



Family Reconciliation Center Resource Guide

Welcome to the **Family Reconciliation Center (FRC) Resource Guide**. This comprehensive guide is designed to support families and friends of incarcerated individuals in Nashville by providing essential information, practical resources, and valuable insights from FRC guests who have navigated the system firsthand. Our mission is to help you stay meaningfully connected with your loved one while navigating the complexities of the correctional system with greater confidence, clarity, and care.

This guide is a living document that will continue to grow and evolve over time as we gather more insights and resources. If you have ideas, feedback, suggestions for improvement, or would like to share your personal experience to help other families, please don't hesitate to reach out to us at info@frcnashville.org or call us at (615) 513-8042. Your voice matters, and your experiences can make a real difference for other families walking this challenging path.

Tennessee Department of Correction Official Resources

The Tennessee Department of Correction (TDOC) provides comprehensive official resources to help families navigate the visitation process. These official sources are your most reliable reference points for current policies, procedures, and facility-specific requirements. Always verify information directly with TDOC to ensure you have the most up-to-date guidelines.

Official Visitation Policy

Access the complete [TDOC Visitation Guidelines](#) for statewide policies, general requirements, and procedural information that applies across all Tennessee correctional facilities.

Facility Locator

Use the [Find a Facility](#) tool to locate specific correctional institutions, get contact information, and access facility-specific visitation details and schedules.

Detailed Facility Handbooks

Review comprehensive visitation handbooks for specific facilities:

- [Riverbend Maximum Security Institution](#)
- [DeBerry Special Needs Facility](#)
- [Debra K. Johnson Rehabilitation Center](#)

Quick Start Checklist for First-Time Visitors

Preparing for your first visit can feel overwhelming, but following this comprehensive checklist will help ensure a smooth experience. Each step is important, and missing even one can result in delays or denied entry. Take your time to complete each requirement carefully.

01	02	03
Complete Visitation Application Submit a complete visitation application with a properly sized photo and all required documents. Critical: Photo must fit exact parameters specified or entire application will be rejected. Applications must be renewed every two years.	Confirm Approval Status Wait for confirmation that you've been approved to visit. Processing times vary, so apply well in advance of when you hope to visit.	Schedule Your Visit Call the facility directly to schedule your visit. Visits are appointment-only and must be arranged in advance.
04	05	06
Review Facility Requirements Carefully review the facility's specific visitation hours, dress code requirements, and any special policies that may apply.	Plan Your Arrival Plan to arrive at least 30 minutes early to allow time for security procedures, but not more than 30 minutes before your scheduled visit time.	Prepare Required Items Bring a valid government-issued photo ID. Leave all personal items, electronics, and prohibited items at home or in your vehicle.
07	08	09
Dress Appropriately Wear clothing that strictly adheres to the dress code. Violations can result in denied entry with no exceptions.	Prepare for Security Screening Know that you will be required to undergo a full-body scan similar to airport security procedures.	Practice Patience Be prepared for potential delays. The process can take time, and unexpected situations may arise.

Helpful Insights from FRC Guests

These practical tips come directly from families who have successfully navigated the visitation process. Their real-world experiences provide invaluable guidance that goes beyond official policies to help you prepare for the realities of visiting an incarcerated loved one.

Application & Scheduling

- **Visitation applications** must include a current photo that meets exact size specifications. For minors, include a birth certificate. Children ages 6 and older must have a photo attached. Remember to renew every two years.
- **Scheduling visits:** Contact the facility directly by phone. All visits are appointment-only with no walk-ins accepted.
- **What to bring:** Government-issued ID is mandatory. Absolutely no contraband or electronic devices of any kind.
- **Arrival tips:** Arrive early to allow time for processing, but not more than 30 minutes before your scheduled visit time.

During Your Visit

- **Dress code matters:** Violations can result in immediate denied entry with no exceptions or second chances.
- **Snacks during visitation:** Purchase a reloadable card for vending machines in the lobby. Only one card is issued per visitor. Bring \$5 or \$10 bills (cash only) to load money onto the card before going through security.
- **Stay informed:** Always verify any information directly with the facility, as policies can change.
- **Lean on others:** Connecting with other families through support groups can offer both emotional support and practical advice from those who understand your journey.

❏ **Disclaimer:** The advice above is based on the personal experiences of past FRC guests. The Family Reconciliation Center does not endorse, verify, or guarantee the accuracy of this advice. Please refer to official TDOC sources for the most reliable and current information.

Dress Code Guidelines

Adhering to the dress code is absolutely essential for a successful visit. Violations will result in denied entry, and there are no exceptions. When in doubt, choose more conservative clothing options. Many experienced visitors recommend bringing a backup outfit in your car just in case.

✓ Do Wear

- Modest clothing that covers shoulders and knees completely
- Closed-toe shoes with no exposed toes or heels
- Appropriate undergarments (required)
- Conservative, solid-colored clothing
- Clothing that fits properly without being tight or revealing

✗ Do NOT Wear

- See-through clothing or underwire bras
- Spandex, yoga pants, or tight-fitting clothes
- Camouflage prints or white clothing
- Sleeveless tops, crop tops, or low-cut shirts
- Flip-flops, slides, or steel/composite toe shoes
- Excessive jewelry or accessories
- Clothing with holes, rips, or tears

Pro Tip: If you're unsure whether an outfit is appropriate, bring a backup outfit to leave in your vehicle. This simple precaution can save you from a wasted trip and the disappointment of being turned away at the door.

