Wednesday).
- **Visiting Details** 2 visitors are allowed at a time. Prisoners can have 2 visits a week. Visits are 20 minutes long. Same rules apply for remand and sentenced prisoners. Please arrive early as visits work on a first come, first served basis.
- **Security** All adults need to bring two pieces of government-issued photo ID, and a third government issued piece that does not need to have a photo. All visiting areas are observed by camera surveillance.
- **Other Information** Visitors are allowed to bring personal belongings into visiting room as there are no lockers outside.



Brockville Jail

- **Address** 10 Wall St, Brockville ON, K6V 4R9
- **Phone Number** 613-341-2870 (extension 2 for visitor information)
- **Directions/transit** Coach Canada offers buses from various cities. To check the schedule call 1-800-461-7661. VIA Rail offers trains from several towns. Both buses and trains arrive at the Train Station at 141 Perth St. From there, the Jail is a 10 minute walk or you can take a taxi. If walking, head south on Perth St. Turn left onto Brock St and then right at William St. Turn left at Court House Square and the Jail will be on your left side.
- **Visiting Hours** 7 days/week, 9:00-11:00am, 2:00-4:00pm.
- **Visiting Details** Prisoners are allowed a 20 minute visit, possibly more if there is no one else waiting to visit.
- **Other Information** Visitors are allowed to bring personal belongings into visiting room. They can bring up to \$75 in cash for canteen.



Central East Correctional Centre

- **Address** 541 HWY 36, Box 4500 Lindsay ON, K9V 4S6
- **Phone Number** 705-328-6000
- **Directions/transit** To get to Lindsay, take a Can-Ar bus that will take you to the Lindsay Inn. From there, take the Green Route Bus and get off at Mount Hope street and walk north for approximately seven minutes and the Correctional Centre is on the left. The bus runs Mon - Sat, 7:00 am-7:00 pm and stops at Mount Hope Rd once an hour.
- **Visiting Hours** Depends on the prisoner. Call ahead (on the day of the visit) to find out visiting hours for your friend or family member.
- **Visiting Details** Prisoners are allowed two 30 minute visits/week, with a maximum of 2 adults.
- **Other Information** Visitors are allowed to bring money for canteen fund. Some staff can speak French, Spanish, and other languages.



Central North Correctional Centre

- **Address** 1501 Fuller Ave. Penetanguishene ON, L9M 2H4
- **Phone Number** 705-549-9470
- **Directions/transit** Greyhound no longer offers a bus to Midland.
- **Visiting Hours** All visits must be pre-booked 24 hours in advance. Monday to Friday 5:00

-7:00pm, Sat, Sun and Holidays 10:00am-12:00pm, 1:00-3:00pm, 5:00-7:00 pm.

- **Visiting Details** Visitors must reserve in advance by calling the number above and extension 3124, between 8:00am-4:00pm Monday to Friday. Each prisoner is allowed 2 visits a week and 2 visitors per visit. Visits are 20 minutes long if in remand, 40 minutes long if sentenced.
- **Security** Visitors must pass through a metal detector.
- **Other Information** All belongings must be left in lockers outside of visiting room. Staff can arrange for French assistance.



Chatham Jail

- **Address** 17 Seventh St., Chatham ON, N7M 4J9
- **Phone number:** 519-352-0150 (visiting hours press 1)
- **Directions/transit** Take a Greyhound bus to Chatham. From the bus station you can take a taxi or walk southwest on Grand Ave toward Michener Rd (approximately 2 minutes). From there catch the city bus #2. Transfer to bus #3 and ask the driver for the nearest stop to the Jail (which is at Stanley and Adelaide).
- **Visiting Hours** General Population: Monday to Wednesday, Friday & Saturday 9:15-11:15am and 5:15-7:15pm. Sunday: 9:15-11:15am.
Protective Custody: Tuesday & Thursday: 9:15-11:15am, 5:15-7:15pm, Sunday 5:15-7:15pm.
Kitchen Workers: Wednesday 10:00-10:30am, 5:45-7:15pm, Saturday 6:00-7:15pm, and Sunday 6:00-7:15pm.
Effective immediately money will only be accepted during visiting hours from the visitor for the prisoner that they are visiting. Visits are 20 minutes in length. No visits will commence 15 minutes prior to the end of visiting hours.
- **Visiting Details** Prisoners are allowed 2 visits per week, and can request 1 extra visit/month. Typically allowed 1 additional visit during last week of December. Visitors must arrive before 10:50 am or 6:50 pm (to ensure each visit is a minimum of 20 minutes). Please arrive early as visits work on a first come, first served basis.
- **Other Information** Visitors are allowed to bring belongings into visiting area as no lockers are available. Four prisoners can have visitors at a time. French-speaking staff available.



