



## Houston Processing Center Houston, Texas

### Detainee Mail Information

- I. Addressing correspondence properly
  - A. All incoming and outgoing mail must be properly addressed and include the detainee's full name, Immigration A# and dorm/bed number. If all information is not included, mail will be returned. Example:

John Doe A#2222222  
Dorm/Bed: B1-1T  
15850 Export Plaza Drive  
Houston, Texas 77032
- II. General Correspondence:
  - A. Detainees may send or receive general mail from anyone they know personally.
- III. Special Correspondence:
  - A. Detainees may also send or receive special correspondence from private attorneys and other legal representatives, government attorneys, judges, courts, embassies and consulates, ICE and the Office of the Inspector General, IHS, grievance officers and news media representatives.
- IV. Packages:
  - A. Detainees are not allowed to receive or send packages without advance arrangements and prior approval from facility officials.
- V. Inspection and Rejection of Correspondence:
  - A. All incoming and outgoing correspondence and packages will be opened in the detainee's presence (unless otherwise authorized by the Warden) and inspected for contraband.
  - B. Contraband includes, but is not limited to the following: materials that depict, describe or encourage activities that could lead to physical violence such as materials dealing with the subjects of self-defense or survival, weaponry, armaments, explosives, or incendiary devices; information regarding escape plots, plans to commit illegal activities or to violate ICE rules or facility guidelines; information regarding the production of drugs or alcohol; sexually explicit material; threats, extortion, obscenity, or gratuitous profanity; a code; stamps, envelopes and blank paper; phone cards; photos larger than 5x7; books and

magazines. If magazines are approved, they must be received directly from the publisher). A package received without prior approval is considered contraband.

- C. Correspondence and packages containing contraband will be rejected.

## Procedures for Sending Money

Money can be transferred using Western Union, Lockbox, and Talton Communications

- I. Sending Money via Western Union to Detainee's Trust Account

- A. General Funds for Detainee Trust Account

Money may be sent to detainees for their Trust Account using one of the following methods through Western Union:

1. 24/7 @ [www.westernunion.com/corrections](http://www.westernunion.com/corrections);
2. 24/7 by calling 1-800-634-3422;
3. Western Union agent locations will accept walk-in cash payments. Agent locations can be found by calling 1-800-325-6000 or visiting [www.westernunion.com](http://www.westernunion.com). The Western Union form for I Want To Pay A Bill must be filled out.

- B. Western Union accepts credit or debit cards. Money can be sent from 150 countries and territories, including Mexico. Fees may vary.

## Sample Western Union Form

**START HERE**

**YOUR INFORMATION**

First Name(s) John

Last Name(s) Smith

Email John.Smith@anywhere.com  Join My WU

My WU # \_\_\_\_\_

Address 123 Anywhere Ave

City Memphis State TN Zip 33333

Phone # XXX-XXX-XXXX

Mobile # \_\_\_\_\_

Joining the My WU program requires e-mail or mobile number. By joining and providing your mobile # in the Mobile # field, you agree to receive a text with My WU program materials.<sup>1</sup> Further, by completing the Phone# or Mobile # field, you authorize us to send you automated text messages for transaction-related alerts and inquiries.<sup>2</sup>

**I WANT TO: SEND MONEY**

**I WANT TO: PAY A BILL**

**TEXT ME** PROVIDE A MOBILE NUMBER ABOVE TO GET TEXT ALERTS ABOUT YOUR TRANSACTIONS.<sup>1</sup>

**TO** Company Name (or Code City) TRUST CCA TN

**AMOUNT** Send Amount (Dollars)<sup>1</sup> \_\_\_\_\_  
 Destination: Country/City/State \_\_\_\_\_

**Account Number** Commissary # and Detainee Last Name  
 Attention (if applicable) \_\_\_\_\_

**RECEIVER** First Name(s) \_\_\_\_\_  
 Middle Name(s) \_\_\_\_\_  
 Last Name(s) \_\_\_\_\_  
**NAME MUST MATCH ID**

**AMOUNT** Amount (Dollars)<sup>1</sup> XXX . 00

**SELECT ONE:**  
 **CASH PICKUP**  
**SPEED**  Money in Minutes  Next Day (where available)  
**TEST QUESTION** IF APPLICABLE - VARIES BY COUNTRY  
 Test Question (limit 4 words) \_\_\_\_\_  
 Test Answer \_\_\_\_\_

