



**CONNECTICUT DEPARTMENT OF CORRECTION  
MISSION STATEMENT**

**The Department of Correction shall protect the public, protect staff, and provide safe, secure, and humane supervision of offenders with opportunities that support successful community reintegration.**

\* \* \* \* \*

**CARL ROBINSON CORRECTIONAL INSTITUTION  
MISSION STATEMENT**

**The Carl Robinson Correctional Institution shall protect the public, protect staff and ensure a safe, secure and humane environment for offenders. Within the scope of this mission, opportunities for personal development shall be afforded to each offender to assist in successful reintegration into society. These opportunities shall emphasize individual responsibility and accountability.**

**Revised June 2013**

**CARL ROBINSON CORRECTIONAL INSTITUTION  
INMATE HANDBOOK**

**The Inmate Handbook provides information about the Department of Correction and the operation of this facility. The Handbook will help you know what services are available and what your obligations are. You are responsible for familiarizing yourself with the contents of the Handbook.**

**\* \* \* \* \***

**Carl Robinson Correctional Institution (CRCI)  
is a Level 3, male facility.  
The mailing address is:**

**CARL ROBINSON CORRECTIONAL INSTITUTION  
Box 1400  
Enfield, CT 06083-1400**

**\* \* \* \* \***

**Facility Description and Organization**

**Robinson C.I. is comprised of Ten (10) housing units. Eight (8) of those buildings are structured as dormitories clustered around a closed compound. The other four units are on the lower compound and support our older inmate population, outside clearance positions, DUI and the TOP Program.**

**THIS HANDBOOK IS THE PROPERTY OF THE CONNECTICUT DEPARTMENT OF CORRECTION AND CARL ROBINSON CORRECTIONAL INSTITUTION.**

**DEFACEMENT AND/OR LOSS OF THIS HANDBOOK WILL RESULT IN A \$3.00 CHARGE FOR REPLACEMENT.**

**THIS HANDBOOK SHALL BE TURNED IN UPON DISCHARGE OR TRANSFER FROM CRCI.**

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### **References in the Handbook**

Some sections in the Handbook are followed by a reference, e.g., (Reference: A.D. 9.5, Code of Penal Discipline). The A.D. refers to Administrative Directive; the number is the number of the Administrative Directive, followed by the title of the directive. The reference C.G.S. Sec. 18-7 is a reference to Connecticut General Statutes, Section 18-7. Sets of Administrative Directives, the Connecticut General Statutes, and relevant State Administrative Regulations are available in the Library.

## PART I

### FACILITY OPERATING PROCEDURES

1. **ADDRESSING STAFF.** Uniform staff should be addressed by title: "Officer (name)," "Lieutenant (name)," "Captain (name)." Non-uniformed staff should be addressed either by title or by "Mister or Ms. (name)." If you do not know the title, address the staff as "Mister or Ms. (name)." If you do not know the name, use "Sir" or "Ma'am."
2. **CHAIN OF COMMAND.** All inmates are required to use the chain of command when addressing issues. On page 31 of this handbook you will find a resource list which will assist in identifying which staff member should be contacted first. After writing to the responsible staff member the chain of command is Deputy Warden, Warden and District Administrator. Only after all these levels have been exhausted may you contact the appropriate Deputy Commissioner or Commissioner. Receiving an appropriate answer that you do not like is not a reason to take an issue to the next level. Also, at each level, the staff member has 15 working days upon receipt in which to respond.
3. **FOLLOWING ORDERS.** You must obey any order or instruction issued to you by a staff member. If more than one order has been given, obey the last order. Failure to comply with an order will result in disciplinary action.
4. **PERSONAL CONDUCT.** You are required to conduct yourself in a responsible manner.
  - A. You are not permitted to engage in behavior that disrupts the order of the facility, threatens security, endangers the safety of any person, or imperils State or personal property.
  - B. You are not permitted to make sexually suggestive remarks or gestures to any person.
  - C. You are not permitted to make excessive noise or to use profanity.
  - D. Horseplay is prohibited
5. **PERSONAL SAFETY.** If you believe that your safety is at risk, report your concerns immediately to a staff member. The Department and the staff at CRCI are committed to ensuring your safety.
6. **IDENTIFICATION CARD.** You will be issued an Identification Card (I.D.) which must be worn, with picture forward, on your outer most garment in the lapel area whenever you are outside of your Housing Unit. If a staff member asks you for your I.D. card, you must surrender the card.
  - A. Failure to wear your I.D. card or to surrender it to a staff member; or possession of another inmate's I.D. Card or of a duplicate of your own; or defacing, tampering with, or altering your I.D. card, is prohibited and will subject you to **disciplinary action.**
  - B. If you lose, misplace, destroy, or alter your I.D. card, you must report it to the Housing Unit Officer. You will be charged three dollars (\$3) if your I.D. card is lost, misplaced, destroyed, or altered. Broken I.D. clips may be exchanged for a new I.D. clip.
  - C. Upon leaving your housing unit you must have proper ID and clip. Failure to do so may result in your inability to participate the program /activity you were going to attend.
7. **RULES AND REGULATIONS.** Compliance with the rules and regulations is expected and is essential to the orderly operation of the facility and the mutual well being of all. Failure to comply with the rules may subject you to disciplinary action.
  - A. **Count:** Counts are conducted at various times during each day. For each count, you must be in your Housing Unit unless you have approval to be at another place. For a count taken in the Housing Unit, you must be on your bed and remain clearly visible to the officer taking the count and stay there until it is announced that the count has cleared. If you are away from your Housing Unit, follow the instructions of the officer or staff member taking the count. Movement, talking, or making noise is not

permitted while the count is in progress. The lights will be turned on during a count if the officer deems it necessary. If a recount is necessary, you must repeat the count procedure.

## **B. Contraband and Search.**

1. You are prohibited from having or using contraband. Being in possession of contraband may subject you to disciplinary action.
2. Contraband. Is defined as: an item (1) not authorized to be in a facility, the grounds of a facility, a vehicle, a contract program area or in an inmate's possession; (2) that is authorized, but used in an unauthorized or prohibited manner, or (3) that is authorized, but altered.
3. You, your bunk area, locker, and your property are subject to a search by staff at any time. Searches may be conducted with or without your being present.

## **C. Clothing/Accessory Regulations.**

1. You are required to wear the state-issued "Uniform of the Day" outside of your Housing Unit and in your counselor's office. Possession of another inmate's clothes or clothing items is not permitted and will subject you to disciplinary action.
2. "Uniform of the Day" will be as follows:
  - a). Standard - khaki shirt (White t-shirts are authorized between May 1 and September 30), khaki pants, seasonal outer garment. When attending visits, school and programs a khaki shirt must be worn, t-shirts are not permitted. Jewelry should be tucked into clothing.
  - b). Kitchen Workers - white shirts, white pants or white checked pants, and State-issued shoes.
  - c). Recreation - appropriate attire for the recreational activity.
  - d). Inmates may wear a sweatshirt underneath a khaki shirt except to and from visits.
3. You must wear State-issued clothing in the way it was designed to be worn; shirts and pants must be fully buttoned, shirts must be tucked in and shoelaces must be tied.
4. Alteration or mutilation of State-issued clothing items is prohibited.
5. Sandals/slippers may only be worn inside your Housing Unit, unless prescribed by the Health Services Unit.
6. Headgear - only State-issued caps and authorized religious headgear may be worn outside of your Housing Unit. Bandanas, homemade caps and knit or stocking caps are not permitted. Alterations of any authorized headgear are not permitted.
7. Only authorized eyewear may be worn. Regular sunglasses are not permitted, only prescription sunglasses are authorized. They shall not be permitted to be worn inside the facility buildings, i.e. housing units, dining facility, activity building, visiting, etc.
8. Mattresses and pillows will be issued to each inmate. No alterations are permitted to mattresses or pillows. When an inmate is moved from one building to another, he will take his mattress and pillow to the new building with him. When the inmate is transferred out of CRCI the mattress and pillow will be carried to A & D by the inmate along with his property. Inmates who transfer into CRCI will be issued a mattress and pillow when they are issued their facility clothing. Mattresses will be stored in the LPU area. If an inmate is placed in RHU, his mattress and pillow will be transported to LPU along with his property. The inmate will pick up a mattress and pillow at LPU when he is discharged from RHU. Inmates will be held accountable for their mattresses.

## **D. Personal Hygiene.**

1. You must maintain a satisfactory level of personal hygiene. Poor personal hygiene contributes to the spread of disease and body odor can be offensive to others. Failure to maintain satisfactory hygiene shall result in direction from staff to improve your hygiene. Failure to follow this instruction shall result in progressive discipline.
2. Hair, beards, and mustaches must be trimmed to meet standards of hygiene and work safety. Fingernails may not extend beyond the end of the fingertip.