Elgin Middlesex Detention Centre

- **Address** 711 Exeter Rd. London ON, N6E 1L3
- **Phone Number** 519-686-1922
- **Directions/transit** Take a Greyhound bus or VIA train to London. Between the bus and train station is Richmond St. Wait at the corner of Richmond and York for bus #4B [Oxford East] Southbound. During the day, the bus runs every 15 minutes. After approximately 40 minutes, get off at Exeter Rd. and Sholto Dr. Walk east along Exeter for 3 minutes and the Detention Centre will be on your right.
- **Visiting Hours** General male population has visits every day 2:00-2:40pm and 3:00-3:40pm, as well as Wednesday, Saturday and Sunday 5:30-6:10pm. Protective Custody prisoners: every day 9:00-9:40am and 10:00-10:40am. Institution workers: Friday and Saturday 12:45-1:45pm, Tuesday & Thursday 5:30-6:30 pm. Women prisoners: Monday, Tuesday, Wednesday, Thursday & Sunday 1:00pm-1:40pm, Monday & Friday 5:30-6:40pm. Special Needs Unit: Daily 11:30-12:00pm and 4:30-5:00pm. All Other 'Keep Separate': Daily 12:00-12:30pm and 5:00-5:30pm.
- **Visiting Details** No visits are allowed to start in the last fifteen minutes of a visiting session. 3 visitors are allowed, including children accompanied by an adult over 18. Visits are 20 minutes long. Visitors will be required to make advanced appointments for visiting, no later than 5:00 pm the day previous to the requested visit date. Appointments will not be accepted for the same day as the request (No walk-ins permitted). Each prisoner is allowed 2 visits/week. Holidays count as normal visiting days. Please arrive at least 20 minutes prior to the visit appointment.
- **Security** All visitors need one piece of government-issued photo ID, or 3 government issued non-photo ID. Visitors must pass through a Metal Detector.
- **Other Information** No change table, but there is a counter in the washroom that could work. All money for canteen must be brought during visits. Canteen money must be in cash, not cheques or money orders, with a maximum of \$100.



Fort Frances Jail

- **Address** 310 Nelson St., Fort Frances ON, P9A 1B1
- **Phone Number** 807-274-7708
- **Directions/transit** The Jail is located close to the US Border, two blocks south of Scott St, on Nelson St. between Portage Ave. and Victoria Ave N. If you don't have a car, you can use a taxi: North Air Taxi at 1-807-274-5301 or 1-800-465-7761
- **Visiting Hours** 7 days/week 1:30-2:30pm, 7:00-8:30pm.
- **Visiting Details** Prisoners are allowed a 20-30 minute visit.

- **Security** Prisoner can request a private visit ahead of time (still no contact) though this can't be guaranteed.
- **Other Information** Visitors can bring cash for canteen, but no cheques or money orders.



Hamilton Wentworth Detention Centre

- **Address** 165 Barton St. E., Hamilton ON, L8L 2W6
- **Phone Number** 905-523-8800
- **Directions/transit** Take the GO Bus or GO Train to the Hamilton GO Centre. From there, take the Hamilton City bus line 2 [Barton] Eastbound. Exit at Barton and Elgin Street. The Centre is on the north side of Barton St.
- **Visiting Hours** 7 days a week from: 9:00-10:30am, 1:00-3:30pm, 6:00-7:15pm. You will need to call to find out which day and time your loved one is permitted visits.
- **Visiting Details** Last visitors are allowed in 30 minutes before the end of the visiting hours. Each prisoner is allowed 2 visits a week, each 20 minutes long. (Extra visits on Dec 25th and Jan 1st). Two people are allowed at a visit. One baby that is carried can also come without counting as one of the two people.
- **Security** Visitors must pass through metal detector.
- **Other Information** Visitors cannot bring any personal items to visiting room.



Kenora Jail

- **Address** 1430 River St. Kenora ON, P9N 1K5
- **Phone Number** 807-468-2871
- **Directions/transit** No transportation program. There is a Greyhound bus stop in Kenora close to Jail. The bus depot is at 1350 Highway 17 E, Kenora. If you walk several minutes east along Highway 17 once you leave the bus depot, you will see River St. and the Kenora Jail.
- **Visiting Hours** All visiting hours are in effect 7 days/week. General Male Population: 1:00-2:30pm. Protective Custody: 2:30-3:30pm. Female population: 3:30-4:30pm.
- **Visiting Details** Each prisoner is allowed 2 visits a week, each 20 minutes long. Visitors can call the jail and to speak with the I.C. ("In Charge") to request extra visits in a week. Please arrive early as visits work on a first come, first served basis.
- **Other Information** Visitors can bring up to \$60 in cash or money order for canteen (no coins). Visitors are allowed to bring personal belongings in visiting room.



Maplehurst Correctional Complex

- **Address** 661 Martin St. Box 10, Milton ON, L9T 2Y3 (beside the Vanier Centre for Women)
- **Phone Number** 905-878-8141
- **Directions/transit** Take the GO Bus or GO Train to Milton Station, from there you can take a taxi or bus. The bus costs \$3.00/person: take the #1 city bus [Woodward/Maple] and stop at the corner of Martin St. and Market Dr.
- **Visiting Hours** All visiting hours are every day of the week, every day of the year (including weekends and holidays). General population in remand units 8, 9, 10, and 11 from 1:30-3:30pm and 5:30-7:30pm. Segregation prisoners from 1:30-3:30pm and 5:30-7:30pm. Protective custody prisoners from 9:00-11:00am and 5:30-7:30pm. Sentenced prisoners on units 5, 6, and 7 from 5:30-6:10pm and 6:30-7:10pm.
- **Visiting Details** Remand population receive two 20 minute visits/week. Sentenced prisoners receive two 40 minute visits per week. No visits will be processed within the last half hour of each visiting period for remanded prisoners as there is insufficient time for visitors to get booked in, arrive at the unit and complete their visit before the visiting timeframe. As such, visitors are asked to try to register early at the desk and arrive 30 minutes before end of visiting times in order to allow for the booking in process to take place. For sentenced prisoners, visitors should be booked in by 5:20 pm for the first visiting period and 6:20 pm for the second visiting period. Maximum 2 visitors (not counting infants) per prisoner permitted. Remanded prisoners are not permitted physical con-

tact during visits. Sentenced prisoners from the Correctional Centre are allowed open visits.

- **Security** All visitors must pass through a Metal Detector.
- **Other Information** Visitors are not allowed to bring any personal items with them into the visiting area. Lockers are available in lobby and visitors must leave car/house keys with staff to get a key for a locker. Visitors can bring cash or money order for deposit into prisoner's canteen.