**SPEED**  Urgent  Next Day  2nd Day  
OPTIONS MAY NOT BE AVAILABLE FOR ALL PAYMENTS

**OR:**  
 **TRANSFER TO A BANK ACCOUNT** TIME OF ARRIVAL VARIES BY COUNTRY  
 Bank Name \_\_\_\_\_  
 Routing / BIC / IFSC \_\_\_\_\_  
 Account Number / IBAN \_\_\_\_\_  
 Other Information \_\_\_\_\_

**I WANT TO: RELOAD PREPAID**

**OR:**  
 **TRANSFER TO A MOBILE WALLET**  
 Number with Country Code \_\_\_\_\_

**INFO** **RELOAD PREPAID CARDS / MOBILE PHONES / OTHER ACCOUNTS**  
 Card number, account number, order number, telephone number or user name \_\_\_\_\_  
**AMOUNT** Amount (Dollars)<sup>1</sup> \_\_\_\_\_

**SIGN HERE**

Your Signature

Certain terms and conditions governing this transaction and the services you have selected are set forth on the attached pages. By signing this receipt, you are agreeing to those terms and conditions.

### Sending Money via Wachovia Lockbox to Detainee's Trust Account:

#### A. General Funds for Detainee Trust Account

Money may be sent to detainees for their Trust Account prepaid via the Lockbox using the following directions.

1. Obtain money orders and / or cashier's checks made payable to detainee. Personal checks and cash are not accepted.
2. Mail money orders and / or cashier's checks in an envelope addressed in the following manner: (The address on the envelope must include the detainee's last name, first name & CoreCivic Commissary #) Commissary Number is a permanent number assigned by the facility and can only be given out by the detainee.

CORECIVIC  
*Doe, John #1234567*  
Facility: HPC  
P.O. Box 16545  
Atlanta, GA 30321-0545

3. Make sure sender's last name, first name, and return address are on the envelope.
4. Do NOT include any correspondence such as letters, cards, pictures, or packages with a money order or cashier's check. None of these items sent to this address will be forwarded to the detainee or returned to sender. Example is English.

## II. Sending Money for Detainee Telephone Use via Talton Communications

### A. Funds for Telephone Account

Friends and Family can set up a prepaid telephone time account for detainees using one of the following methods through Talton Communications:

1. 24/7 @ [www.taltoncommunications.com](http://www.taltoncommunications.com) (credit or debit card);
2. 24/7 by calling 1-866-516-0115 (credit or debit card); or
3. Depositing funds in the kiosk located in the lobby of the Houston Processing Center during normal business hours (credit card, debit card, or cash).
4. Detainees may also purchase telephone & tablet time through the commissary. (See instructions above for adding money to a detainees commissary account.)

### B. Each detainee has a personal voice mailbox.

2. Detainees may receive automated voice mail messages when a person purchases prepaid funds on their behalf.
3. Family and friends may leave detainees a 3-minute voice mail message for a fee paid by the family or friend.

## Emergency Notifications

When facility staff receives an emergency telephone call for a detainee, the caller's name and telephone number will be obtained and given to the detainee as soon as possible. The detainee shall be permitted to return the emergency call as soon as reasonably possible within the constraints of security and safety.

## Legal Representative Video Teleconferencing

Legal representatives may request Virtual Attorney Visitation (VAV) meetings or confidential legal phone calls with their clients or prospective clients by email at [houstoncourtvisitation@corecivic.com](mailto:houstoncourtvisitation@corecivic.com). A CoreCivic staff member will email back with a confirmed date and time. Please see the posted flyer for details.

The email should include:

- Legal representative's full name
- Legal representative's contact information, including phone number(s), email address, and Skype ID
- Detainee's name
- Detainee's alien number
- A few proposed times/dates for the requested VTC session
- A scan of the legal representative's government issued identification
- A scan of the legal representative's identification or documentation reflecting their status as an active legal representative, such as a state bar card, attorney license, paralegal license, or similar legal status.
- A scan of the attorney's DHS Form G-28 (unless this is a pre-representational)
- If a legal assistant is the only legal representative to join the call, the email should also have attached a letter of authorization on the firm's/organization's letterhead and a scan of the assistant's identification.

Legal representatives may also schedule VAV meetings by faxing a VAV request from to **(281) 449-3021**. Please note that legal representatives will be asked to provide, via email or fax, the required bar card/accreditation documents prior to scheduling the virtual attorney visit.

All appointments for VAV meetings or fax calls should be made 24 hours prior to the desired appointment time. Appointments are scheduled 7 a.m. to 7 p.m. and are in 30 to 60 minute increments. Legal representatives are not limited on the number of VAV appointments they can request, but no legal representative is permitted more than one 60-minute appointment with a detainee in a single day.

