



Central Arizona Florence Correctional Complex

Inmate Mail Information

Mailing address for inmate/detainee mail:
Central Arizona Florence Correctional Complex
P.O. Box 6300
Florence, AZ. 85132

All general correspondence must be received in a standard legal or letter size envelope.

Incoming

At a minimum, the following information must be included on any incoming correspondence sent to inmates/residents:

- a. **Inmate/resident's name;**
- b. **Inmate/resident's identification number;**
- c. **Facility name and address; and**
- d. **Name and full address of the sender.**

NOTE: When the sender is an approved special correspondent, as outlined in this policy, the envelope should also be marked "Confidential/Legal Mail".

All correspondence addressed to inmates/residents must be sent through the United States Postal Service (USPS) or recognized postal carrier and comply with USPS Regulations.

The United States Postal Services (USPS) prohibits the mailing of any of the following:

- a. Potentially hazardous materials that are not properly marked and packaged;
- b. Perishable items that are not properly marked and packaged;
- c. Correspondence containing any vile, or obscene material, and matter inciting violence or terrorism;
- d. Solicitations that mimic billing statements, unless accompanied by a prominent disclaimer;
- e. Solicitations stating approval by the USPS or Postmaster General, or conformance to any postal law or regulation;
- f. Correspondence that bears deliberate imitations of postal markings and/or postal trademarks (e.g. "Priority Mail", etc.).

Correspondents are personally responsible for the content of each item of correspondence they send through the USPS.

Any violation of laws governing correspondence will be referred to postal authorities and to appropriate criminal authorities. The sender may be subject to civil or criminal penalties and/or federal prosecution for violation of postal laws.

Items normally contained in general correspondence that are considered to be prohibited include, but are not limited to:

- Maps of the city where the facility is located or surrounding communities;
- Polaroid photographs;
- Photo negatives/slides;
- Photo albums;
- Photos of current or former employees;
- Framed photos;
- Greeting cards larger than 8 X 10;
- Greeting cards containing electronic or other non-paper parts;
- Greeting cards constructed in such a way to permit concealment of contraband;
- Stick on labels or stamps that appear to contain contraband;
- Items that are glued, taped, stapled, or otherwise affixed to a page; and
- Any items prohibited by law, regulations, or contract.

SPECIAL CORRESPONDENTS

Inmates/residents will be allowed to send/receive confidential correspondence with the following special correspondents:

- State and federal elected officials;
- State and federal officials appointed by the Governor;
- State and federal official appointed by the President of the United States;
- State and federal judges and courts;
- Attorneys who can be verified as licensed to practice law in any state;
- City, county, state, and federal officials having responsibility for the inmate/resident's present, prior, or anticipated custody, parole, or probation supervision;
- County agencies regarding child custody proceedings;
- Officials of a foreign consulate;
- Liberties Union, Prison Law Office, National Association of Criminal Defense Lawyers, etc.); and
- Facility Support Center Managing Directors, Facility Operations.

Confidential correspondence with the special correspondents listed above is a right guaranteed by law. Intentionally using special correspondence as a means for sending general correspondence or the transmission of contraband items is an abuse of rights guaranteed by law and such abuse may be subject to disciplinary action.

RESTRICTED CORRESPONDENTS

Inmates/residents may not correspond with restricted correspondents as outlined below:

- Minors in which the legal guardian has provided written objection;
- Minors, except immediate family members, unless the legal guardian has granted permission;
- Victims of a crime for which the inmate/resident has been convicted of or is presently under indictment, or with any member of a victim's household who is not an immediate family member of the inmate/resident;

- Individuals under probation or parole, unless the paroling officer has granted permission;
- Any individuals that are restricted based on a court order; and/or
- Any individual who has filed a written request to the facility requesting discontinuation of correspondence

If the receiver of any correspondence, general or special, submits a written complaint to the facility, due considerations will be given to any reasonable remedy sought by the individual to include, but not limited to:

- Discussing the complaint with the inmate/resident in an attempt to resolve the matter;
- Reading of all correspondence, including special correspondence, addressed to the individual and disallowing only that which appears to perpetrate the problem; and/or
- Disallowing all correspondence to the individual.