## **E. Housing Rules.**

1. You are responsible for the contents of your bunk area and locker. Contraband found in your bunk area and locker is your responsibility. Search your bunk area and locker thoroughly when you move in. If you find contraband, notify the Housing Unit Officer immediately.
2. You are not permitted to enter any Housing Unit other than the one assigned to you unless escorted or given permission.
3. You must keep your bunk area clean. Trash should be removed daily by discarding it in the trash bins. The only authorized place to discard trash is in the trashcan provided by the facility. Using commissary bags, plastic bags, etc. is prohibited due to fire and safety concerns. All your property must be properly stored in your footlocker. Your bed must be made by 8:30 AM each weekday. On weekends and holidays it must be made by 10:00 AM. The bathroom will be closed for cleaning as indicated in your Housing Unit.
4. You are to lock your locker when you leave your immediate bunk area.
5. Audio equipment (including TV) must be used with earphones on at all times. Volume should be kept at a level which is not heard by staff or inmates. Curfew for television watching is 11:30 PM weekdays and 2:00 AM weekends and holidays. To conserve energy, all electronics will be shut off when not being used. Failure to comply will result in progressive discipline.
6. Antennas will be attached to your television only, no extensions or alterations. They will not protrude into the walking area around your bunks or be attached to the walls or windows.
7. You are not permitted to hang a clothesline. Towels may only be hung on the bolts installed on the TV tray until dry. Towels must be removed once they are dried.
8. Items allowed on your television shelf are (1) television, (1) AM/FM radio, religious book, (1) coffee cup, and the combination of (5) family photos and postcards. All other items will be secured when not in use.
9. You are not permitted to cover your bunk area in a tent fashion. Nothing may be affixed to any part of the bunk. Winter coats and spring coats will be stored either in the dayroom, underneath your mattress, or in your locker. Laundry bags will be affixed only to the television stand end of your bed.
10. You are not permitted to cover light fixtures or obstruct an open view into your bunk.
11. You are not permitted to tamper with, block, remove, or alter any vents.
12. You are not permitted to remove, damage, or tamper with facility equipment in the Housing Unit or in any other part of the facility.
13. Inmates will not be permitted into the dayroom until work call/school call has been announced.
14. The dayroom televisions will broadcast over an FM band that will require the use of a Walkman and headphones. Curfew for the dayroom TV is 11:30 PM Mon- Fri and 2:00 AM on weekends and holidays. Proper dress in the dayroom shall be T-shirt, pants/shorts, and footwear. Games being played in the dayroom will cease as of 11:30 PM each night.
15. After lights out (10:30 pm) is announced, bedside visiting and social conversation is prohibited. Sitting on your footlocker or loitering in the dormitory or bathroom will not be permitted.
16. Chairs will not be allowed in the Housing Unit or bathroom. Dayroom chairs shall not be utilized for any other purpose than sitting.
17. Footlockers must be stored under the bottom bunk with no more than 12" exposed, unless you have a designated bunk allowing you to have your locker next to your bed. Lockers shall not be permitted to be located against any wall.
18. Card games will be played in the dayrooms only.
19. Praying will only be in designated areas: (1) chapel or (2) one person next to his bed. NOTE: No group prayer or unauthorized assembly is allowed in the Housing Unit.
20. Beds are not allowed to be placed against any wall and must be spaced 2 square tiles away from the wall.
21. Inmates will be fully clothed when entering and exiting the shower area, Minimum attire is boxer shorts, towel and shower shoes. Inmates will only disrobe while in the shower stall. No showers are allowed after 10:30 p.m.
22. Banging on windows and doors is prohibited. Inmates are not permitted to hang out at or near any doorway.
23. Yelling onto the compound or on the compound is prohibited.
24. Sheets are not allowed on dayroom tables, footlockers or coat hooks. Coat hooks are for coats

- only. All other items will be confiscated.
25. Clothing items shall not be affixed to your footlocker.
  26. Plastic trash bags and gloves are not for personal use.
  27. Single chair seating in dayroom only – no stacking of chairs
  28. Do not use I.D. clips for decorations or for hanging anything
  29. Paper commissary bags are to be disposed of. They are not to be used for storage of letters, commissary, trash or other property items.
  30. When a code is called you will be ordered to your bunk until the code clears.

#### **F. Fire Safety.**

1. You must maintain a fire-safe condition in your bunk area. You are not permitted to have flammable materials or an excessive amount of papers.
2. You must familiarize yourself with the fire exits in areas you regularly use.
3. You must participate in any fire drill and quickly exit when directed to do so.
4. You must not tamper with the electrical wiring or electrical fixtures or appliances in any way.
5. You must only use a single approved extension cord.
6. Hot pots shall be used only in the prescribed manner. They will be located in the dayroom only and will be turned off when the dayroom closes at 11:30 PM. On late nights they will be turned off at 2:00 AM.
7. Emergency exit doors will remain clear of obstructions at all times.
8. Clothes dryers are not to be used to heat or cook food.

#### **G. Movement Regulations.**

1. During movement you must walk at a normal pace. Running, malingering, and loitering are not permitted. You must report to your approved destination only. Violations will result in progressive discipline.
2. If an order to “CLEAR THE YARD” is issued, immediately return to your Housing Unit or other area as directed by staff.
3. If a re-call order is issued, follow the order instructions.
4. You may not congregate or loiter in the inner circle area at any time.
5. Walk to the right of the yellow line on the walkway at all times. Do not walk on the grass.
6. Leaving your assigned unit without permission is prohibited.
7. You are not allowed to enter any other housing unit on your own for any reason unless directed to do so or approved by a staff member.

#### **H. Dining Hall.**

From May 1 to September 30, inmates may wear a clean T-shirt (white) instead of the standard khaki shirt.

1. You will have five (5) minutes after chow is called to leave the Housing Unit before you are late. Being late will cause you to miss the meal.
2. A single line must be maintained; cutting in line is not permitted.
3. You are responsible for receiving a complete tray; only one (1) trip through the serving line is allowed.
4. Only authorized food items/or condiments in their original container may be taken into the Dining Hall
5. No food items may be removed from the Dining Hall.
6. You must eat with your Housing Unit, Work Detail, or School Class.  
All inmates will be seated in the order they arrive. You must sit in the assigned seat designated by the officer.  
You are not allowed to pass any food items or condiments to any inmates at another table.  
You are not allowed to pass or leave your food tray to another inmate.  
You are only allowed to talk to the inmates at your table or the other inmates that are directly in

- front or in back of you while in line. NO YELLING TO OTHER INMATES AT ANY TIME.
7. You will have twenty (20) minutes to eat your meal.
  8. You must take your tray and utensils to the scullery after you finish your meal.
  9. You must leave the Dining Hall after you finish eating and return to your assigned Housing Unit or work detail.
  10. Inmates authorized for Common Fare or Special Diet will have an I.D. indicating such and come to the Dining Hall with their assigned unit or school.

**I. Work/School/Library Rules.**

1. Work/School call is generally at 8:30 AM and 12:30 PM. (subject to change based on facility operational needs)
2. You will have ten (10) minutes after work/school call to arrive at your assigned place. Failure to arrive on time may result in a loss of work/school and a loss of pay for that day.
3. No unauthorized items may be taken to the work/school areas; for example, non-work related reading materials, coffee cups, Walkmans, clothing, food.
4. No unauthorized item may be removed from the work/school area.
5. At work or school (academic and vocational education) you are responsible for any tool issued to you. Upon receiving or returning any tool, you must check the tool for any defects. If the issued tool is damaged or is not working properly during the work period, you must notify the issuing staff immediately. If you lose or intentionally damage any tool, you will be subject to disciplinary action under the charge of Destruction of Property. (As used in this subsection, the word “tool” means “tool and equipment”.)
6. CRCI makes every effort to make the Library available to inmates during recreation periods. Hours do fluctuate and will be announced by custody staff during recreation.

**The Library will be closed on weekends and holidays.**

**J. Visiting, Recreation, and Other Activities.** The rules and regulations or other activities, services, and programs are contained in other sections of the handbook.

- 8. DISCIPLINARY ACTION/CODE OF PENAL DISCIPLINE.** Violation of facility rules or commission of a disciplinary offense will subject you to disciplinary action under the Code of Penal Discipline. The Code of Penal Discipline establishes disciplinary offenses, authorized sanctions, and the process for adjudication. The Code of Penal Discipline is posted in your housing unit and available in the Library .You are advised to familiarize yourself with the provisions of the Code. (Reference: A.D. 9.5, Code of Penal Discipline)

**L. O. R. means “LOSS OF RECREATION”**

1. YOU MUST REMAIN ON YOUR BED DURING THE RECREATION PERIOD.
2. YOU MAY REPORT TO WORK.(Unless removed from your Job due to the DR)
3. YOU MAY ATTEND SCHOOL.
4. YOU MAY ATTEND ANY SCHEDULED TREATMENT PROGRAM.
5. YOU MAY ATTEND A RELIGIOUS FUNCTION OR PROGRAM.

\*\*\*SANCTION DATES ARE INCLUSIVE AND EFFECTIVE THRU MIDNIGHT\*\*\*

\*\*RECREATION PERIODS MAY VARY\*\*

FAILURE TO COMPLY WITH THIS ORDER WILL RESULT IN DISCIPLINARY ACTION

9. **SECURITY RISK GROUP/GANGS.** A Security Risk Group (SRG) is a gang that has been designated by the Commissioner as posing a threat to the safety of staff, the facility, inmates, or the community. There are two types of affiliation with a Security Risk Group: (1) as a Member, or (2) as a Safety-Threat Member.

A. **Member.** When information suggests that an inmate may be affiliated with an SRG, the Warden shall initiate procedures to conduct a hearing to determine if the inmate is an SRG member. If designated as an SRG member, the inmate shall serve their disciplinary sanctions and be transferred to a Close Monitoring Unit.

B. **Safety-Threat Member.** A Safety-Threat Member will be designated by the Commissioner after a hearing and an opportunity to appeal on the basis that the inmate's own behavior or status within the Security Risk Group poses a threat to the safety of staff, the facility, inmates, or the community. If you are designated a Security Risk Group Safety Threat Member, you will be transferred to the Department's Close Custody Unit.

10. **DISCIPLINARY REVIEW.** \*Inmates receiving multiple disciplinary reports who meet the following Criteria, shall automatically be reviewed for a level increase:

1. Three (3) or more Class A disciplinary offenses within 120 days;
2. Three (3) or more Class A/B combination of disciplinary offenses within 90 days.
3. Three (3) or more Class B disciplinary offenses within 90 days. Automatic review does not imply an automatic classification increase to a higher level facility.

\*Prior to a disciplinary level increase you will be granted a Behavior Intervention Hearing (BID) in which you will be allowed to explain your behavior. The hearing officers may or may not allow you remain at your current level. They may also impose a behavior intervention plan designed to assist you in getting control of your behavior. Failure to comply with the specifics of the plan may result in a level increase loss of good time and possible transfer to a higher level facility.