The same guidelines for in-person attorney/client visits will apply to VAV meetings and legal calls. Only legal representatives, legal assistants, and interpreters will be allowed; no family or friends of the clients are permitted. The attorney and/or his/her agents may contact outside interpretation services during the call or session. The sessions will be confidential; a facility officer will be stationed outside of the confidential VAV room to ensure security by standing out of earshot but within eyeshot. The officer will knock 5 minutes before the cut off time.

**Please be advised that legal representatives and their staff are not permitted to video or audio record during any virtual or in-person visit or any call with non-citizens at the facility. Any violation of these rules may result in suspension or a permanent revocation of VAV user privileges.**

## Visitation Frequently Asked Questions

### Who can visit?

- I. Detainees are allowed to receive visits from their families, associates, legal representatives, consular officials, and others in the community. Safety, security and good order are always primary considerations in a detention facility, and visitors must be properly identified and

attired and are subject to search upon entering the facility and at any other time. Visitors may not give anything directly to a detainee.

- II. Any violation of the visitation rules may result in disciplinary action against the detainee, and introduction of contraband or other criminal violations may lead to criminal prosecution of a visitor, detainee or both.

- III. **Friends and Family Visits**

The visitation schedule is designed to accommodate the volume of visitors within the limits of space resources, and to ensure adequate security. A visitor's failure to abide by visiting rules may result in immediate cancellation or termination of a visit and/or suspension of future visitation privileges.

- IV. **Attorney Visits**

1. Legal representatives of detainees are authorized to visit, in person or virtually (VAV), their clients during the following hours: Daily, 7 a.m. - 7 p.m.
2. On the day detainees go to court, legal representatives are allowed to visit starting at 6:30 a.m.

- V. **Consular Visits**

1. Consular visits will be conducted as requested or needed during normal visitation hours (7a.m. - 7p.m.) and coordinated by ICE officials.

- VI. **Clergy Visits**

1. Clergy may visit detainees at any time, but must make prior arrangements with the Chaplain's Office at (281) 449-1481 Ext. 74150.

- VII. **Visiting Restrictions**

1. All family or other social visits are non-contact.
2. No firearms or weapons of any kind are permitted in the facility.
3. If visitors are or appear to be intoxicated, visitation will not be allowed.
4. All visitors are subject to search while in the facility.
5. Visitors are not allowed to pass or attempt to pass any items to detainees.
6. Visitors are not allowed to carry any items into the visitation area.

## **How do I get approved for visitation?**

No approval needed. Legal Representative requires 24 hour notice for a VAV scheduling. No approval required for Legal Representative in-person visits.

## **How do minors get approved to visit?**

Minors who are visiting the facility must be accompanied by an adult guardian (18 years or older). Minors must not be left unaccompanied in the waiting room, visiting room or any other area.

## How long does the application process take?

There is no application process.

## How will I know if I've been approved?

No approval needed. A facility staff will respond with the scheduled times for a Legal Representative VAV.

## What are the days and times of visitation?

- A. The visitation schedule is organized according to the last 2 digits of the detainee's A# whether even or odd, and by male or female detainees. Each detainee is able to inform his or her family of the appropriate visitation time/day or visitors can call the facility to verify the time/day prior to the visit.

Sundays through Wednesdays:

Males: 7 a.m. - 2 p.m.  
2 p.m. - 5 p.m.

Thursdays through Saturdays:

Females: 7 a.m. - 10 a.m. Females:  
Males: 10 a.m. - 5 p.m.

Detainees in segregation (males and females): 5 p.m. - 7 p.m. daily.

Legal Representatives 7 a.m. - 7 p.m. daily.

- B. In order to ensure a complete visit for the full one (1) hour, visitors are asked to arrive 45 minutes prior to the time they expect to begin their visit in order to be processed through security entrance procedures.

## How long can I visit?

Detainees are limited to one (1) visit per week, for one (1) hour, with a maximum of 2 adults and 2 children. The facility may restrict visits to thirty (30) minutes in order to accommodate a high volume of visitors within the limits of space and resources, and to ensure adequate security.

## Where do I park when I arrive at the facility?

The Houston Processing Center is located in the North-East section of the City of Houston, Texas. Public transportation is available to the facility and numerous freeways and access roads are nearby. The facility enjoys immediate access to the Bush Intercontinental Airport.

The facility can be reached from the Bush Intercontinental Airport by exiting the airport onto JFK Boulevard, turning left onto Greens Road, then right onto Vickery Drive, and left onto Consulate Plaza Drive which turns into Export Plaza Drive.