Monteith Correctional Centre

- **Address** Junction Hwys 11 & 577, PO Box 90, Monteith ON, P0K 1P0
- **Phone Number** 705-232-4092
- **Directions/transit** There are no transportation programs available for visitors. The nearest bus stop is in Matheson which is a 15 minute drive away, after which you can take a taxi to the Jail.
- **Visiting Hours** All visiting hours are every day of the week, every day of the year (including weekends and holidays), except for lockdowns. General population prisoners from 1:30-3:30pm. Protective custody population from 9:30-10:45am.
- **Visiting Details** Prisoners are allowed a maximum of 2 visitors (children count as visitors). Children under 16 years must be accompanied by an adult. Visits are 20 minutes. Remand prisoners are allowed 2 visits/week, Sentenced prisoners are allowed 1 visit/week. Please arrive early as visits work on a first come, first served basis. Minimum security prisoners in dorms are allowed physical contact, with a guard present in room. Prisoners in main jail have no physical contact.
- **Other Information** Visitors must leave personal belongings in lockers outside of visiting room. Visitors can bring cash or money order for canteen and letters for prisoners. Any other gifts will be held for prisoner until he is released. It is recommended that visitors only bring gifts that the prisoner would need immediately upon being released.



Niagara Detention Centre

- **Address** Hwy 58, 1355 Uppers Lane, Box 1050, Thorold ON, L2V 4A6
- **Phone Number** 905-227-6321
- **Directions/transit** The 22 Thorold South Bus runs Monday-Saturday during the day and stops on the main street approximately 2 minute walk away. Please note this bus route requires you to pay a double fare.

- **Visiting Hours** General population - Monday: 9:30am-11:00am, Tuesday: 9:30am-11:00am, 6:00pm-8:00pm, Wednesday: 6:00pm-8:00pm, Thursday: 9:30am-11:00am, Friday: 9:30am-11:00am, Saturday: 9:30am-11:00am, Sunday: 6:00pm-8:00pm. Protective custody - Monday: 6:00pm-8:00pm, Wednesday: 9:30am-11:00am, Thursday: 6:00pm-8:00pm, Saturday: 6:00pm-8:00pm, Sunday: 9:30am-11:00am.
- **Visiting Details** Prisoners are allowed two 20 minute long visits a week with a maximum of two adults. Additional visits are allowed during the last two weeks of December. Please arrive early as visits work on a first come, first served basis.
- **Other Information** Visitors must leave all personal belongings outside of visiting room. Visitors can bring up to \$100 in cash for canteen between 9 am—4 pm. Private visits are only allowed for prisoners who have special conditions (i.e. solitary confinement).



North Bay Jail

- **Address** 2550 Trout Lake Rd. North Bay ON, P1B 7S7
- **Phone Number** 705-472-8115
- **Directions/transit** Take the Northland Bus to North Bay. From the bus depot, take bus 5E [Graniteville]. The bus leaves every half hour. After approximately 10 minutes, get off at the stop on Trout Lake Rd. directly in front of the Jail. Please note that on weekends, the time frame of the bus route is shorter, so check with bus company. Most, but not all of the buses are accessible.
- **Visiting Hours** Constant watch prisoners: 9:00-9:30am, Segregation prisoners: 9:30-10:00am, Kitchen work prisoners: 10:00-10:30am, Female prisoners: 10:30-11:30am, Protective custody: 1:00-2:30pm, General Population: 2:30-4:00pm.
- **Visiting Details** Prisoners are allowed two 20 minute long visits a week, with a maximum of 2 adult visitors. Please arrive early as visits work on a first come, first served basis. Visitors and prisoners can request additional visits, but these are not guaranteed.
- **Other Information** Visitors must leave all personal belongings in car or in lockers that are provided for free. Visitors can only bring money for canteen during scheduled visiting time.



Ontario Correctional Institute (OCI)

- **Address** 109 McLaughlin Rd. S. Brampton ON, L6Y 2C8
- **Phone Number** 905-457-7050
- **Directions/transit** From the Brampton GO Train Station, take a four minute taxi ride.

Alternatively, take Bus route 1[*A] direction west from the downtown terminal. Get off at Queen St. W. Walk to the stop at McLaughlin Rd N. and take Bus route 3 [*AV] southbound and get off at McLaughlin Rd S, which is in front of OCI.

- **Visiting Hours** Saturday and Sunday: 1:00-4:00pm, Monday, Tuesday, and Friday: 7:00-9:00pm.
- **Visiting Details** Prisoners are allowed 2 one hour visits a week, with a maximum of 2 adult visitors. Visitors must call to reserve a time. Staff try to reach visitors if visiting hours are cancelled, but cannot guarantee they can reach all people, so call on the day of to confirm. Visits are open.
- **Other Information** Visitors cannot bring any personal belongings into visiting area. Visitors can bring any amount of cash or money order for the canteen. Visitors can bring letters, which will first go through security. There is a baby change table in the wash-room.



Ottawa-Carleton Detention Centre (OCDC)

- **Address** 2244 Innes Rd., Ottawa ON, K1B 4C4
- **Phone Number** 613-824-6080
- **Directions/transit** There are several buses and trains available to get to OCDC. From the Bus Depot (at 265 Catherine St) walk for four minutes to the bus stop at Chamberlain and Kent. Take Bus route 101 direction OrLéans. Get off at station Lees 1A. From there take Bus route 94 direction Millennium. Get off at Innes/Innes Bypass. Walk east along Innes Rd. for one minute until you reach the Detention Centre.
- **Visiting Hours** Monday to Friday from 8:00am-12:00pm & 1:00-3:30pm. Visitors must be on the official offender visiting list.
- **Visiting Details** Prisoners are allowed two 20 minute long visits a week with a maximum of two adults each visit. Please arrive early as visits work on a first come, first served basis.
- **Other Information** Visitors must leave all personal belongings outside of visiting room. Visitors can bring a maximum of \$300 in cash only for canteen and must deposit before visit.