Any inmate/resident found to be corresponding with a restricted correspondent may be subject to correspondence restriction and/or disciplinary action.

INCOMING CORRESPONDENCE

GENERAL

All incoming general correspondence is subject to being read, in part or in full, and searched for contraband before it is delivered to the inmate/resident.

In accordance with ICE PBNDS 5.1, correspondence and other mail, general correspondence for ICE detainees shall be opened and inspected in the presence of the detainee, unless the warden/administrator authorizes inspection without the detainee's presence for security reasons.

Any enclosures (e.g. newspaper articles, internet articles, or copies thereof, etc.) will be treated in the same manner as the general correspondence.

Incoming general correspondence containing contraband or prohibited correspondence/items as outlined in 16-1.4 G. will be withheld.

In the event general correspondence is received for an inmate/resident from a health care provider that CCA uses for off-site inmate/resident medical appointments, the correspondence will be withheld in an effort to protect the public, facility employees, and inmates/residents from outside threats during transports/off-site appointments.

Inmates/residents not wanting their incoming general correspondence to be reviewed/inspected by employees may choose to reject all incoming general correspondence.

The inmate/resident must complete and submit the 16-1D Rejection of General Correspondence form to the Facility Mailroom.

All general correspondence received for inmates/residents who have submitted a 16-1D will not be opened. It will be marked returned to sender and sent back to the local post office.

SPECIAL

Incoming special correspondence should be marked "Confidential/Legal Mail" and must bear the name and title of a sender considered special under 16-1.4 K. of this policy. Any special correspondence that cannot be identified as special correspondence based on the markings on the outside of the envelope will be treated as general correspondence.

Incoming special correspondence may be opened and inspected in the presence of the inmate/resident to whom it is addressed.

In the event special correspondence is opened in error, it will not be read but will be immediately resealed. The employee who opened the correspondence in error must mark "opened in error" on the envelope and sign and date the envelope. A log will be maintained to document all special correspondence opened in error.

Any enclosures (e.g. newspaper articles, internet articles, etc.) will be treated in the same manner as special correspondence.

Any portions of the special correspondence that do not contain prohibited correspondence/items will be delivered to the addressee.

INCOMING

- All incoming approved glasses/books will be inspected for contraband.
- Eye glasses can be ordered through a vendor or sent from home as long as they meet the criteria of no metal or wire and are approved and entered into the OMS mail log by Unit Staff. Unit Staff will deliver and have the inmates sign for the package on the mail log when they arrive. Contacts will no longer be allowed to be mailed in to inmates.
- Amazon will no longer be allowed as an outside vendor. Books will be allowed from direct source vendors only, such as Barnes and Noble or Hamilton Books.

In accordance with ICE National Detention Standards (correspondence and other mail):

- Inmates/detainees will not be allowed to receive or send packages without advance arrangements approved by the warden/administrator. The inmate/detainee will pay postage for packages and oversized or overweight mail.
- Incoming priority, overnight, certified mail, and deliveries from a private package delivery service, etc, shall be recorded in a logbook to include inmate/detainee signature.

Procedures for Sending Money

This facility will not accept money at visitation or through the mail. Instead, please follow the instructions on the link (<http://www.cca.com/facility/central-arizona-detention-center/>) under Money Transfer.

Emergency Notifications

In case of an emergency, please contact the Chaplain's offices at (520) 868-2237, (520) 868-2504, (520) 868-2555 or the Executive Assistant's office at (520) 868-2150.

Visitation Frequently Asked Questions

Who can visit?

General population

For USMS inmates, a maximum of three (3) visitors are allowed to visit at one time for Visitation 1, 2, 3, and 4. Number of visitors allowed is based on availability of space.

For ICE detainees, a maximum of two (2) adults and two (2) children are allowed to visit at one time.

Children under eighteen (18) must be accompanied by a parent or guardian. Minors must remain under the direct supervision of an adult visitor.

No person under indictment, on parole or probation will be allowed to visit.

Former employees or contract employees shall not be allowed to visit an inmate/resident for a period of one (1) year from the date of separation of employment from CCA. Denial may be extended by the warden/designee at any time.

ICE detainee visitation will be in accordance with ICE PBNDS (visitation).

