

Ontario County Jail
3045 County Complex Drive, Canandaigua, NY 14424
Inmate Visitation Guidelines and General Information
Phone: 585-396-1800

VISIT SCHEDULING:

By Telephone: Monday – Friday between 5pm & 9pm. Saturday and Sunday, between 8am & 9pm.

In Person: With the Lobby Officer Monday – Friday, between 5pm & 9pm. Saturday & Sunday between 8am & 9pm

Overview: Visitors may only schedule a visit for themselves. You will not be allowed to schedule another visitor to see an inmate. Please remember that once a visit is scheduled, it CANNOT be cancelled. The visitation spot will be held until quarter to the hour. If the scheduled visitor does not show, another person will be allowed to visit, if at the facility by quarter to the hour. Visitors traveling 100 miles (one way) or more, are entitled a two-hour visitation, but must show proof of residency. Note: A two-hour visitation will take up an inmate's weekend of visitation in one day, rather than one hour per weekend day.

Age Restriction: You must be 18 years of age or older to schedule an appointment for inmate visitation. Any visitor under the age of 18 must be accompanied by their parent or legal guardian. In such case, the parent of the minor must schedule the visit, and remain in the visit room throughout the entire visit. Any minor attempting to visit an inmate unattended by their parent will be turned away. A visitor, who is a legal guardian, must produce the proper Legal Guardianship papers. *The child of an inmate may be brought in to visit the parent, if accompanied by an immediate family member, as long as the incarcerated parent signs a waiver. Proof of relationship is required.

Check-In: Upon check-in, you will be required to show photo identification (driver's license, benefit card, military ID, etc.). If you cannot provide photo ID, you will not be allowed to visit the inmate. You must be checked in NO LATER than 15 minutes prior to your scheduled visit time. If you are late, you may schedule for another hour, if available for that pod.

Initial Visit: A newly committed prisoner is entitled to one 15-minute non-contact visit if committed between the end of visitation hours on Sunday through Friday at 9:00am. Only 1 visitor will be permitted.

Non-Contact Visit Option: Non-contact visitation can also be utilized for the one-hour visitation at request. Individuals who have difficulty hearing typically choose this option.

Previously Incarcerated Visitors: A person who has been previously incarcerated will be prohibited from visiting for a period of six months from the date of release.

Previously Incarcerated Spouse: A legal spouse who has been previously incarcerated within 6 months may receive a non contact visit on the second Wednesday of each month at 6:00pm, ONLY if the following guidelines are met: Prior approval is obtained and the visit is scheduled in advance. (Scheduling can begin the Sunday prior to the visit).

Visit Rules: (This is not all inclusive) Food, candy, or drinks must be disposed of BEFORE entering the lobby. Only two people can visit with an inmate at one time. Inmates and visitors will be allowed a brief kiss and embrace at the beginning, and at the conclusion of visitation. Visit times are scheduled based on the inmate's housing assignment. Visitors must follow the instructions of the Officer(s) at all times, or the visit will be terminated. Disorderly behavior or horseplay will not be tolerated, and the visit will be terminated. Foul or obscene language is not acceptable. Visitors will only communicate with the inmate they are scheduled to visit, and must be seated at all times. Holding hands or reaching over the top of the glass is not permitted during the visit.

Metal Detector: Each visitor will be required to pass through the metal detector. You will be given two attempts to pass through. If you set off the detector the second time, you will be denied access. Any item removed from a visitor, cannot be put back on. Visitors will not be allowed to enter the visit room without footwear, appropriate pants, shorts, or shirt. Avoid wearing steel-toed shoes and brassieres with wire, as they will set off the detector. If you have surgically implanted metal, you must provide a note from your physician stating such. The same applies if you are aided with a walking device, such as a cane, walker, or crutches, or wheelchair.

Lockers: Are provided at a cost of 25 cents, for visitors to secure property items before entering the secure portions of the facility. If you choose not to secure a locker, the Jail is not responsible for lost, misplaced, or stolen items. Items cannot be left with the Lobby Officer while you are in your visit.

Clothing: Only tasteful clothing will be worn into the visit room. Visitors wearing clothing that is considered by Sheriff's staff to be provocative will be denied entrance into the visit room. This includes, but is not limited to; skin-tight clothes, shirts exposing the upper chest or waist, mini-skirts, and short shorts. Jackets or hats may not be worn into the visit room

Contraband: In accordance with Penal Law sections 205.20 and 205.25, The Ontario County Sheriff's Office will arrest anyone who knowingly and unlawfully introduces contraband into the detention facility. Nothing is to be taken into the visit room. This includes, but is not limited to; drugs, lighters, matches, cigarettes, gum/candy, keys, papers, pens, cellular phones, etc. A mouth check may be performed to ensure nothing is being introduced into the visit room. Anyone entering the facility may be subject to a pat search at anytime by a Sheriff's Deputy.

Children: If a child is accompanying the visitor, the child must remain seated on a stool or on the visitor's lap throughout the visit. Children will not sit on the counter. If a child fails to remain seated, the visit will be terminated. Toys and baby bottles cannot enter the visit room.

Inmate Funds: All inmate funds MUST be in the form of a Money Order, made out to: Ontario County Jail Commissary for "Inmate name." Money orders not completed properly will be returned to sender. Personal checks, Cash, and Cashiers/bank checks cannot be accepted. **All money orders must be sent by US Mail.** Money orders cannot be taken at the reception window or at the lobby desk. The maximum allowable amount accepted is \$50.00 per week/per inmate.

Inmate Mail: Any item that can be purchased through the Inmate Commissary Program, cannot be accepted through US Mail. There is a limit of 4 soft cover books and/or magazines. There is a limit of 10 photographs no larger than 4 X 6. Polaroid's cannot be accepted. Items containing staples, stickers, tape, glue, excess glitter, and/or paint, will be returned to sender. Oversized, or musical cards are not allowed. This list is not all-inclusive.

Drop Offs: Inmates are allowed a "one-time" drop off on visit days ONLY. Drop offs consist of three of the following; underwear or briefs only for male inmates, and briefs for female inmates.. These items must be white in color, brand new, and the inmate's name must be clearly written on each item in permanent marker. Females are allowed to receive up to four brassieres (white or grey with no wire). If an inmate is scheduled for Trial, one set of dress clothes may be dropped off. If an inmate is to be released, a clean set of clothes may be switched out in exchange for the clothes worn in upon incarceration.

Property Release: At anytime, an inmate may release his/her property to a designated person. Personal property must be released in its entirety. Cell property may be released to visitors on visit days. Both the inmate and the person picking up property must sign the release form. Any inmate sent to State Prison, must have their property picked up with 10 days after their transfer to prison. Any unclaimed property after this time frame will be disposed of.