Quinte Detention Centre

- **Address** 89 Richmond Blvd. Napanee ON, K7R 3S1
- **Phone Number** 613-354-9701

- **Directions/transit** There is one train a day from the Toronto–Ottawa line to Napanee. Coach Canada offers a bus to Napanee from the Pearson Toronto Airport. Upon arrival to Napanee, there are no city buses, so visitors must take a taxi to the Centre.
- **Visiting Hours** Different for each prisoner. Visitors can call ahead to ask about a prisoner.
- **Visiting Details** All prisoners are allowed two 30 minute long visits a week with a maximum of two adults each visit. Please arrive early as visits work on a first come, first served basis.
- **Other Information** Visitors must leave all personal belongings outside of visiting room. Visitors can bring cash for canteen, but prisoners are only allowed a maximum of \$120.00 in their account, so please call ahead to find out how much you can bring.



St. Lawrence Valley Correctional & Treatment Centre

- **Address** 1804 Hwy 2 E., Brockville ON, K6V 5T1
- **Phone Number** 613-341-2870
- **Directions/transit** Coach Canada offers buses from several cities. To check the schedule call 1-800-461-7661. VIA Rail offers trains from several towns. Both buses and trains arrive at the Train Station at 141 Perth St. From there, walk south for one minute along Perth St. Wait for the Red Line bus at the corner of Perth and Brock St. The bus will stop directly along King St. in front of the Centre in less than ten minutes.
- **Visiting Hours** Every day of the week, however, visitation is based on pre-authorized requests. Please call the institution to book your visitation.
- **Visiting Details** Prisoners are allowed two hour-long visits a week, with a maximum of two adults. Visitors must reserve visits ahead of time. If visits are not arranged ahead of time, the visit may still be allowed, but they are not guaranteed and the visit would be without physical contact. Visits reserved in advance are allowed physical contact. All open visits are private from other visitors, but still monitored by guards.
- **Security** Visitors must pass through a metal detector and other security measures.
- **Other Information** Visitors can bring cash for canteen (maximum \$500).



Sarnia Jail

- **Address** 700 Christina St. N., Sarnia ON, N7V 3C2
- **Phone Number** 519-337-3261
- **Directions/transit** No transit program, not far from downtown Sarnia, Bus stop out front of Jail.

- **Visiting Hours** General population: 1:00-4:00pm every even day of the week. Protective custody population: 1:00-4:00pm every odd day of the week. Female population: 5:00-6:30pm every odd day of the week. Kitchen workers: 6:00-7:00pm every even day of the week.
- **Visiting Details** Prisoners are allowed two 30 minute visits a week with a maximum of two people each visit. Visitors must reserve visits one day ahead of time, by phone. Remand and Sentenced prisoners have the same visiting rules and times.
- **Other Information** Visitors must leave all personal belongings outside of visiting room. Visitors can bring cash or money order for canteen (no set limit).



Stratford Jail

- **Address** 730 St Andrew St. Stratford ON, N5A 1A3
- **Phone Number** 519-271-2180
- **Directions/transit** From several cities, you can take a Greyhound bus to the bus depot or a VIA train to the train Station. From the bus depot, take a taxi to the Jail. From the train station you can take the Blue Line of the city bus [Downie/Depot] and stop at Erie St. and Ontario St. From there go west on Ontario St one block. Cross Church St and turn left (south). Walk about ten paces, then turn right (west) on St. Andrew St. The jail is about halfway down the block, on the right hand side. Stratford has a very limited Greyhound Bus Service
- **Visiting Hours** General Population: every day of the week, 2:00-4:00pm, Wednesdays extra visit, 5:40-6:30pm. Protective Custody: Sunday to Friday 9:00-11:00am, Saturdays 5:10-6:30pm, Wednesdays extra visit, 5:10-5:40pm.
- **Visiting Details** Prisoners are allowed three 20 minute long visits a week with a maximum of two adults. Please arrive early as visits work on a first come, first served basis.
- **Other Information** Visitors are allowed to bring personal belongings into visiting room, but cannot bring gifts for prisoners. Visitors can bring up to \$50 in cash for canteen.



Sudbury Jail

- **Address** 181 Elm St. West, Sudbury ON, P3C 1T8
- **Phone Number** 705-564-4150
- **Directions/transit** The Greyhound bus station is on the south side of Notre Dame Ave. Walk across the street to the north side of Notre Dame Ave. The city buses arrive every 15 minutes and go directly to the downtown city bus station. Make sure you request a

free transfer when boarding the bus on Notre Dame Ave. Fare is \$2.50, exact change required. At the bus station, take a West End bus to Hartman Street. The West End bus leaves at 15 min. and 45 min. past the hour. The Sudbury Jail is across the street.

- **Visiting Hours** All visiting hours are daily. Visits must be pre-booked a week in advance through the visitation officer between the hours of 8:00am-6:00pm Monday through Friday. Prisoner visits will be carried out according to the following schedule: Females in Segregation: 9:00am-9:30am. Females: 9:30am-10:30am. Protective Custody prisoners in Segregation: 10:30am-11:00am. Protective Custody: 1:00pm-2:30 pm. General Population: 3:00pm-4:30pm. Outside Work Party: 4:30pm-5:00pm. Kitchen Workers: 6:00pm-7:00pm.
- **Visiting Details** Prisoners are allowed two 20 minute long visits a week. Please arrive early as visits work on a first come, first served basis.
- **Other Information** Visitors are allowed personal belongings in visiting room, but no cell phones or cameras. Visitors can bring cash to deposit for canteen.