11. **HOUSING ASSIGNMENT.** Some housing assignments have a special purpose or a special identifying characteristic. Inmates are assigned to a Housing Unit based on their compatibility with the purpose of the Housing Unit.

- Bldg. 1A – Red - Kitchen workers
- Bldg. 1B – Red - Kitchen workers/recreation workers/non-housing unit janitors
- Bldg. 2A – Yellow - School
- Bldg. 2B – Yellow – General Population
- Bldg. 3A – Black - School
- Bldg. 3B – Black - School
- Bldg. 4A – Orange – Over 35
- Bldg. 4B – Orange – General Population
- Bldg. 5A – Dark Blue - New Admits
- Bldg. 5B – Dark Blue - New Admits
- Bldg. 6A – Green – TIME Program/Aftercare/Mentors
- Bldg. 6B – Green – General Population
- Bldg. 8 – Light Blue - Over 40
- Bldg. 9A – Neon Yellow - Re-Entry Unit
- Bldg. 9B – Neon Green - Re-Entry Unit
- Bldg 10 – Neon Orange – Time Out Program(TOP) and DUI HC Program

12. **PERSONAL PROPERTY.** You are permitted to have personal property in your possession subject to the property standards for the Security Level of the facility. The standards regulate the total volume of property, the type of property, the specific articles allowed, the quantity of each article, and the conditions of ownership/access.

- A. Inmate's Risk of Possession.** An inmate's property is retained at the inmate's own risk. The Department will not be responsible for any property personally retained by the inmate which is lost, stolen, damaged, consumed, or discarded while in the inmate's possession. **No property may be left to another inmate upon discharge.**
- B. Markings.** Some items of personal property will be permanently marked with the inmate's name and number.
- C. Volume of Property.** You are permitted to have six (6) cubic feet of property in your possession according with AD 6.10 sections 18&21. You may have five (5) each of commissary items with the exception of soups, of which you may have an unlimited amount.
- D. Transfer.** If you transfer to another facility, you must pack all of your property in the container provided you and take it to the A & P Room for inventory. You are allowed 6 pieces (5 boxes and a TV or 6 boxes). Under ordinary circumstances your property will accompany you. If you have been transferred here and you have property at another facility, contact the Property Officer.
- E. Valuables/Property.** Unauthorized valuables/property are items that belong to you that you have in your possession at this facility.
1. Disposition of valuables/property. The valuables/property of sentenced inmates must be disposed. Valuables will be stored in a secure storage area in a separate, clearly marked envelope for each inmate. An inmate has four (4) options: (1) identify an approved visitor to whom the property can be released within thirty (30) days; (2) provide an address to which the property can be mailed at the inmate's expense, except for indigents; (3) identify an approved charity to which the property may be donated; (4) authorize the facility to discard the item. Failure to select one of the above items will result in disposition at the Warden's discretion. Items that remain beyond the 30 day limit will be processed to the department's central storage facility at Carl Robinson CI and disposed of if not retrieved in 30 days in accordance with Administrative Directive 6.10, Inmate Property.
  2. Discharge Clothing. Discharge clothing needs to be supplied to inmates prior to release. You may have your family bring clothing for you on day of discharge or you can leave in sweatpants.
  3. Unclaimed Property. Unclaimed Property is property that is not claimed within thirty (30) days of a notice having been sent to the inmate's last known address. Unclaimed Property shall be
- F. Possession of sexually explicit material** is prohibited. Sexually explicit is defined as: any pictorial depiction of sexual activity or nudity, except those materials which, taken as a whole, are literary, artistic, educational or scientific in nature. The Facility Incoming Property Review Coordinator shall determine that sexually explicit material of the following types shall be excluded:
1. Sexual activity is defined as conduct, which includes but is not limited to:
    - sexual intercourse, including genital-genital, oral- genital, or oral-anal contact, whether between persons of the same sex or opposite sex, with any artificial device, or any digital penetration;
    - bestiality:
    - masturbation:
    - sadistic or masochistic abuse:
    - depiction of bodily functions, including urination, defecation, ejaculation or expectoration:
    - conduct involving a minor, or someone who appears to be under the age of 18; and
    - sexual activity which appears to be non consensual, forceful, threatening or violent.
  2. Nudity is the pictorial depiction or display of genitalia, pubic region, buttock, or female breast at a point below the top of the areola that is not completely and opaquely covered. The Facility Incoming Property Review Coordinator shall determine whether material is sexually explicit and whether it should be rejected or confiscated.
  3. Possession or transferring of sexually explicit materials will result in the issuance of a Class 'A' Discipline in accordance with Administrative Directive 9.5 Code of Penal Discipline.

### **13. INFORMATION, PROBLEM SOLVING, REQUEST SYSTEM, AND ADMINISTRATIVE REMEDIES.**

**A. Information.**

1. **Bulletin Boards.** Bulletin Boards are located in the Housing Units and at various locations

throughout the facility. Up-to-date information about the operation of the facility and the DOC are regularly posted on the Bulletin Boards. Only authorized material may be posted on a Bulletin Board; posting of unauthorized material will subject you to disciplinary action.

2. **Unit Counselors.** If you need to know something that is not posted on the Bulletin Board, contact your Unit Counselor or the Housing Unit Officer who will either know the answer, or know where to direct you to get the answer.

**B. Problem Solving.** Most problems can be solved through verbal contact with the staff member in charge: the Housing Unit Officer, your Unit Counselor, or Shift Supervisor. Explain the problem and follow the instruction given.

**C. Inmate Request System.** The Inmate Request System provides an informal way of obtaining information or a written answer to a question or an issue about a policy, procedure, or practice from a staff member, up to and including the Warden. Request Forms (FORM CN 9601) are available from the Housing Unit Officer. A mailbox for Warden's Mail is located outside of the Operations Building. The Request System serves as the Informal Resolution in the Administrative Remedies Procedure. Requests are to be submitted to the proper division. Staff has 15 business days to answer a request. Refer to Facility Resource List on page 33. You will not receive a response unless your name, number and housing unit are clearly written on the request.

**D. Administrative Remedies Procedure.** The Administrative Remedies procedure provides a way for you to obtain a formal disposition of an issue or a problem from the Warden or officials above the Warden. A summary of the Administrative Remedies procedure explaining how to use it is included in Appendix A of this Handbook. Inmate Administrative Remedy Form (FORM CN 9602) may be obtained from the Housing Unit Officer. Forms are available in both English and Spanish. Questions about the use of the Administrative Remedies procedure may be sent to the Administrative Remedies Coordinator on a Request Form (CN9601). A copy of the Administrative Remedies procedure may be obtained upon request by writing the Administrative Remedies Coordinator and is available in the Library. (Reference: A.D. 9.6, Inmate Administrative Remedies). The name of the Administrative Remedies Coordinator is posted on the Bulletin Board .

14. **MAINTENANCE.** You should report any equipment malfunction to a staff member.

## PART II

### FACILITY SERVICES

1. **CLASSIFICATION.** Classification is the ongoing process of collecting and evaluating information about you to determine your risk and needs level for purposes of deciding the facility where you will be housed, your job assignment, your treatment needs, and what programs would be suitable. (Reference: A.D. 9.2, Inmate Classification)
  - A. **Classification Committee.** The Classification Committee is the committee of staff members that makes decisions about your classification status: job placement, needs assessment, risk evaluation, program participation, etc. The Classification Committee is chaired by a Counselor Supervisor or designee, with input from all areas deemed to have information relative to the decision.
  - B. **Unit Counselor.** You will be assigned to a Unit Counselor. Your Unit Counselor will provide you with information about the operation of the facility and will assist you in adjusting to the facility and in taking advantage of program opportunities available to you.
  - C. **Transfer.** Requests for facility transfer are no longer considered by Population Management.
  - D. **Master File.** The facility maintains a record of the status of your sentence (including any pending charges) and of your overall performance in a Master File. Your Master File is maintained by the Inmate Records Office. Questions about information in your Master File or requests to review the file should be directed to your Unit Counselor. You may request to review your Master File one time every six (6) months.
  - E. **Appeal of a Classification Decision.** If you have some concerns about a classification decision, please contact the Administrative Remedies Counselor.
  - F. **Transport to Discharge.** If you are discharging and do not have a ride home, contact your Unit Counselor one-week prior to your discharge date.
  
2. **SENTENCE COMPUTATION AND CREDITS.** The Department of Correction is responsible for the computation of sentences. Following is a description of factors that pertain to sentence computation.
  - A. **Statutory Good Time.** All inmates are eligible to receive good time however not at the same rate. For those inmates who are serving a sentence for an offense committed before 10/1/94, Statutory good time is earned at the rate of 10 days per month. Those inmates who are eligible to receive good time and have completed 5 years (including good time) will be credited 12 days per month. Reference C.G.S. Sec 18-7, 18-7a and 18-100d).
  - B. **Risk Reduction Earned Credit (RREC)** For those inmates who are serving a sentence for a non-mandatory offense committed after 10/1/94. RREC is earned at the rate of 5 days per month with a beginning date of 4/1/2006. RREC is dependent upon compliance with the Offender Accountability Plan (OAP) and good behavior. Under this section RREC cannot be earned until sentencing. Reference PA 11-51 section 22.
  - C. **Presentence Credit (Jail Credit).** Presentence Credit is credit for time spent in confinement prior to disposition of the charge on which sentence is imposed. (Reference: C.G.S. Secs. 18-97, 18-98, and 18-98d(a))
  - D. **Jail Credit Good Time.** Jail Credit Good Time is good time earned on Presentence Credit. And only applies to inmates sentenced prior to 10/1/94 (Reference: C.G.S. Secs. 18-98c, 18-98d(b) and 18-100(d).
  - E. **7-Day Job Credit.** Seven-Day Job Credit is good time earned at the rate of one day per week. Only those inmates sentenced for an offense committed prior to 10/1/94 are eligible to receive this good time. Seven-day job credit is earned by working a full seven days per week in a janitor or kitchen position.
  - F. **Outstanding Meritorious Performance Award (OMPA).** OMPA is good time awarded after the commission of a meritorious act or completion of a designated program. Inmates sentenced for an offense committed after 10/1/94 are not eligible to receive OMPA. The maximum OMPA is 120 days; during any one continuous term of incarceration.