Former inmates are not allowed to visit.

How do I get approved for visitation?

All visitors will be required to register upon entering the facility.

How do minors get approved to visit?

No visitor under the age of eighteen (18) will be allowed without an adult.

If any minor is not accompanied by a parent or legal guardian, a notarized letter from the parent or legal guardian must be presented along with a birth certificate to gain entry.

What are the days and times of visitation?

2026 VISITATION SCHEDULE EFFECTIVE 1/25/2026								
CAFCC ENTRANCE 2								
SIGN IN	VISIT	SUN	MON	TUE	WED	THUR	FRI	SAT
0630-0700	0730-0830	1100 GP FEMALE	MISC	1000	1100 GP FEMALE	1000	1100 GP FEMALE	1000
0800-0830	0900-1000	1200/INF	SEG	800/900GP	1200/INF	800/900GP	1200/INF	900
0930-1000	1030-1130	700	SEG	500	700	500	700	800
1100-1130	1200-1300	600	SEG	400 MED ISO	600	400 MED ISO	600	500/MED ISO
1200-1230	1300-1400	JUVENILE-90 MINUTES	MISC	MISC	MISC	SEG FEMALES	SEG FEMALES	JUVENILE- 90 MIN/400 UNIT
*** RHU/SEG VISITS MUST BE SCHEDULED THROUGH THE VISITATION SERGEANT***								
CAFCC ENTRANCE 3								
SIGN IN	VISIT	SUN	MON	TUE	WED	THUR	FRI	SAT
0630-0700	0730-0830	GOLF USMS	LIMA FOX ONLY	DELTA ICE HIGH	LIMA PC MALE	FEMALE USMS	LIMA PC MALE	DELTA ICE HIGH
0800-0830	0900-1000	JULIET USMS	PC FEMALE	JULIET USMS	GOLF USMS	MISC	JULIET USMS	LIMA PC MALE
0900-0930	1000-1100	MOTEL ICE LOW	MISC	MOTEL ICE HIGH	TWEENERS	RHU	MISC	RHU