Thunder Bay Correctional Centre

- **Address** 2351 Hwy 61 S, Box 1900, Thunder Bay ON, P7C 4Y4
- **Phone Number** 807-475-8401
- **Directions/transit** There are several buses, including Greyhound and Caribou Coach you can take to Thunder Bay. From there you must take a taxi (for approximately 22 minutes) as there is no public transit that reaches the Correctional Centre. From the airport, the taxi will be approximately 10 minutes to the Centre.
- **Visiting Hours** Men and Women: 1:00-4:00pm weekdays and 9:00-11:00am on weekends. Two 60 minute long visits/week.
- **Visiting Details** Each female prisoner is allowed two 30 minute long visits/week. All prisoners are allowed two people at a time. Please arrive early as visits work on a first come, first served basis.
- **Other Information** Visitors are allowed to bring personal belongings into visiting room. Visitors can bring money for canteen, cash is preferable, but government issued cheques are also accepted, and the canteen limit is \$120.00.



Thunder Bay District Jail

- **Address (for Jail)** 285 MacDougall St., Thunder Bay ON, P7A 2K6
- **Phone Number** 807-345-7364

- **Directions/transit** There are several buses, including Greyhound and Caribou Coach you can take to get to Thunder Bay. From the Water street terminal, you can take Bus 1 [Mainline] or 7 [Hudson] directly to the Jail. From the airport you can take bus 4 [Neebing Route] and transfer at Frederica St to Bus #1 [Mainline].
- **Visiting Hours** for General Population: Monday ,Wednesday & Friday : 6:00-8:30pm. Protective Custody population: Tuesday, Thursday & Saturday 6:00-8:30pm. Isolated Population: Tuesday through Sunday: 8:30-9:00pm.
- **Visiting Details** Each prisoner is allowed two 30 minute long visits per week. All prisoners are allowed two people at a time. Please arrive early as visits work on a first come, first served basis. Visitors should contact the institution for clarification for each specific prisoner to ensure they can visit.
- **Other Information** Visitors are allowed to bring personal belongings into visiting room. Visitors can bring up to \$200 in cash for canteen. Cheques not accepted.



Toronto Intermittent Centre

The Toronto Intermittent Centre replaced Mimico Correctional Centre in December 2011.

- **Address** 160 Horner Ave. Toronto ON, M8Z 4X8
- **Phone Number** 416-354-4030
- **Directions/transit** Approximately 20 minute walk from the Mimico GO Train Station. Take Bloor Danforth Subway to Islington Station, then TTC Bus 110 A to Horner Ave. (Bus is accessible and has place for bicycle). Please note that if you need a wheelchair accessible route, get off the subway at Kipling Station instead of Islington.
- **Visiting Hours** Intermittent prisoners are not allowed visits. Private visits are only available for lawyers and other professionals. Interpreters may be available; please call ahead to make the necessary arrangements.



Toronto East Detention Centre

- **Address** 55 Civic Rd. Scarborough ON, M1L 2K9
- **Phone Number** 416-750-3513
- **Directions/transit** Take the Stouffville GO Train or the Bloor-Danforth subway to Kennedy Station. Go to Bus Platforms and take the 34C westbound along Eglinton Road. Get off at Thermos Road and cross at the lights heading towards the Royal Bank. Cross the street and walk one block, then take a light right and the Detention Centre will be in

front of you. Enter on the left doorway entrance. Alternatively, you can walk from Kennedy Station in approximately 20 minutes.

- **Visiting Hours** Daily 9:00-10:30am, 1:00-3:30pm.
- **Visiting Details** Prisoners are allowed two 20 minute long visits a week with a maximum of two people. Children under the age of 16 years must be accompanied by an adult. Please arrive early as visits work on a first come, first served basis.
- **Security** All visitors will be asked to produce two separate pieces of acceptable identification.
- **Other Information** Visitors are allowed to bring personal belongings into visiting room. All money brought for canteen must be as cash; cheques not accepted.



Toronto South Detention Centre

- **Address** 160 Horner Avenue, Etobicoke, ON, M8Z 0C2
- **Phone Number** 416-354-4030
- **Directions/transit** Approximately 20 minute walk from the Mimico GO Train Station. Take Bloor Danforth Subway to Islington Station, then TTC Bus 110 A to Horner Ave. (Bus is accessible and has place for bicycle). Please note that if you need a wheelchair accessible route, get off the subway at Kipling Station instead of Islington.
- **Visiting Hours** Video visitation hours for all populations take place from 9:00-11:00am, 1:00-4:00pm and 6:00-8:30pm.
- **Visiting Details** Visits are held through video, not in person. There are 70 video visit terminals for public use and 5 video privacy booths for use for other approved purposes. Video visits will be available for all prisoners, both sentenced and remanded.
- **Security** All visitors are subject to search and scanning from X-ray scanning imagery and metal detectors.



Toronto West Detention Centre

- **Address** 111 Disco Rd. Box 4950 Rexdale ON, M9W 5L6
- **Phone Number** 416-675-1806
- **Directions/transit** Take the Bloor/Danforth subway to Kipling Station. Go to Bus Platforms. Take either the 112C (Westmall) or the 45A (Kipling via Carlingview/Belfield). Get off bus when you hear 117 Disco Road address called (or ask the driver). The Centre will be on the other side of the street.

Visiting Hours Daily, 1:00-4:00pm for general population. 9:00-11:30am for protective custody and special needs populations.

- **Visiting Details** Prisoners are allowed two 20 minute visits a week with a maximum of two people per visit. Please call ahead to confirm visitation availability. Visitors should arrive 30 minutes before scheduled visits. Visits are not permitted on the day a prisoner is admitted or on days prisoners have a scheduled court date.
- **Other Information** Visitors are allowed to bring personal belongings into visiting room. Visitors are allowed to bring up to \$100 in cash to canteen. Money orders and letters must come through mail. Cheques not accepted.
- **Security** All visitors must pass through a metal detector and have their belongings searched.