3. **RELIGIOUS SERVICES.** Coordination of religious activities is the responsibility of the Institutional Religious Facilitator. (Reference: A.D. 10.8, Religious Services)
- A. **Schedule.** A schedule of religious services and activities will be posted on your Housing Unit's bulletin board. Uniform of the day is a requirement for ANY religious service, activity or whenever visiting a Chaplain.
  - B. **Religious Articles.** Any religious article not sold in the commissary must be pre-approved through the Director of Religious Services prior to purchase. The request must be initiated by the inmate and sent to the Director of Religious Services. The Director shall send a decision for approval/denial to the inmate and the Institutional Religious Facilitator. See attached inmate Religious Items Matrix (page 35) for approved religious items.
  - C. **Clergy Visits.** Inmates are permitted to have Professional Clergy visits from their own credentialed clergymen upon approval. For more information, contact the Institutional Religious Facilitator. Inmate and clergy must be from the same religion.
  - D. **Critical, Illness & Death Notices.** In the case of an unfortunate event (e.g. critical illness or death of an immediate family member) it is the responsibility of the inmate's family to contact the Classification Department or the Lieutenant's Office. After proper notification, consideration for a private bedside visit/ viewing may be initiated by the Unit Counselor with final decision made by the Warden. Timeliness of family notification and resources will be a factor when considering the request. In times of crisis, Chaplains are available for grief counseling as requested by the inmate. **EMERGENCY PHONE CALLS ARE PROHIBITED TO BE MADE BY ANY CHAPLAIN OF THE RELIGIOUS SERVICES DEPARTMENT.** Religious Services staff do not make funeral arrangements.
  - E. **Faith Groups.** The following major faith groups are authorized to have collective religious activity: Catholic, Islamic, Jehovah's Witnesses, Jewish, Native American and Protestant (English and Spanish). If your specific faith group cannot be applied to the regularly scheduled major faith group, a one on one clergy visit can be arranged. Please contact the Institutional Religious Facilitator for further clergy visit information. There should be no demonstrative public individual prayer that would disrupt the orderly operation of the institution, such as in the work or school area, recreation area, dayrooms, etc. All such prayer must be done privately in one's cell or by one's bed. (A.D. 10.8 Paragraph 6E)
  - F. **Affiliation.** Anyone can attend his selected faith group's service after he has been granted religious affiliation to one of the major faith groups. Once you have been affiliated to a group, you cannot attend any other study, service or activity held by one of the other faith groups. You are allowed to change your religious affiliation once every ninety (90) consecutive calendar days by submitting a "Request for Religious Affiliation" form. All changes of affiliation take place on the last Monday of the month only, after the 90 day time period. Your choice of "none" is treated as an affiliation and cannot be changed for 90 consecutive calendar days.
4. **HEALTH CARE SERVICES.** Medical, Dental, Mental Health, Pharmaceutical, and Optical services are available either through staff assigned to this facility, or consulting staff who provide services at CRCI or community facilities. Services are the responsibility of the Health Services Administrator. Sentenced inmates shall be charged for, and be responsible to pay for medical services in accordance with Administrative Directive 3.12. A sentenced inmate shall be charged a fee of three dollars (\$3.00) for each inmate initiated visit to the Health Services Unit.
- A. **Emergency.** If you have an emergency health problem (i.e. medical or mental health), tell a staff member immediately. Custody staff will call the medical unit to request medical assistance. Emergency response is available 24 hours a day.
  - B. **Access to Services.** Routine access to Health Care Services is through Sick Call or by submitting a request (i.e. medical, mental health, dental). Place your request in the White box with the Red Cross outside the Operations Building or in Medical.
  - C. **Hours.** The Health Services Unit is open sixteen (16) hours every day (7:00AM-11:00PM). You are only permitted access into the Health Services Unit (1) if you have an appointment or (2) if you are called or taken to the unit by a staff member.
  - D. **Sick Call.** Sick Call is the opportunity for you to bring a non-emergency health problem or medication issues to the attention of medical staff.

1. Sick call is held seven days a week, every morning. In order to be seen for non-emergency care you must submit a request to the medical department. Put all Medical Requests in Medical Mailbox only.
- 2.. You may go to the Health Services Unit when your Housing Unit Officer makes the announcement for your Housing Unit and you are on the list for that day.

**E. Restricted on-line Medication.** “Restricted Meds” is announced at approximately 8:15 AM, and 8:15 PM every day. Pick-up restricted meds only at your prescribed times. Medical staff will administer medication. You must take the medication in the presence of custody and medical staff who will check your mouth to ensure swallowing of medication.

1. Inmates must have photo ID on their uniform to be given to medical personnel at pharmacy window, prior to receiving medication.
2. Inmates refusing prescribed medications must still report to the medication line to sign a refusal form.

**F. On-Person Medication.** (KOP – Keep on Person) On-person medication will be given to you in 7-day quantities with photo ID. You must take the medication according to the directions on label. Medical staff will call each building for pick up of on-person medications, usually on Saturday. All unused, expired or change in prescribed medications must be returned to medical via sick call, or during intake screening. Unauthorized medications found in housing area are considered possession of contraband and may be subject to disciplinary action. Failure to pick up your medications may result in loss of KOP privileges, or placement on the restricted med line.

**G. Medication Refill.** You can deposit medication refills in the White Medical Mailbox located outside the Operations Building. If you receive restricted medication or have a medical appointment, you may also deposit medication labels in the Health Services Refill Box (blue box right inside Medical entrance). Refills are done Monday-Saturday on second shift.

**H. Dental.** Dental services are provided Monday-Friday, 8:00AM-3:00PM. Send a request or sign up for Sick Call. An appointment will be scheduled and you will be called for the appointment when your turn comes. A sentenced inmate shall be charged a fee of three dollars (\$3.00) for each procedure performed by the Dental Unit.

**I. Mental Health.** For a routine consultation, send a request to the Health Services Unit. For emergencies, notify a staff member immediately.

**J. Optical.** You will report to Sick Call via request. Medical will then write a referral to the Optometrist. A sentenced inmate shall be charged three dollars (\$3.00) per eyeglass prescription.

**K. Diabetic Call.** Diabetics are usually called to medical at 7 a.m. and 4 p.m. or unless otherwise instructed.

**L. Lab and X-ray Services.** Available on site during first shift

## 5. **FOOD SERVICES.** Food services are the responsibility of the Food Service Manager.

**A. Common Fare Diet.** Common Fare Diet is a diet which meets all nutritional requirements and reasonably accommodates recognized religious dietary restrictions. Rules for the Common Fare Program:

1. Requests for the Common Fare Diet must be sent to the Food Services Supervisor. Upon approval from the Kitchen Supervisor, your name will be submitted to the A/P Officer at which time you will exchange your old I.D. for a common fare I.D.
2. An inmate cannot select Common Fare and also eat from the regular menu.
3. If an inmate wishes to withdraw from the program, he may do so by writing to the Food Service Supervisor. However, he cannot return to the program for ninety (90) days.
4. Abuse of the Common Fare Diet will result in a three- (3) month’s suspension of the diet.
5. You will be charged three dollars (\$3.00) if your card is lost.
6. Any inmate who has been removed twice from the Common Fare Program due to misuse or poor attendance will forfeit any further eligibility in this program.
7. All Common Fare participants must maintain good attendance in the program.

**B. Special Medical Diet.** A Special Medical Diet is a diet prescribed by medical staff to address a medical condition. If you are authorized to receive a Special Medical Diet, a medical pass will be issued stating the diet authorized.

**6. RECREATION:** Coordination of recreation activities is the responsibility of the Recreation Director.

**A. General Recreation.** General Recreation is carried out daily in the day room of your Housing Unit, outdoors, in the weight room, or in the gymnasium. A recreation/program schedule will be posted on the Bulletin Board in your Housing Unit.

1. **Equipment.** Recreational equipment is available in the recreation area. You must sign out any equipment you use by turning in your I.D. Upon return of the equipment in good condition, your I.D. will be returned. Destruction or theft of any recreational equipment is prohibited, e.g., hanging on basketball rims, theft of handballs. This behavior will be subject to disciplinary action.
2. **Gymnasium & C Dorm.**
  - a). No shoes, boots, or black marking soles are permitted on the court.
  - b). No food or beverages are permitted in any recreational area.
  - c). No electronics are allowed in: C-Dorm (weight room), library, intramural, or recreation programs.
  - d). No work gloves in weight room areas.
  - e). Walkmans are permitted in the gym and the big yard, unless your dorm has kick-out.
3. **Outdoor Rules.**
  - a). You must stay within the designated boundaries of the recreation area.
  - b). Only item allowed in the outside yard shall be one (1) walkman/radio.
  - c). There will be no sitting or lying on tables. The wearing of unauthorized items including, headgear, altered t-shirts, and clothing, is prohibited.
4. **Appropriate Conduct.**
  - a). The weight room in C-Dorm is a DR free area. Any class A or B disciplinary report that you may receive must be cleared prior to your utilizing the weight room, (120 days for an A, 90 days for a B).
  - b). You must conduct yourself according to the rules of the activity.
  - c.) Horseplay is not permitted.
  - d.) Rack your weights in C-Dorm.
5. **Attire.** You are required to wear suitable clothing for the activity.