Visitor parking is available, but limited, in front of the facility. Alternate parking is available. Parking lot entrance signs are located on Greens Road adjacent to the Immigration and Customs Enforcement building entrance.

## **Will I be searched?**

Yes. All individuals requesting admittance to the facility or the visitation area are subject to a pat-down search of their person, an inspection of their belongings, and a metal scan search. Individuals refusing to cooperate with a reasonable search will not be admitted. No firearms or weapons of any kind are permitted. No electronic devices (cell phones, pagers, radios, etc.) are permitted in the secure areas of the facility.

## **What is the dress code for visitation?**

### Visitor Dress Code

1. Female Visitors Age 12 and Older:
  - a. Shorts shall cover customarily covered areas of the anatomy, including the buttocks and crotch area, both when standing and sitting. Shorts no higher than mid-thigh are acceptable. Short-shorts, jogging shorts, cut-offs, and other obviously inappropriate short garments are prohibited.
  - b. Shirts and dresses shall extend to mid-thigh, seated.
  - c. Slits in shirts and dresses shall rise no higher than mid-thigh, seated.
  - d. Sheer (see-through) clothing is prohibited.
  - e. The top of clothing shall be no longer than the underarm in the front and back. Bare midriffs and strapless tops, tube tops, and swimsuits are prohibited.
  - f. Shoes shall be worn at all times.
  - g. Gang "colors" and other gang displays are prohibited.
  
2. Male Visitors Age 12 and Older:
  - a. Shorts shall cover customarily covered areas of the anatomy, including the buttocks and crotch area, both when standing and sitting. Shorts no higher than mid-thigh are acceptable. Short-shorts, jogging shorts, cut-offs, and other obviously inappropriate short garments are prohibited.
  - b. Shirts shall be worn at all times. Muscle shirts, bare mid-riff shirts and sleeveless shirts are prohibited.
  - c. Shoes shall be worn at all times.
  - d. Gang "colors" and other gang displays are prohibited

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

Valid government issued photo ID such as driver's license or passport.

## **What items am I allowed to bring to visitation?**

Visitors may only enter the facility with a government issued identification and one set of keys (no handcuff keys are allowed). Visitors must exchange their government issued Identification for a visitor's badge before entering the visiting area with one set of keys. Visitors with an infant are allowed to take one baby bottle and two diapers for the infant. No other items are allowed. Visitors must leave all other items (including cell phones) in their vehicles or store them in the on premises locker boxes at their own risk.





**HOUSTON PROCESSING CENTER**

15850 Export Plaza Dr.  
 HOUSTON, TEXAS, 77032  
 Phone: (281) 449-1481 Fax (281) 449-3021

**LEGAL VISITATION REQUEST**

This form must be typed or printed clearly. It is requested that this form be received by Houston Processing Center Staff at least 24 hours in advance prior to the requested visitation time. Legal Assistants must present a letter from their law firm (with letterhead) confirming they work for the firm.

**Date sent** \_\_\_\_\_ **Planned Visit Date/Time:** \_\_\_\_\_

G28 on file? Y/N if Immigration firm,  
 Core Civic will need a copy of the G28.  
 Place answer in the space provided. → \_\_\_\_\_

**Representative Supervisors Name:** \_\_\_\_\_

**Name of visiting representative:** \_\_\_\_\_

**Physical Address:** \_\_\_\_\_

**City/State/Zip:** \_\_\_\_\_

**Telephone Number:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Conference Call Log-In** \_\_\_\_\_ **Zoom Call-In #:** \_\_\_\_\_ **CODE:** \_\_\_\_\_

No.	*Bed No.	Resident Alien Number	Full Name of Detainee	Nationality	*Visitation Times	
					IN	OUT
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

**These guidelines must be followed while conducting official business at Houston Processing Center.**

- A. Legal Visitation is Monday through Sunday 7:00 am to 7:00 pm.**
- B.** HPC will not schedule more than one (1) list per Law Firm/Attorney/Legal Representative per day. Law Firm/Attorney/Legal Representative/School will only be allowed to visit the Detainees on the submitted visitation request form.
- C.** Legal representatives/Attorneys are prohibited from soliciting legal employment while in the facility. This includes, but is not limited to, the distribution of business cards to individuals that are not reasonably believed to be a client.

**NOTICE TO LAW FIRMS:**

Email this form to the [houstoncourtvisitation@corecivic.com](mailto:houstoncourtvisitation@corecivic.com). Or FAX this form to 281-449-3021 with required documentation. A CoreCivic-HPC staff member will respond with a VAV schedule time.

**\* To be filled out by Houston Processing Center staff**