Vanier Centre for Women

- **Address** 655 Martin St. Box 1040, Milton ON, L9T 5E6 (beside the Maplehurst Correctional Complex)
- **Phone Number** 905-876-8300
- **Directions/transit** Take GO Train or GO Bus to Milton Station. From there you can take a Taxi, or take the #1 city bus [Woodward/Maple] and stop at the corner of Martin St. and Market Dr. Bus stop nearby
- **Visiting Hours** Visits begin at 2:00pm, 2:45pm, 6:15pm, and 7:00pm daily.
- **Visiting Details** Prisoners are allowed two 30 minute long visits a week with a maximum of two adults and one infant. Children under 16 must be accompanied by an adult over 19. Visitors must reserve a visiting time in person or by phone at 905-876-8300 ext 8315. Visitors can call between 8 am– 8 pm every day of the week. Open visits are allowed between sentenced prisoners and visitors without criminal records. All other visits do not have physical contact.
- **Security** All visitors must have two pieces of government-issued ID, one of which must be a photo ID. All visitors must pass through a metal detector.
- **Other Information** Visitors must leave personal belongings outside of visiting room. Visitors can bring up to \$80 in cash or money order for the person's canteen. The only private visits are between children in Children's Aid Society care, the social worker and prisoner.



Windsor Jail

- **Address** 378 Brock St., Box 7038, Windsor ON, N9C 3Y6
- **Phone Number** 519-973-1324
- **Directions/transit** The Greyhound bus to Windsor stops at a station that is connected to the local bus station. From there, or downtown Windsor (Ouellette & Wyandotte), take the "cross-town 2" bus, westbound. Get off in front of the Jail at Sandwich and Brock St. Alternatively you can walk for 30 minutes from downtown by walking to Riverside Dr, West on Riverside Dr which turns into Sandwich St. Then walk along Sandwich St. to Brock.
- **Visiting Hours** 3rd floor custody male population: Monday, 9:00-11:00am, Thursday, 2:00-4:00pm, Sunday, 2:00-4:00pm. 1st floor custody male population: Monday, 5:00-7:00pm. Wednesday, 2:00-4:00pm, Saturday, 9:00-11:00am. Male dorm population: Tuesday & Saturday 2:00-4:00pm. Male Protective Custody: Monday, 9:00-11:00am, Tuesday, 5:00-7:00pm, Friday, 9:00-11:00am, Sunday, 9:00-11:00am. Female population: Wednesday, 5:00-7:00pm and Friday, 2:00-4:00pm.
- **Visiting detail** Call the Jail in advance to make an appointment. Prisoners are allowed two 20 minute long visits a week with two visitors at a time (more may be allowed, if the visiting room is not crowded). Please arrive early as visits work on a first come, first served basis. December 25th is a free visit that does not count towards the two visits allowed a week. Anyone who was in custody within the last six months is not allowed to visit or drop off money.
- **Other Information** Visitors are allowed to bring personal belongings into visiting room. Visitors can bring money for canteen, but cheques or money orders are not accepted. All money orders, letters, and gifts must come through mail. Prisoners are allowed to submit a special request for a private visit, but that cannot be guaranteed.



FEDERAL INSTITUTIONS

This information is current as of July 2014. Please make sure to always call ahead to the prison before visiting, to ensure that the information you have is correct and to check for changes or lockdowns. All Federal visits must be booked 48 hours in advance. Policies and other information about visiting a federal prison can be found here: www.csc-scc.gc.ca [click on the 'Families and Friends' link under the 'You and CSC' heading]

Bath Institution (Med)

- **Address** 5775 Bath Rd., Box 1500, Bath ON, K0H 1G0
- **Phone Number** 613-351-8346 (1-866-908-4042 for Visitor Information)
- **Directions/transit** Take a Coach Canada bus or VIA Rail train to Kingston. From either the bus or the train station, take a taxi to the prison. The John Howard Society provides a low-cost transportation option to this institution, see page 11 of this booklet for details.
- **Visiting Hours** Wednesday, Saturday and Sunday: 8:30-3:30pm. Visitors must arrive before 10:00am to be admitted. Alternatively, they can return at 12:30pm and no later than 2:00pm. Thursdays from 5:30-8:30pm. Visitors must arrive no later than 7:00pm.
- **Visiting Details** The number of visitors allowed for each prisoner may be limited by the number of seats; call ahead to check. Prisoners must complete the visitor request process prior to a visitor being approved. All visits must be booked at least 48 hours in advance by calling the Visitor Information number above.



- **Other Information** Visitors are allowed to bring in coins for vending machine (no paper money). Diapers, wipes and bottles can be brought in after they pass through security and go in a diaper bag that is provided by staff, but they must be left in a locker until they are needed. Gifts, Letters, and Canteen money must come through the mail.



Beaver Creek Institution (Min)

- **Address** PO Box 1240 Gravenhurst ON, P1P 1W9
- **Phone Number** 705-687-6641
- **Directions/transit** Take a bus from Toronto with Ontario Northland or Greyhound (which takes between 3-8 hours), or a train from Union Station in Toronto. From the station, take a 5 minute taxi to the Institution.
- **Visiting Hours** Monday, Wednesday & Thursday: 9:00am-3:00pm. Saturday or Sunday 8:00am-3:00pm (only one day on the weekend can be booked).
- **Visiting Details** Each prisoner is allowed up to four adult and unlimited child visitors at a time. Visitors are allowed to come Monday *or* Wednesday, and Saturday *or* Sunday in a week. Prisoner must complete the visitor request process prior to a visitor being approved. Once approved, the prisoner schedules a visit in advance.
- **Other Information** Sanitary napkins, tampons, and diaper bags can be brought in after first going through security. All other personal belongings can be left in a locker. Beaver Creek has a vending machine for which you can bring no more than \$10 in change. Letters must come through the mail. Visits can be inside or outside.