**7. INMATE ACCOUNTS.** Each inmate shall have an individual account in which withdrawals and deposits of any wages or allowances paid by this facility and any funds received from sources outside this facility will be made.

**A. Incoming Funds.** Incoming funds must be in the form of a money order, certified check, cashiers check, payroll check, or government check or electronically through Western Union. Nothing except the check or money order shall be enclosed in the envelope or the entire letter and check will be returned to the sender. A receipt of incoming funds will be provided to you. All incoming funds sent through the U. S. Mail will now be received at a Central Lockbox for processing. The address is: Department of Correction, Inmate Trust Fund, P.O. Box 290800, Wethersfield, CT 06109

**B. Outgoing Funds.** You may send funds from your Inmate Account to an approved recipient on your visiting list. Make arrangements through your Unit Counselor for all transactions, except for books, publications, and subscriptions, which are handled the school Principal.

**C. Balances.** It is your responsibility to maintain the balance of your account.

**D. Discharging Inmates.**

1. If you would like a check from your account in the A & D area at the time of your release, this needs to be done with your counselor approximately 4 weeks before your release or the check will be mailed to you.

2. A Special Request form can be completed and your remaining balance can be sent to your home prior to the discharge.
  3. Under no circumstances can your balance of account be picked up at the Department of Correction's Central Office.
- E. Unclaimed Accounts.** Any funds not claimed within one (1) year from the date of discharge shall be forfeited by the inmate and transferred to the Correctional General Welfare Fund.
- F. Contraband Funds.** You are not permitted to have currency or negotiable orders in your possession. All currency or negotiable orders found in an inmate's possession shall be forfeited and deposited into the Correctional General Welfare Fund.
- G. Music Club/Membership.** You are not permitted to join Music Membership clubs or Book Clubs.
- H. Banking-Savings Accounts.** The Inmate Accounts Office will not open or manage an existing account for you.
- I. Payroll.** The standard pay week runs from Monday through Sunday. The payroll is posted during the week following the end of the pay period.
- 8. COMMISSARY.** The Commissary sells articles for your personal use. A list of articles for sale is printed on the Commissary Order Form. Commissary Order Forms are available from the Housing Unit Officer. You must have money in your Inmate Account to use the Commissary. A weekly spending limit is \$75.00 and will exclude the purchase of a television, radio, or shoes. All items purchased must fit within the allotted 6 cubic feet of property you are allowed to keep. Inmates on Loss of Commissary or CTQ status may submit a commissary slip for personal hygiene items only. This slip must be signed by a custody supervisor prior to it being placed in the box.
- A. Commissary Day.** Your Commissary Day is determined by your housing unit. The schedule is posted on the Bulletin Board and is subject to change without notice. Inmates that are attending school, a program, court or any other authorized function on the day their building is scheduled for commissary, may pick up their commissary on the following business day. You must get permission from your housing unit officer prior to leaving the building.
- B. Placing an Order.** Fill out a Commissary Order Form and deposit it in the commissary box by Tuesday night.
1. The commissary order must be turned in according to the Commissary schedule or the order will not be processed.
  2. The commissary order must be completely and correctly filled out or the order will not be processed.
- C. Substitutions.** If a brand name is specified on the commissary order and the brand is out of stock, the order will not be filled unless you mark the order "or other," in which case a comparable brand will be supplied at the price of the substitute brand.
- D. Pick-up.** You must pick up your order at the Commissary on your commissary day between 9:00 AM – 11:00 AM and 1:00 PM – 2:30 PM, no issuance during chow. To receive your order, you must (1) show your I.D. card, (2) examine the contents of the package against the items charged, and (3) sign for receipt of the package. There is no recourse for error regarding items received after you leave the Commissary area.
- 9. MAIL.** Inmate use of the mail is governed by State Administrative Regulations 18-81-28 through 18-81-38 and 18-81-51, available in the Library. The information stated in this Handbook does not supersede or overrule those Regulations in any way and is provided to guide your ordinary use of the mail. (Reference: A.D. 10.7, Inmate Communications)
- A. General.** You may write and receive an unlimited number of letters at your own expense. You may write to anyone except: a victim of any crime you have been convicted of or of a criminal charge on which disposition is pending; any person under the age of eighteen (18), if the person's parent or guardian has objected to the correspondence in writing; an inmate in a correctional facility, except immediate family with the authorization of the Wardens at both facilities (see your counselor); a parolee or inmate in community confinement without the consent of the person's supervisor; when correspondence is restrained by court order; or when correspondence with a person or group has been expressly prohibited by the Warden.

- B. Outgoing.** Stamped envelopes are available through the Commissary. You must address the envelope with the complete, legible address of the party you are corresponding with. You must put your own name (first and last), your inmate number, housing unit and bed number, and the return address of the facility on the outside of the envelope. All outgoing mail must be stamped with “This correspondence originated from an inmate at a Connecticut correctional facility.” You may seal outgoing correspondence.
- C. Incoming.** Incoming mail will be opened by mailroom personnel and inspected for contraband, but not read except under Review Procedures. (See Section F below.) Mail with no forwarding address will not be accepted. Ensure that the sender writes the inmate’s full name and inmate number.
- D. Privileged Correspondence.** Privileged Correspondence is correspondence to and from any State or Federal Court, any elected government official, the Commissioner of Correction or any appointee of the Commissioner, the Attorney General, the Board of Parole, the Sentence Review Board, the Commission on Human Rights and Opportunities, the Commissioner on Claims, the Board of Pardons, the Correctional Ombudsman, and attorneys.
  1. A mailbox marked “Privileged Correspondence” is located outside the Operations area. With the exception of letters to Department of Correction officials, inmates will be charged for postage for all privileged correspondence unless you qualify for free mail as described below.
  2. Incoming Privileged Correspondence will be opened in your presence and the envelope inspected for contraband, but not read. Inadvertent opening outside your presence will be noted in writing.
  3. Unless you meet the criteria and are determined indigent, you are responsible for all postage for privileged mail that is sent to any agency outside of the Department of Correction.
- E. Indigent.** An inmate whose Inmate Account has not exceeded five dollars (\$5) for the past ninety (90) days will be permitted to send two (2) free social letters each week and five (5) letters per month addressed to the court or attorneys. Any other free envelopes require counselor review.
- F. Review.** The Warden may place your mail under review, which includes reading, if the Warden has reason to believe that such reading is generally necessary to further the substantial interests of security, order, or rehabilitation.
- G. Rejection.** Correspondence which contains or concerns: the transport of contraband in or out of the facility; plans to escape; plans for activities in violation of facility or Department rules; plans for criminal activity; violation of the State Regulations on correspondence; material which reasonably could cause physical or emotional injury to the inmate recipient as determined by mental health staff; information which creates a clear and present danger of violence and physical harm to a human being; things written in code; mail which attempts to forward correspondence for another inmate; threats to the safety or security of staff, other inmates or the public, facility order or discipline, or rehabilitation; sexually explicit materials( as outlined in AD 6.10 Inmate Property) involving sado-masochism, bestiality, children, use of force or absence of consent; any other correspondence which jeopardizes a legitimate penological interest, may be rejected, which means that it will not be delivered and that you may be subjected to disciplinary or criminal proceedings. Also all correspondence / inmate requests etc must clearly include the inmate name, number and housing unit in order to ensure a response.
  1. If your outgoing mail is rejected, a notice of rejection including a statement of reasons will be sent to you.
  2. If your incoming mail is rejected, a notice of rejection will be sent to you and to the sender.
  3. If the correspondence is material related to criminal or disciplinary proceedings, the notice of rejection may be delayed pending completion of an investigation.

**10. VISITING.** You may visit with approved visitors subject to security requirements and to the constraints of space availability and scheduling. (Reference: A.D. 10.6, Inmate Visits)

- A. Visiting List.** The Visiting List is the list of persons who are authorized to visit you. No one will be admitted as a visitor who is not on your Visiting List, except as a Special Visit or a Professional Visit (See Section. E and H below). You may have up to seven (7) people on your Visiting List. This number includes children.

1. **Admission.** Upon admission to CRCI, visitors who are on your current list will remain active. We do not allow persons to remain on visiting lists for money purposes only. If you have no one on your list, you may submit up to seven people by completing a Visiting Application Form.
2. **Changes.** You may make two (2) additions and two (2) deletions in a sixty (60) day period using only one transaction by submitting a Visiting Application Form.

**B. Authorization.** Visitors must be approved by the Visiting Clerk. Visitors will ordinarily be approved, but a person may be denied visitation based on criminal history, threat of disruption, violation of visiting, current or past victim, or security regulations. Any current or ex-offenders will not be allowed to visit. If an immediate family member is an ex-offender, he or she must write to the Warden for approval.

1. **Courtesy Visit.** Upon admission and approval by a Supervisor, you may receive two (2) adult visitors from your immediate family pending completion of processing your Visiting Application Form.
2. **Immediate Family.** Immediate family includes your legal spouse, parent, grandparent, grandchild, sibling or child including a step/foster relationship.
3. **Limitations.**
  - a). No visitor, except immediate family members and members of authorized community groups, shall be on more than one (1) inmate’s Visiting List.
  - b). Visitation with the victim of any crime you have been charged with or convicted of is not permitted, except when approved in writing by the Warden.
  - c). A Department employee will not be an authorized visitor unless the employee is an immediate family member and has written permission from the Warden.
- d). Victims either past or present will not routinely be allowed on the visiting list. Any victim wishing to be on the list may write to the Warden to request consideration for placement.
4. **Children Must Be Accompanied.** Any person under eighteen (18) years old must be accompanied by an adult on the inmate’s Visiting List.
5. **Appeal.** You may appeal a denial of visitor authorization to the Warden within ten (10) days of the denial.

**C. Visitor Identification.** The visitor’s identity for those 16 years and older will be verified through photo identification prior to admission to the Visiting Area. Only authorized visitors are permitted to be on state property – including visiting lobby and parking lot.