1200-1230	1300-1400	DELTA ICE LOW	GOLF USMS	FEMALE USMS	LIMA FOX ONLY	LOW ICE MALES	ICE FEMALES	MOTEL ICE HIGH
1330-1400	1430-1530	MISC	CITY CONTRACT FOX MALES	PC FEMALE	CITY CONTRACT FOX FEMALES	TWEENERS	PC FEMALE	MISC
1800-1830	1900-2000			MATWITS		MATWITS		
MESA SKYPE								
	SUN	MON	TUE	WED	THUR	FRI	SAT	
		0800-0850		0800-0850		0800-0850		
		0900-0950		0900-0950		0900-0950		
		1000-1050		1000-1050		1000-1050		
		1100-1150		1100-1150		1100-1150		
		1200-1250		1200-1250		1200-1250		
		1300-1350		1300-1350		1300-1350		
		1400-1450		1400-1450		1400-1450		
VISITATION RULES								
<p>A maximum of 3 people with approval (adults and children combined) will be allowed at any one time per inmate. No visitor under the age of 18 will be allowed without an adult. All visitors over the age of 18 will be required to show a current photo I.D. (A driver's license, passport, military ID card, or other government-issued identification is accepted.) All legal visitors must have a current badge/bar card and valid photo I.D. Only attorneys may wear sports/suit jackets and carry a wallet inside the visiting area. Appropriate dress is mandatory. Visitors should wear clothing that is loose-fitting and not overly suggestive, is not similar in color or design to the inmate's clothing, and does not create a security hazard. The Front Lobby Officer and/or the Visiting Officer have the authority to deny or terminate any visit based on inappropriate dress. Dresses, skirts, jumpers, culottes, skorts, and pants will not be worn more than 2 inches above the knee. Spandex skirts, pants, and leggings are prohibited. Sleeveless dresses, halter tops, tank tops, and attire with plunging/low-cut necklines or V-necklines are not permitted. Shirts must cover the shoulder area. Sheer, see-through, or loosely woven fabrics (to include sweaters) will not be permitted. No clothing, hairstyle, insignia, or other paraphernalia associated with gangs will be tolerated. Shoes may not have heels higher than 2". No sandals or shower shoes of any kind are permitted. No visitors may bring sunglasses into the facility, including attorneys. Lockers are provided for small prohibited items within the main area such as purses, handbags, hats, sunglasses, coins and coins, etc. Outer garments such as raincoats, jackets, sweaters, and scarves should also be stored in lockers or in your vehicle. Visitors should not possess or bring into the facility any explosive devices, firearms, ammunition, alcoholic beverages, narcotics, illegal drugs, or any object/material that can be used to compromise the safety and security of the facility. In addition, no cell phones, pagers, games electronics or devices. In the event that the person you are visiting is under "QUARANTINE" status they will not be allowed to see visitors until they are cleared from that status</p>								
REGLAS DE VISITA								
<p>Se permitirá un máximo de 3 personas con aprobación (adultos y niños combinados) a la vez por recluso. No se permitirán visitantes menores de 18 años sin un adulto. Todos los visitantes mayores de 18 años deberán mostrar una identificación con foto actual. (Se acepta una licencia de conducir, pasaporte, tarjeta de identificación militar u otra identificación emitida por el gobierno). Todos los visitantes legales deben tener una credencial/tarjeta de identificación vigente y una identificación válida con fotografía. Solo los abogados pueden usar chaquetas deportivas/de traje y llevar una billetera dentro del área de visitas. La vestimenta adecuada es obligatoria. Los visitantes deben usar ropa que sea holgada y no demasiado sugerente, que no sea similar en color o diseño a la ropa del recluso y que no cree un peligro para la seguridad. El Oficial del Vestíbulo Delantero y/o el Oficial de Visitas tienen la autoridad de negar o terminar cualquier visita basada en vestimenta inapropiada. Los vestidos, faldas, jumpers, culottes, faldas pantalón y pantalones no se deben usar a más de 2 pulgadas por encima de la rodilla. Se prohíben las faldas, pantalones y calzas de spandex. No se permiten vestidos sin mangas, camisetas sin mangas, camisetas sin mangas y atuendos con escotes pronunciados/bajos o escotes en V. Las camisas deben cubrir el área de los hombros. No se permitirán telas transparentes, transparentes o de tejido suelto (incluidos los suéteres). No se tolerará ropa, peinado, insignias u otra parafernalia asociada con pandillas. Los zapatos no pueden tener tacones de más de 2". No se permiten sandalias ni zapatos para la ducha de ningún tipo. Ningún visitante puede traer anteojos de sol a las instalaciones, incluidos los abogados. Se proporcionan casilleros para artículos pequeños prohibidos dentro del área principal, como carteras, bolsos, sombreros, anteojos de sol, monedas y monedas, etc. Las prendas exteriores como impermeables, chaquetas, suéteres y bufandas también deben guardarse en los casilleros o en su vehículo. Los visitantes no deben poseer ni traer a las instalaciones ningún dispositivo explosivo, armas de fuego, municiones, bebidas alcohólicas. bebidas, narcóticos, drogas ilegales o cualquier objeto/material que pueda ser utilizado para comprometer la seguridad y la protección de la instalación. Además, no se permiten teléfonos celulares, buscapersonas, juegos electrónicos o dispositivos. En caso de que la persona que está visitando sea bajo el estado "CUARENTENA" no se les permitirá ver visitantes hasta que se eliminen de ese estado</p>								

How long can I visit?

Visiting hours will be posted in the visitor waiting area, GP housing units, and in the inmate/detainee handbook (English and Spanish). Additionally, the information is available via telephone by calling the facility.

A minimum of thirty (30) minute visits are provided. The visiting time may be shortened if the visitor arrives late or facility safety and security concerns arise. When compelling circumstances or individual needs warrant, special consideration will be given on a case-by-case basis, as authorized by the facility administrator/warden to extend or accommodate any unforeseen circumstances, such as the number of visitors exceeding visiting room capacity and/or family that travels a significant distance.

Where do I park when I arrive at the facility?

Visitor parking is in the south parking lot in the designated area.