Collins Bay Institution (Med)

- **Address** 1455 Bath Rd, PO Box 190, Kingston ON, K7L 4V9
- **Phone Number** 613-545-8598 (1-866-888-2191 for Visiting Information)
- **Directions/transit** To get to Kingston, take a Coach Canada Bus or a VIA Rail Train. From either the bus or the train station, take a taxi to the Institution. The John Howard Society provides a low-cost transportation option to this institution, see page 11 of this booklet for details.
- **Visiting Hours** Segregation visits are Monday 9:00-11:30am, Transition visits are 1-3:30 pm. All other visits are Tuesday, Wednesday, Thursday 6-8:45 pm, Friday 1-3:45 pm, and Saturday and Sunday 9 am-12 pm and 1-3:45 pm. Visitors must arrive at the institution before 10:15 am for morning visiting sessions in order to be permitted entrance.

- **Visiting Details** Prisoner must complete the visitor request process prior to a visitor being approved. Visitors are permitted up to five visits per week. Each visiting period counts as one visit.
- **Security** Children will also need two pieces of government issued ID, but this does not need to be photo ID if they are under 18.
- **Other Information** All personal belongings are kept in a locker. There are several exceptions to this that are outlined in the documents that will be sent to you when you complete your prisoner request form. Gifts and letters must come through the mail. All canteen money must be declared up front, can come in cheque or money order (not cash) and will be deposited directly into the prisoner's account. Visiting rooms have toys, books and games for children.



Fenbrook Institution (Med)

- **Address** 2000 Beaver Creek Drive, P.O. Box 5000 Gravenhurst ON, P1P 1Y2
- **Phone Number** 705-687-1895 (1-877-677-3705 for Visiting Information)
- **Directions/transit** Take a bus from Toronto with Ontario Northland or Greyhound (which takes between 3-8 hours) to Gravenhurst, or a train from Union Station in Toronto. From there, a taxi to the Institution will take about 5 minutes.
- **Visiting Hours** Segregation visits are Mondays 9:00-11:00am. Regular visits are Monday 1-3:30pm, Friday, Saturday & Sunday all 9:00am-3:30 pm.
- **Visiting Details** Each prisoner is allowed up to seven visitors at a time. Prisoner must complete the visitor request process prior to a visitor being approved.
- **Other Information** All personal belongings are kept in a locker. Exceptions are up to \$25 in coins for vending machine (no paper money) and a diaper bag that will pass through security. Anything in the diaper bag that is not allowed can be left in a locker. Gifts and letters must come through the mail. All canteen money must be declared up front, can come in cash, cheque, or money order, and will be deposited directly into the prisoner's account.



Frontenac Institution (Min)

- **Address** 1455 Bath Road, PO Box 7500, Kingston ON, K7L 5E6
- **Phone Number** 613-536-6000 (1-866-607-4217 for Visiting Information)
- **Directions/transit** To get to Kingston, take a Coach Canada Bus or a VIA Rail Train. From

either the bus or the train station, take a taxi to the prison. The John Howard Society provides a low-cost transportation option to this institution, see page 11 of this booklet for details.

- **Visiting Hours** Tuesday 6:00-8:50 pm. Saturday and Sunday 8:00-11:15am, 12:30-4:00 pm.
- **Visiting Details** Prisoner must complete the visitor request process prior to a visitor being approved. Children must be accompanied by their legal guardian.
- **Other Information** Sanitary napkins, tampons, and diaper bags can be brought in after first going through security. All other personal belongings can be left in a locker. Exceptions are up to \$15 in coins per person for vending machines in the visiting area (no paper money). Anything in the diaper bag that is not allowed can be left in a locker. Letters must come through the mail. All canteen money must be declared up front, can come in cash, cheque, or money order, and will be deposited directly into the prisoner's account.



Grand Valley Institution for Women (Multi)

- **Address** 1575 Homer Watson Blvd., Kitchener ON, N2P 2C5
- **Phone Number** 519-894-2011 (519-895-8117 for Visiting Information)
- **Directions/transit** There are several buses to Kitchener that will bring you to the city bus station. From there, you can take a taxi or walk three minutes to Charles St. Terminal. Take Bus route 8[V] towards Kitchener. After 18 minutes, get off at Fairview Park Terminal. From there, take Bus route 10[V] towards Conestoga College. Arrive at stop 1706, Doon Village/Millwood. Walk for 8 minutes to get to the Institution.
 Go-Transit: Toronto-Kitchener (Sportsworld Crossing). Take the GO TRAIN to Square One in Mississauga. Transfer to GO BUS from Square One in Mississauga to Sportsworld Crossing- Kitchener. Runs from 5:40am-4:40pm. 1-888-438-6646.
 Greyhound: Toronto-Kitchener: Runs from 7:00am-11:30pm (1.5-2.5hrs duration); Kitchener-Toronto: Runs from 5:35am-10:25pm (1.5-2.5hrs duration).
 Coach Canada: Kitchener-Hamilton. Runs every 2hrs. 1-800-461-7661.
 Grand River Transit: Bus #52 from Sportsworld Crossing to Downtown terminal. Transfer to Bus #10 from Downtown Terminal to Maintou Drive & Homer Watson Boulevard stop.. Walk South for about 5-7minutes to the Institution (before the museum). 519-585-7555
- **Visiting Hours** Visits are prisoner-specific. Please call ahead and a visitation package will be sent specific to the prisoner you wish to visit.
- **Visiting Details** Prisoners must complete the visitor request process prior to a visitor being approved. Once approved, you must call at least 48 hours in advance to schedule a visit. Each prisoner is allowed up to four adult visitors at a time (plus children). All chil-

dren must be declared on the application form. Visitors that have been approved are entitled to visits whenever there is a visiting slot. Unless there are some restrictions on the visitor or prisoner, visits are allowed for the whole time slot. Prisoners may not be called for visits if they are in programming at that time, so ask what times work best.