**D. Visiting Schedule.** Visiting is permitted during the following times:

|                          |                              |
|--------------------------|------------------------------|
| <u>M.-Tu, -Thur,-Fri</u> | <u>Saturday &amp; Sunday</u> |
| 6:00 pm – 8:00 pm        | 8:30 am – 10:30 am           |
|                          | 12:30 pm – 2:30 pm           |
|                          | 6:00 pm – 8:00 pm            |

This is an alternating schedule based on the first letters of your last name. The letters are divided A-K and L-Z. There are no visits on Wednesdays.

**THERE IS NO VISITING ON ANY STATE HOLIDAY.**

- E. **Special Visit.** A Special Visit is a visit approved at the discretion of the Warden or Deputy Warden, which allows exceptions to the authorized: (1) visitor list, (2) number of visits, (3) length of visit, and (4) visiting schedule. A request for a Special Visit must be submitted to your Unit Counselor sufficiently in advance of the visit to allow verification of the circumstances, except in the case of an emergency. In most cases, “special visits” will only be approved for “immediate” family who live out of state.
- F. **Visiting Rules.** CRCI has both Contact and Non-Contact Visiting. Any inmate found guilty of a Class “A” disciplinary report will be placed on non-contact visiting status. The Warden may at any time place any inmate on non-contact visiting status based upon facility safety and security concerns. Inmates on non-contact visiting status shall only be permitted two visitors per visit.

**General Rules.** The general rules apply to all visiting situations, unless other restrictions have been imposed.

1. **Number of Visitors.** You may have no more than three (3) visitors in the Visiting Room if you are on contact visiting status. Inmates on non-contact visiting status may only have 2 visitors at a time.
2. **Frequency.** You are permitted to have a visit every other day. No more than one visiting session per day. Visits are on a rotating schedule and are located in your Housing Unit. The letters will be divided A-K and L-Z.
3. **Intimacy.** A greeting and brief parting kiss and embrace may be exchanged in the beginning and end of the visit. Your hands will be located in sight, above the table at all times. You are not allowed to hold hands during your visit.
4. **Length of Visit.** The length of any visit may be restricted due to the high volume of visitors. A minimum of one hour is allowed unless room is needed.
5. **Inmate Clothing.** See section C under Rules and Regulations for "Uniform of the Day." Sweat shirts and thermal underclothing will not be allowed. A T-shirt will be allowed under the khaki uniform. Only authorized religious headgear may be worn on a visit.
6. **Visitors Attire.** Each visitor shall dress in a proper fashion with reasonable modesty. Revealing, seductive, or offensive clothing or attire, which draws undue attention, shall not be permitted. Visitors may also be denied entrance for displaying "colors" or paraphernalia.
7. You are permitted to take only your inmate I.D., wedding band, and authorized religious medal/religious headgear into the Visiting Room. Any items intended to be given to a visitor must be approved by a Shift Supervisor or the Property Officer. You are required to conduct your visit in a quiet, orderly, and dignified manner.
8. Cross-visiting among inmates and other visiting parties or socializing among visiting parties is not permitted.
9. If you are related, as immediate family, to another inmate here and the same visitor is on both of your Visiting Lists, you may not be permitted to visit at the same time.
10. No items will be allowed to be dropped off by visitors.
11. You cannot end your own visit unless visiting staff direct you or allow you to do so.
12. **Metal Detector.** All visitors must successfully pass through the metal detector before being allowed to enter the visiting room. Anyone unable to successfully pass through will be allowed to have the option of a hand metal detecting wand. All visitors will be treated with privacy and respect should this option be necessary.
13. **Non Contact Recording and Listening.** Your visiting phone conversations are subject to being recorded and listened to. Conversations that violate State Regulations may be the basis of criminal or disciplinary action.
14. **Non Contact Phone Procedures.** Pick up hand set and follow the prompts. You will be asked to press 1 for English or 2 for Spanish. You will then be prompted to enter your PIN. Enter your full PIN. If you entered your PIN correctly your visitor can pick up the phone on their side of the glass and press 1 to begin the conversation. Press the volume button on the keypad to adjust the volume to the desired level.

#### **G. Termination of Visit.**

1. A visit may be terminated if you or any of your visitors engage in behavior that disrupts the Visiting Room, or that is in violation of facility rules, or if you or any of your visitors appear to be under the influence of drugs or alcohol.
2. Authorization of an approved visitor may be rescinded on a finding by the Warden that the conduct or actions of a visitor, or your conduct or actions with respect to a visitor, are detrimental to the order or security of the facility. Such a finding will be communicated in writing to you and your visitor.
3. Any person conveying or causing to be conveyed to an inmate any unauthorized articles, including intoxicating liquors, drugs, firearms, explosives, or any device which may be used in an escape or attempted escape is subject to imprisonment for not more than five (5) years and a fine of not more

- than one thousand dollars (\$1,000) or both. (Reference: C.G.S. Section. 53a-174 and 53a-174a)
4. Your visit will be terminated immediately if you are caught holding hands.

#### **H. Professional Visits.**

1. Professional visits are visits by attorneys or their designated representatives, law enforcement officials, media representatives, DOC employees, staff from community agencies, and any other visit so designated by the Warden.
2. Professional visits will take place during business hours, 8:00 AM - 3:15 PM, with twenty-four (24) hours advance notice and authorization from a Classification Counselor Supervisor. The twenty-four hour advance notice will not be required for attorney professional visits. Special accommodations can be made for second shift professional visits. An attorney or other professional visitor can be on your visit list and visit during normal visiting hours.
3. Professional visitors must show a photo with verification of their profession.
4. Space available for professional visits will be assigned on a first come, first served basis.
5. Tan uniform of the day is required for professional visits.

**I. Receipt of Property and Funds.** No inmate property or funds will be accepted by staff in connection with a visit.

**11. TELEPHONES:** Inmate use of the telephones is governed by State Administrative Regulations 18-81-28/29 and 18-81-41 through 18-81-51, available in the Library. The information stated in this Handbook does not supersede or overrule those Regulations in anyway, and is provided to guide the ordinary use of telephones authorized for inmates to use. (Reference: A.D. 10.7, Inmate Communications)

**A. Collect-Call-Only Telephones.** Collect-call telephones shall operate on a Personal Identification Number (PIN) System. Each inmate shall be required to enter their authorized (PIN) to place a call. Inmates using the Collect-Call-Only phone system are allowed to have no more than 10 active numbers on their allowed call list or (PAN). The list of authorized telephone numbers shall constitute the inmate's allowed call list. Each inmate shall be allowed to change the list of telephone numbers during the first Monday thru Friday of every month.

**B. Recording and Listening.** Your telephone conversations are subject to being recorded and listened to. Conversations that violate State Regulations may be the basis of criminal or disciplinary action.

**C. Termination.** Any call may be terminated for the following reasons: violation of unit rules, illegal activity, exceeds time limit, misuse of equipment, threatening or disruptive behavior, unit emergency, interference with other valid penological interest.

**D. Calls to Attorney.** Under ordinary circumstances, a non-recorded, non-monitored phone call can be made to your attorney/clerk of courts by making advance arrangements through your Unit Counselor. Calls will be placed by staff for verification. Telephone calls to paralegals and law students working under the supervision of an attorney will be allowed; however, a letter from the attorney is required stating the specific name of the law student. Staff will maintain observation of you outside of the listening range. Calls will be limited to ten minutes (10) (A.D. 10.7 Inmate Communication). This limitation may be increased at the oral or written request of the attorney.

**E. Phone Block.** If you are unable to make a collect call because there is a phone block, staff will not permit use of a facility phone unless there is a verified emergency.

**F. Emergency Calls.** You may be approved to place an emergency call on a facility phone subject to approval by a supervisor. This call shall be limited to ten (10) minutes.

#### **G. Telephone Regulations.**

1. Telephone calls are only permitted between 8:00 a.m. and 10:30 p.m.
2. Each time slot is fifteen (15) minutes. A one (1) minute warning will be given prior to disconnection. Any call that is not on the Telephone List is an unauthorized call. You are limited to four (15) minute telephone calls per day from the Collect-Only Telephone.
3. You are not permitted to post a telephone list.
4. You are not permitted to share your PIN, share conversations or place third party phone calls. You are not permitted to place phone calls to Department of Correction Officials.

5. Changes to the telephone list will be allowed once a month during the first Monday thru Friday of every month. Visiting lists and Telephone lists do not have to be the same.
6. At this time telephone calls can only be made to The United States, Canada, Puerto Rico and The U. S. Virgin Islands. 1-800 numbers cannot be called.
7. If PINs are misused through sale, bartering, extortion or theft, all parties involved will be subject to a Class A Disciplinary Report.
8. If a telephone call is answered by an answering machine or by a person you did not intend to talk to, this counts as one of your calls for that day. Calls to blocked telephones, busy telephones or calls that are not accepted do not count toward the four per day limit.
9. If you have problems with your PIN or with using the telephones, you will need to fill out an Inmate Telephone Trouble Report Form which is available in your housing unit. Your problem will be addressed as soon as possible.
10. If you are discharged from The Department of Correction, your PIN will be de-activated. If you are re-admitted, your PIN will be re-activated.
  - a). If you lose your PIN, or forget it, please tell your building counselor. It is important not to forget or lose your PIN because it could take staff several days to look it up and get back to you with the number.
  - b). Do not share or divulge your PIN # to any other inmate or visitor. Violation of this rule will result in a Class A Violation (Security Tampering).
  - c). Victims of current or past crimes are not eligible for placement on your PIN list.