Conduct & Security Protocols

Understanding and respecting security protocols is crucial for maintaining your visitation privileges and ensuring the safety of everyone in the facility. These rules exist to protect both visitors and incarcerated individuals, and violations can have serious consequences.

Respectful Behavior

Treat all correctional staff, other visitors, and incarcerated individuals with respect and courtesy at all times. Disrespectful behavior can result in immediate termination of your visit and potential loss of visitation privileges.

Physical Contact Limits

Physical contact between visitors and incarcerated individuals is strictly limited and continuously monitored. Typically, a brief embrace at the beginning and end of the visit is permitted, but policies vary by facility.

Security Screening

All visitors are subject to metal detectors, full-body scans, and health screenings. These procedures are mandatory and non-negotiable for entry into the facility.

Prohibited Items

Strictly prohibited items include tobacco products, electronic devices, unauthorized medications, weapons of any kind, and any items not explicitly approved by facility policy.

Contraband Violations

Attempting to bring contraband into a facility may lead to criminal prosecution and permanent revocation of visitation rights. Take this seriously and never attempt to bring prohibited items.

What If Plans Change?



Contact Facility Immediately

If you need to cancel or reschedule your visit, contact the facility as soon as possible. Providing advance notice is courteous and may help you reschedule more quickly.



Rescheduling Limitations

Missed visits may not be rescheduled immediately. Facilities have limited visitation slots, and you may need to wait for the next available appointment.



Unexpected Suspensions

In cases of facility lockdown, security incidents, or health concerns, visits may be suspended without advance notice. Stay flexible and patient during these situations.

Flexibility and understanding are essential when dealing with the correctional system. Unexpected changes can happen, and maintaining a positive attitude will help you navigate these challenges more effectively. Always have a backup plan and stay in communication with the facility.

Legal & Correctional System Support

Navigating the legal and correctional system can be complex and overwhelming. These organizations provide essential support, information, and advocacy for incarcerated individuals and their families throughout Tennessee and beyond.



TN Department of Corrections

- [Supporting Victims and Their Families](#)
- [Constituent Services](#)
- [Parole Hearing Schedules](#)



Legal Resources

- [Nashville Bar Association for the Public](#)
- [Federal Public Defender Middle District of Tennessee](#)
- [Tennessee Bar Association for the Public](#)



Justice Organizations

- [Justice for All TN](#)
- [Choosing Justice Initiative](#)

Communication & Financial Services

Staying connected with your incarcerated loved one is vital for maintaining relationships and supporting their well-being. These services provide secure ways to communicate through video calls, messages, and financial transactions.



GettingOut App

Video visitation, messaging, and photo sharing services. [Learn more about GettingOut](#)



JPay Services

Inmate communication, money transfers, and email services. [Access JPay services](#)

Important Note: These services typically charge fees for transactions and communications. Review pricing carefully and budget accordingly to maintain regular contact with your loved one.

Community & Family Support Resources

You don't have to navigate this journey alone. These organizations provide comprehensive support services, from crisis intervention to reentry assistance, helping families and incarcerated individuals build stronger futures together.

Crisis & General Support

- [Tennessee 211 Resource Hub](#)
- [Crisis Support TN](#)
- [National Resource Center on Children & Families of the Incarcerated](#)
- [Prison Visitation Fund](#)

Reentry & Employment

- [Tennessee Office of Reentry](#)
- [Project Return](#)

Faith-Based Support

- [Prison Fellowship Family Support](#)
- [Men of Valor](#)
- [Dismas House](#)
- [Tennessee Prison Outreach Ministry](#)

Personal Development

- [Better Decisions](#)
- [Leaving the Cocoon](#)
- [Free Hearts](#)

Justice, Advocacy & Education Resources

These national and state organizations work tirelessly to reform the criminal justice system, support the wrongfully convicted, and provide educational opportunities for incarcerated individuals. They offer resources for advocacy, legal support, and systemic change.

- Criminal Justice Reform & Advocacy
 - [National Association of Criminal Defense Lawyers](#)
 - [TN Innocence Project](#)
 - [The Sentencing Project](#)
 - [Equal Justice Initiative](#)
 - [Institute to End Mass Incarceration](#)
- Sentencing & Policy Reform
 - [Tennesseans for Alternatives to the Death Penalty](#)
 - [Families Against Mandatory Minimums](#)
 - [Prison Policy Initiative](#)
 - [Fine and Fee Justice Center](#)
- Education & Rights
 - [Prison Book Project](#)
 - [Alliance for Higher Education in Prison](#)
 - [Know Your Rights \(Prisoner Rights\)](#)

About Family Reconciliation Center

Family Reconciliation Center (FRC) is a nonprofit hospitality house located in Nashville, TN. We provide **free overnight rooms** to anyone visiting an incarcerated loved one, removing economic barriers that prevent families from staying connected.

Our Mission: Families of the incarcerated are forgotten victims of crime. FRC seeks to remove the most common economic barriers to visitation so that families can focus on the more critical task ahead of them with their incarcerated loved one: reconciliation and healing.

We understand that navigating the prison system and maintaining a connection with an incarcerated loved one can be challenging. FRC is here to provide guidance, support, and a safe place to stay during your visits.

Contact Us

Email: info@frcnashville.org

Phone: (615) 513-8042

Share Your Story

If you have additional resources, insights, or experiences to share that could help other families, please reach out. Your voice matters.

*For the most up-to-date policies and visitation information, please refer to official sources such as the [**Tennessee Department of Correction**](#) and your loved one's specific correctional facility. This guide is meant to supplement, not replace, official information.*