- **Other Information** Visitors are not allowed to bring any personal belongings with them to the visiting room, except for \$5 in change (per visit, not per visitor). Items needed for a baby must remain in secured locker outside of visiting room and retrieved as needed.



Joyceville Institution (Med)

- **Address** Highway 15, PO Box 880, Kingston ON, K7L 4X9
- **Phone Number** 613-536-6400 (1-888-569-2384 for Visiting Information)
- **Directions/transit** To get to Kingston, take a Coach Canada Bus or a VIA Rail Train. From either the bus or the train station, take a taxi to the prison. The John Howard Society provides a low-cost transportation option to this institution, see page 11 of this booklet for details.
- **Visiting Hours** General population: Wednesday and Thursday: 1:00-8:20pm. Saturday and Sunday: 9:00am-3:00pm. For assessment unit: Monday and Friday: 1:00-2:45pm.
- **Visiting Details** Prisoners must complete the visitor request process prior to a visitor being approved. All children must be accompanied by an adult and a waiver signed by their parent/guardian. There are no limits on the length of visits, nor on how many visits a prisoner has a week.
- **Other Information** All personal belongings are kept in a locker. There are several exceptions to this that are outlined in the papers that will be sent to you when you complete your prisoner request form. Diapers are provided upon request. Each adult visitor is allowed to bring up to \$20 in coins (\$10 in coins per child) for the vending machine. All canteen money must be declared up front, can come in cash, cheque or money order, and will be deposited directly into the prisoner's account. The main visiting area and the washrooms are not wheelchair accessible. However, you can call ahead of time to see how they can accommodate you.



Millhaven Institution (Max)

- **Address** Highway 33, PO Box 280, Bath ON, K0H 1G0
- **Phone Number** 613-351-8000 (613-351-8017 for Visiting Information)
- **Directions/transit** To get to Kingston, take a Coach Canada Bus or a VIA Rail Train. As

there is no city bus route to Millhaven, take a taxi from the train or bus station to the prison. A taxi from the closest train station would cost approximately \$20-\$30. The John Howard Society provides a low-cost transportation option to this institution, see page 11 of this booklet for details.

- **Visiting Hours** 7 days a week from 8:30am-3:00pm.
- **Visiting Details** Prisoners with closed visits can have three visitors at a time (including children). Prisoners with open visits can have four visitors at a time. Children under 18 must be accompanied by an adult. You must call at least 48 hours ahead to schedule a visit. You can only schedule one visit at a time.
- **Other Information** All personal belongings are kept in a locker that is provided for free in the ID building. The prison will supply you with tampons, sanitary napkins and diapers upon request. Letters must come through the mail. Gifts are not allowed. All canteen money must be declared at the ID building and can come in cash, cheque or money order. Money will be deposited directly into the prisoner's account.



Pittsburgh Institution (Min)

- **Address** Highway 15, No. 3766, PO Box 4510, Kingston ON, K7L 5E5
- **Phone Number** 613-536-4046 (1-866-764-6774 for Visiting Information)
- **Directions/transit** To get to Kingston, take a Coach Canada Bus or a VIA Rail Train. From either the bus or the train station, take a taxi to the prison. The John Howard Society provides a low-cost transportation option to this institution, see page 11 of this booklet for details.
- **Visiting Hours** Wednesday 5:30-9:00pm, Saturday & Sunday 8:00am-3:00pm.
- **Visiting Details** You must book a visit at least 48 hours ahead of time by calling the number above. Each prisoner is allowed up to three visitors at a time (including children). All children must be accompanied by an adult. Visits are three and a half hours long, but can go longer if there are no other people waiting.
- **Other Information** Visitors are allowed to bring in sanitary napkins, tampons and up to \$25 in coins, per family, for the vending machine. Diapers, wipes, bottles and baby food can come into the visiting area, however it must all pass through security. Food and formula must be sealed. No liquids are allowed. Visiting area has a microwave and kettle to help prepare meals. All other personal belongings are kept in a locker. Letters must come through the mail. All canteen money must be declared up front, can come in cash, cheque, or money order, and will be deposited directly into the prisoner's account.



Warkworth Institution

- **Address** County Road #29, PO Box 760, Campbellford ON, K0L 1L0
- **Phone Number** 705-924-2210 (1-888-801-4447 for Visiting Information)
Directions/transit The Nearest train stations are Cobourg, Belleville or Trenton (Trenton does not have trains every day). No bus station nearby. Visitors must take a taxi to the prison. The John Howard Society provides a low-cost transportation option to this institution, see page 11 of this booklet for details.
- **Visiting Hours** Open Population: Monday, Tuesday, Thursday, Friday 12:30-3:00 pm, Saturday & Sunday 8:30am-3:00pm. Segregated Prisoners: Wednesday 9-10:45am. T.U. (Protective Custody) Wednesday 12:30-2:30pm.
- **Visiting Details** Each prisoner is allowed up to eight visitors at a time. Children under 16 must be accompanied by an adult.
- **Other Information** All personal belongings are kept in a locker. Exceptions include up to \$30 in coins for vending machine (no paper money) and baby items that must pass through security and will be placed in clear plastic bag during the visit. All baby food and formula brought in must be sealed. The staff supply tampons and sanitary napkins for visitors upon request. Gifts must come through the mail. Letters can be dropped off prior to the visit, in the front area of the prison. All canteen money must be declared up front, can come in cash, cheque or money order, and will be deposited directly into the prisoner's account.





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