**H. Dialing Instructions.** These instructions are also available in your Housing Units.

1. Lift the handset and follow the prompts.
2. For English press 1. For Spanish press 2.
3. Press 1 to make a call.
4. Enter the number you wish to dial starting with the area code. Ex. 203-123-4567
5. You will be asked to enter your PIN. Enter your full 10 digit PIN at this time.
6. If your PIN matches one of your pre-selected telephone numbers, your call will go through the process of being accepted or rejected by the party you are calling.
7. Use the volume button on the keypad to adjust the volume to the desired level.
8. If you are experiencing problems with this notify your unit counselor.

**I. PAN Management Menu.**

1. Lift the handset and follow the prompts
2. For English press 1. For Spanish press 2.
3. Press 9 to access the PAN Management menu.
4. You will be asked to enter your PIN. Enter your full 10 digit PIN at this time.
5. For adding a new number or activating a currently disabled one press 1 (This can only be done the first FULL week of the month Ex. Monday 9/3/12 thru Friday 9/7/12.)
  - a. You will be prompted to enter the number you wish to activate.
  - b. You will be asked to record the called party name after the beep. Speak the name clearly into the phone after the beep. Ex. John Smith
  - c. You will be asked to record the called party relationship after the beep. Speak what relationship you have with the called party at this time. Ex. Mother, Father, Friend, Wife...
  - d. The call will be placed to the number you entered. The called party must pick up the phone and accept the call. The number is now added on the PAN list.
6. For removing numbers off of your PAN list press 2. The system will ask you to enter the number that you wish to remove. Enter the number you wish to remove at this time. (This can only be done during the first full week of every month.)
7. To review the active telephone numbers on your list press 3. The telephone system will read back the numbers that are currently active on your PAN list. (Note: This is normally option #1 in the PAN management system with the exception of the first full week of the month where it is option #3.)

**J. Ten Digit PIN Numbers.**

Your PIN will be your inmate number and four numbers assigned to you by Securus Technologies. Example: Your inmate number is 123456. Securus gives you the number 2546. Put all the numbers together and this is your PIN number: 1234562546. For inmate with five and four digit inmate numbers, you will add zeros before your inmate number to total 10 digits: 0123453526.

12. **LAUNDRY.** The Unit laundry schedule and regulations will be posted on the bulletin board in your Housing Unit. Only authorized inmates are allowed to operate laundry equipment. Inmates must be called for in order to go to LPU.
13. **BARBER SERVICES.** Barber services are provided by barbers in each Housing Unit assigned by Classification. You are not permitted to have your hair cut by anyone other than the assigned unit barber(s). Only 1 haircut per week is allowed. No logos, designs or exotic patterns are permitted to be cut into the hair.
14. **LIBRARY.** State funding has affected the availability of the Library. Facility administration has made every effort to open the Library to inmates when possible. Library hours do fluctuate and will be announced by custody staff during recreation periods. Books may be checked out.

**A. Ordering of Publications.** Per A.D. 10.7, Inmate Communications, the following applies to the ordering of publications.

1. Publications must be in new condition only and mailed directly from a publisher or book store.
2. They may be ordered through the school principal, or as designated by the Warden. Publications/books must conform to the provisions of Directive 10.7, Inmate Communications.
3. Inmates shall be prohibited from ordering books for other inmates.
4. Incoming materials which adversely affect a valid penological interest may be rejected. In addition, publications with sexually explicit material WILL BE rejected.
5. All incoming publications are first received at the DOC North Distribution Center and forwarded to the Robinson mail room. Publications are screened in the school prior to distribution. The process can take up to 5 or 6 weeks.

**B. Ordering of Educational Materials.** Per A.D. 10.2 Inmate Education, the following applies to the ordering of educational materials.

1. Requests for educational materials, to include religious and non-religious correspondence courses, shall be made through the Deputy Warden of Programs in consultation with the institutional religious facilitator or educational administrator, as appropriate. Contact the school principal for a request form to order academic/ educational materials. For religious educational materials, contact the religious facilitator.
2. All correspondence courses that contain computer discs, cassette tapes and/or compact discs shall be reviewed in accordance with Administrative Directives 6.10, Inmate Property and 10.7, Inmate Communications prior to being released for use by the inmate.

15. **PHOTOCOPYING.** Photocopying services are available through your Unit Counselor at a cost of twenty-five cents (\$.25) for each page. Only authorized items may be copied. The monies must be released by Inmate Accounts prior to the inmate receiving the copies.

16. **NOTARY PUBLIC:** Services of a notary public are available; contact your Unit Counselor for more information. The function of a notary public is to verify that the signature that appears on a document is the signature of the person who is named in the document as the signatory. Some legal documents have to be notarized. The notary does not make photocopies.

17. **COURT TRIP.** A Court Trip is a trip from this facility to a state or federal court, and any return.

**A.** You must wear the Uniform of the Day.

**B.** You are permitted to take legal materials with you that pertain to the case at hand. These materials must be surrendered to the transporting staff during transit. The materials will be returned to you when you are in secure lock-up at the court and, on the return, when you are back in the facility.

- C. You will be subject to the use of restraints according to Department policy. (Reference: A.D. 6.4, Transportation of Inmates).
  - D. A court lunch will be provided.
  - E. You are not permitted to obtain or receive any item from any person while on a Court Trip.
  - F. If you are currently on institutionally prescribed medication, you will be allowed to take it with you.
  - G. No sweatpants are allowed under uniform of the day for any court trips.
- 18. ORIENTATION.** Commencing the Tuesday after your admission to this facility, you will be required to attend orientation sessions. The purpose of these sessions is to inform you of how the facility works, what your obligations are, and what programs and services are available. The counselor conducting orientation will answer any questions you may have.
- 19. PROPERTY LOSS.**
- A. If any of your property is lost or damaged you should submit a request to the Property Officer.
  - B. Use the Inmate Administrative Remedies procedure to initiate recovery or compensation.
  - C. If you believe the Inmate Administrative Remedies procedure is not satisfactory and if you believe the State is responsible for the loss or damage, you should follow the property claims procedure. A claim must be filed within one (1) year of the knowledge of the loss or damage. (Reference: A.D. 9.6, Inmate Administrative Remedies)
    1. The inmate shall complete and deposit CN 9609, Lost/Damaged Property Investigation Form in the Administrative Remedies box. Form CN 9609, Lost/Damaged Property Investigation Form, shall be available in all Housing Units. The inmate shall attach CN 9601, Inmate Request Form, to CN 9609, Lost/Damaged Property Investigation Form, indicating that the inmate has attempted to resolve the property issue informally in accordance with Administrative Directive 6.10, Inmate Property. If the property issue is resolved at this level, the inmate shall complete and submit CN 9610, Property Investigation Withdrawal, to the Administrative Remedies Coordinator that the issue has been resolved.
    2. If issue is still unresolved after submitting CN 9609, Lost/Damaged Property Investigation Form, the inmate may elect to continue pursuing resolution by completing CN 9611, Property Claim. The inmate shall obtain CN 9611, Property Claim from the Administrative Remedies Coordinator.
    3. The inmate shall mail the completed and notarized claim form, along with related documents, to the attention of the Lost Property Board at 24 Wolcott Hill Road, Wethersfield, Connecticut 06109.
- 20. GATE MONEY.** Gate Money is money given by the State to provide the means of meeting expenses that you incur immediately upon release. You may receive Gate Money from CRCI if you are eligible based on the amount of money in your Inmate Account, you have completed a minimum of 24 continuous months of sentenced incarceration and are discharged directly to the community without benefit of supervision. **Gate money is not an entitlement and may be denied due to poor Institutional adjustment. See your Unit Counselor at least three weeks prior to your discharge date regarding Gate Money.**
- 21. INTERPRETER SERVICES.** Interpreter services can be arranged if needed; contact the Deputy Warden of Programs and Treatment.
- 22. AMERICANS WITH DISABILITY ACT.** In accordance with AD 10.19, CRCI shall ensure compliance with the Americans with Disabilities Act (A.D.A.) by: providing reasonable accommodation to inmates with qualifying disabilities; providing information regarding both the protections against discrimination and the existence and location of accessible services, activities and facilities; conducting ongoing evaluations of program and facilities; and, providing mechanisms by which an inmate may file complaints about disability discrimination. The contact person at CRCI is the Deputy Warden of Programs and Treatment. Please forward all correspondence concerning this issue to that office.
- 23. INMATE MARRIAGE.** Inmates shall be allowed to marry in accordance with Administrative Directive 10.9, Inmate Marriage. Write to the Deputy Warden of Programs & Treatment to apply.
- 24. PRISON RAPE ELIMINATION ACT.** In accordance with the National Prison Rape Elimination Commission, Carl Robinson Correctional Institution shall ensure compliance with prevention, detection and punishment of prison sexual assaults. Department of Correction maintains a zero tolerance policy regarding any form of sexual abuse. If you believe you are a victim please report your concerns to any staff member immediately. We are committed to maintaining a safe and secure facility environment.

