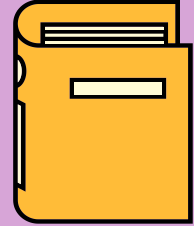




Planting Seeds of Justice: **Critical Interventions to improve** **the waiting experience in** **correctional facilities**

DSGN 401-3
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Abolitionist Visions

We want to emphasize that this project is a needle in the haystack when considering the full socio-cultural impact of mass incarceration. We strive for worlds where prisons cease to exist and everyone can live freely. At the same time, we are committed to improving the experiences of folks who are impacted by these systems, while working toward dismantling them.

Our Stakeholders

**Women's
Justice
Institute**

**Children and
Parents**

**System
Impacted
People**

**Prisons and
Jails**

Policymakers

**Advocacy
groups**

Conducting Research



**Laundromat
visit**



WJI visit



**Secondary
Research**

Key Insights

**Emphasize the
quality of the visit**

**Create opportunities
to intentionally foster
relationship-building**

**Consideration for
the end of a visit and
the aftermath**

**Include ways to keep
older kids/teens
engaged and look
forward to visiting**

**Need for learning
activities that are more
hands-on and cater to
different learning styles**

**Should expand focus on
the visitation
experience beyond just
waiting rooms**

The Playbook

The Plays

This playbook consists of 5 key “plays,” each consisting of background information, recommendations, and things to keep in mind when designing a waiting room experience in a correctional facility:

1. Understand the needs of groups impacted by this experience
2. Understand what happens before and after the visit
3. Preparing Children for the visit
4. Create opportunities to foster connection and build meaningful relationships
5. Design a waiting room experience that meets stakeholders’ needs



Understanding the needs of groups impacted by this experience

1

Recommendations

- Include people who are affected by incarceration (system-impacted people and their visiting families) in the design process
- Conduct additional research to understand who all of the user groups are and what their journey is when visiting a detained or incarcerated family member



Understand what happens before and after the visit

2

Recommendations

- Use the waiting room to help relieve stress before and after the visit
- Provide resources to help children and their caregivers manage daily life with a system-impacted family member



Preparing Children for the visit

3

Recommendations

- Provide impacted parents with documentation guiding them on how to answer questions children might have about their conditions during visits
- Opportunities to educate children on the prison system
- Providing resources to reassure children's concerns about their parents' safety while incarcerated
- Providing resources for children to relieve and process stress related to visiting an incarcerated parent



**Create opportunities
to foster connection
and build meaningful
relationships**

4

Recommendations

- Include activities in the waiting room that prompt conversations in the visiting room
- Help children feel safe to freely speak to their parent
- Help the system-impacted parent stay informed about their child's interests



**Design a waiting
room experience that
meets stakeholders'
needs**

5

Recommendations

- Provide ways for all children to play and learn in the space
- Provide a range of seating for adults and children
- Rules of play and boundaries of play area should be clearly defined
- Integrate existing prison programs into the experience if possible



Thank You

We would like to express our heartfelt gratitude for the invaluable assistance from our professors, Liz McChesney, WJI, our peers, and all the people that contributed to the creation of this playbook. Your support was critical in our efforts to identify the challenges that system-impacted people and their families face and to advocate for changes that would improve their lives.

Team Palmy

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