Attorney

- Entrance 1 - Front Lobby on west end of complex (Best accessed from North Pinal Parkway)
- Entrance 2 - Side Entrance of the west building (Best accessed from North Pinal Parkway)
- Entrance 3 - Front Lobby on east end of Complex (Best accessed from Bowling Rd)

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P.O. Box 6300
Florence, AZ. 85132

Family

Depending on where the inmate/detainee is assigned will dictate which entrance you will report to. When you speak with a CAFCC staff member on the phone or in the Lobby, be prepared to provide the Inmate's name and USMS number. With that information, the staff member or the visitation staff will be able to provide you with the entrance number that you will go to.

- Entrance 1 - Front Lobby on west end of complex (Best accessed from North Pinal Parkway)
- Entrance 2 - Side Entrance of the west building (Best accessed from North Pinal Parkway.)
- Entrance 3 - Front Lobby on east end of Complex (Best accessed from Bowling Rd)

The phone numbers to the facility remain the same. Those numbers are:

- 520-868 – 9095
- 520-868 – 3668

Will I be searched?

At Central Arizona Detention Center, searches of visitors will be in accordance with ICE PDNDS (visitation) and CCA Policy 9-20, Entry/Exit Procedures.

Visitors may be searched by a scanning device and/or frisk or pat searched. Belongings, such as purses and briefcases, may be searched.

Frisk or pat searches should be conducted in a dignified manner with as much privacy as can be reasonably afforded. Frisk searches of visitors should be done by officers of the same sex as the visitor if readily available.

If contraband is found, a report of the incident is to be submitted to the Warden/Facility Administrator or designee, the contraband confiscated and, where appropriate, the visitor detained for law enforcement officials.

No strip or body cavity searches of visitors will be conducted.

What is the dress code for visitation?

Proper dress is mandatory. No suggestive clothing is permitted. No halter, tank, cropped, or midriff-revealing tops; no low-cut, tight, or fishnet shirts; and no see-through fabrics will be allowed. Spandex or other form-fitting pants are not acceptable. Capri pants will be allowed. Casual dresses and skirts, jean skirts, and mid-length split skirts are acceptable. Miniskirts, spaghetti-strapped dresses, and sundresses are not acceptable. Shorts are not permitted to be worn in the facility by males or females except by children under 12 years of age in the summer. Top coats, bulky sweaters, and jackets are not allowed. Decisions concerning proper dress will be at the discretion of the supervisor or higher authority. This decision is final.

Any clothing, hairstyle, insignias, or other paraphernalia associated with gangs will not be tolerated. Shoes may not have heels higher than 2". Sunglasses may not be brought into the facility by any visitor, including attorneys.

What type of identification do I need to be allowed into the facility?

All visitors 16 years of age and older must have current government issued picture ID, (driver's license, passport, military ID card, state picture ID).

What items am I allowed to bring to visitation?

Articles such as, cell phones, purses, wallets, briefcases, shopping bags, umbrellas, hats, overcoats, lunch boxes, ice chests, etc., will not be brought inside the facility by visitors.

Any personal belongings brought into the facility are subject to search and, if found to contain contraband, will be dealt with in accordance with facility policy and laws of the state of Arizona.

A secure storage space is available for safekeeping visitor personal belongings during visits.

A visitor with a small child who requires diapers may store changing materials in a locker. Two (2) diapers, two (2) clear plastic bottles will be allowed. No diaper bags will be permitted.

Female visitors are allowed to bring in a reasonable amount of personal hygiene items into the visiting room.

Visitors shall not possess or carry onto the facility grounds any explosive device, firearm, ammunitions, alcoholic beverages, narcotics, illegal drugs, or any object/material which may be used to compromise the safety and security of

the facility. In addition, no cellular phones, pagers, electronic games or devices, tobacco products will be allowed in the facility.

Legal Visitors?

All legal visitors must have a current bar card/credentials and valid photo I.D. Only attorneys are permitted to wear suit/sports jackets and bring a wallet inside the visitation area.

Vending Machines?

Vending machines are available at the front lobby, they accept credit/debit cards only. No currency or coins. Visitors can only purchase items from the vending machines located inside visitation. Visitors will not be allowed to leave with any items purchased from the vending machines that have been opened. Inmates are not allowed to enter or leave the visitation area with any items unless they are legal documents.