## PART III FACILITY PROGRAMS

1. **GENERAL.** All inmates are expected to participate in programming that is a part of their Offender Accountability Plan. This plan may also include educational and or work assignments. Any refusal to participate will subject the inmate to a host of consequences, which shall include:
  - Disciplinary Action (Formal DR)
  - Poor Work Report
  - Loss of Good Time (RREC)
  - Loss of ability to get a job

For those inmates earning RREC the good time loss could be substantial and will continue to be taken until the inmate is in compliance. (per AD 4.2A)

2. **EDUCATION.** Educational programs in the Department of Correction are administered under the State of Connecticut - Unified School District No. 1. USD #1 provides a comprehensive education program available to all inmates who have not obtained a high school diploma or GED or to individuals who have been identified as in need of special education and related services and who are under the age of 22. USD #1 also provides education programs to all other inmates. The School Principal administers educational programs at this facility. In accordance with Administrative Directive 3.12, sentenced inmates confined in Connecticut correctional facilities shall be charged for and be responsible to pay costs involved in their use of various programs. As such, sentenced inmates are charged \$3.00 for elective educational and vocational programs. Inmates shall be charged the full program fee so long as one class meeting is attended. Educational programs available here are:

- A. **ABE (Adult Basic Education).** Instruction in reading/language arts, mathematics, science and social studies which equate to curriculum offerings in public school grades 1-8.
- B. **Distance Learning Programs.** The school has partnered with Asuntuck Community College and the Connecticut Distance Learning Consortium to provide both college and high school students with distance learning opportunities. These programs are very limited in space and have strict participation requirements. Due to changes in funding, these programs may be eliminated at any time.
- C. **National External Degree Program (NEDP).** This program provides a secondary school credential designed for adults who have gained skills through life experiences and demonstrated competence in a particular job, talent or academic area. An adult who successfully completes the portfolio assessment, as required, is awarded an adult high school diploma. .
- D. **Correspondence Courses.** Many schools, colleges and universities offer college credit, certificate programs, and other types of training via correspondence courses. The school can provide you with information about various sources and assist you with signing up for and working through these programs. Students are responsible for the costs associated with these programs. .
- E. **DSST.** College credit by exam is available in 37 subjects. Disciplines include Business, Humanities, Mathematics, Science and more. Students study on their own then take an exam proctored by the school. Students are responsible for the costs associated with this program (formerly DAN TES).
- F. **Extension Curriculum.** An educational program integrated into the regular curriculum which covers topics of Family Education, Transition Skills, Communication Skills, Sexual Harassment, Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome (HIV/AIDS), Suicide Prevention, and Creating Climates of Respect. The education program coordinates with other facility services to provide instruction in these functional social skills.
- G. **General Educational Development (GED).** Instruction in reading/language arts, mathematics, science and social studies which equate to curriculum offerings in public schools grades 9-12.
- H. **High School Diploma Program.** Program designed to help students achieve Carnegie Units in order to receive a local or state high school diploma.
- I. **Prospective Apprenticeship Program.** A partnership with the Connecticut Department of Labor which allows students to earn apprenticeship credit that is transferable upon release. The following vocations programs at this facility offer Prospective Apprenticeship Credit – Culinary Arts (requires outside

- clearance), Machine Tool, and Small Engine Repair. Write directly to the instructor if you are interested.
- J. Re-Entry/Transitional Class.** If you have less than 9 months left on your sentence you may participate in this 4 week long class. Submit a request form to the instructor to be considered for this class.
  - K. Special Education.** This program is designed to assist individuals identified in need of special education and related services to progress through the general education curriculum.
  - L. Teaching English to Speakers of Other Languages (TESOL).** These classes in the study of reading, writing, and speaking English are for individuals whose dominant language is other than English and/or may be limited in English proficiency.
  - M. Vocational Education.** Combines classroom instruction and training in various trades and workplace skills. The Vocational Programs are Culinary Arts, , Computer Aided Drafting, Machine Tool and Small Engine Repair.

### **3. WORK ASSIGNMENT.**

- A. Application.** To apply for a job, you must contact the Job Supervisor who will submit your name to the Classification Committee.
  - B. Assignment.** Assignment is at the discretion of the Classification Committee.
  - C. Job/School Assignment Criteria.** You must meet the following criteria in order to be eligible for a job;
    1. No Class A disciplinary reports for 120 days and no class B DR for 60 days.
    2. No Poor Work Reports for 60 days.
    3. 90 days between special referrals except facility need/school.
    4. Job vacancies may be filled by the Counselor Supervisor/committee chairperson based on facility needs, as appropriate.
    5. Those inmates enrolled in the Academic portion of school who are 21 and under may continue to attend academic classes without pay following disciplinary reports under the discretion of the School Principal.
  - D. DR's and Work Assignments.** Inmates will lose their job or paid school assignment (22 and over) for 120 days and 10 days RREC if they receive and are found guilty of any "Class A" or 60 days and 5 days RREC if they are found guilty of any "Class B". Inmates will also lose their job or paid school assignment for 60 days if they receive any DR's for a job-related offense. Inmates transferring into the facility that fall under these conditions must wait until the DR is cleared before they may obtain a work assignment.
  - E. Poor Work Reports.** Inmates who receive a poor work report will lose their job for a period of 60 days and will receive a negative adjustment of 10 days of risk reduction earned credit (RREC) as they will not be in compliance with their Offender Accountability Plan (OAP).
- 4. ADDICTION SERVICES.** The Addiction Services Unit offers a variety of programs to assist inmates in overcoming substance abuse problems. The Addiction Services Counselor Supervisors oversee the programs available at CRCI. Generally speaking, an inmate with a drug or alcohol score of 1 or 2 does not need to take any substance abuse programs. He can attend AA and NA. Inmates with drug or alcohol scores of 3 or higher should contact Addiction Services for the proper assignment to programs. The eligibility criteria is no Class A tickets for 120 days (except Intoxication), no Class B's for 60 days.
- A. Residential Tier IV Program** - This I Must Earn (TIME) Program. This is a six month residential program housed in Building 6-A. This program challenges participants to examine behaviors and attitudes related to drug and alcohol use and explore the possibilities of change. Participants are responsible for personal change through interaction with others. Write your request to: Addiction Services/Attn: Tier 4.
  - B. Intensive Outpatient Tier 2 Program** -This is a 10-week psycho-educational program. The objective is to educate and promote awareness of the negative impact the abuse of drugs and alcohol has on an individual. Write your request to Addiction Services/Attn: Tier 2.

Addiction Services holds six (6) Alcoholics Anonymous and Narcotics Anonymous meetings per week. **Meetings are available in both English and Spanish. Write to Addiction Services for a schedule of meetings and times.**

5. **TIME OUT PROGRAM (T.O.P).** The Time Out Program at Carl Robinson CI is a collaborative effort between Parole and Community Services and institutional staff. The program is designed for inmates who have been returned from Transitional Supervision, Community Release and Parole for infractions committed while in the community. It is an approximate 5 week program designed to provide inmates with relapse prevention programming in hopes of improving their chances of successful return to the community. To have another chance at returning to the community, the inmate must successfully participate in recommended TOP programming. Inmates in this program are referred by their Parole Officer in the community or referred by the Warden.
6. **THE DUI HOME CONFINEMENT PROGRAM – Track II.** The DUI program at CRCI is a 5 week intensive drug and alcohol program. Eligible candidates would be required to complete the facility program before being allowed to complete the remainder of their sentence at home under a very restrictive set of conditions. Although most candidates are identified prior to arriving at CRCI , if you are serving a sentence for DUI you may see your counselor to see if you qualify for the program.
7. **HIV COUNSELING.** HIV Counseling provides information about Acquired Immune Deficiency Syndrome - AIDS. Counseling components include what AIDS is, how you get it, how you avoid getting it, what it means to be HIV positive, how to take care of yourself if you are HIV positive, and help in dealing with your feelings. HIV Testing - Testing for HIV positivity is available; contact the HIV Counselor. You may contact the HIV Counselor by addressing an inmate request to the “HIV Counselor” and placing it in the medical box in the medical area. This is a confidential service. (Reference: A.D. 8.11, Human Immunodeficiency Virus Infection)
8. **COMMUNITY RELEASE.** Community Release is a community residence program that allows an inmate to serve his sentence under supervision while residing in the community. There are several different Community Release programs. Inmates are evaluated on their risk to public safety, their needs, and their overall performance. To participate in Community Release, you must be eligible. To determine your eligibility for Community Release, contact your Unit Counselor. (Reference: C.G.S. Sec. 18-100, et. seq.)
9. **ADDITIONAL PROGRAMS.** The Classification Unit offers several programs that assist inmates with integrating into society, as well as, coping with social issues. **You must be ticket free of A tickets (120 days) to participate in programs. If stipulated, only the Warden can waive this timeframe.**
  - A. **Domestic Violence.** This group is designed for inmates who have committed a domestic violence offense. Successful completion of this program is a requirement for those inmates who enter into the department’s community-based transitional supervision program for domestic violence offenders.
  - B. **V.O.I.C.E.S.** Volunteers support the Department’s VOICES program. It is designed to broaden inmates’ understanding and sensitivity to the impact of their crime on others.
  - C. **Beyond Fear.** This is an AIDS education program utilizing a curriculum, printed materials, and an educational video developed by the Department of Public Health. You may speak with your housing Unit Counselor for the contact name for each program.
  - D. **Anger Management.** This program is for inmates with a problem controlling their temper or for those mandated to take this program based on the nature of their offense or criminal history.
  - E. **Inside/Outside Dad.** This facility offers a fatherhood program through Families in Crisis. Write to Programs/Classification to be put on the waiting list for this program.
  - F. **Job Center.** The purpose of the program is to re-integrate offenders back into the workforce by increasing employment related services that can be assessed in-house. The Job Center primarily focuses on inmates that are within 45-60 days of release. The Job Center utilizes secure Internet connections that allow inmates to conduct a job search on The Department of Labor web site. The Center also offers pre-employment training such as resume and cover letter writing, application preparation, professional attitude and attire and overcoming rejection. In additions the Center offers a job skills assessment, transitional counseling, mock interviewing sessions and direct referrals to outside employment leads and resources. Interested inmates that meet the established guidelines can access these services through various vocational training programs including Culinary Arts and Small Engine Repair.. The Employment Services Unit contracts with non-residential agencies to provide employment services to recently released offenders. These programs are located in five major regions within the state. These services include employment assistance, vocational training, job development and job retention techniques.
  - G. **Behavior Intervention Programs.** In an effort to assist inmates in developing tools and coping

mechanisms to assist them in remaining free of disciplinary reports CRCI may require inmates that are having problems in this area participate in any number of programs to assist them with their individual issues. Failure to participate may result in overall level increase and/or loss of good time or RREC.

Some examples are:

- Placement into “Better Communication”
- Placement into “Angry Feelings”
- Placement into “Building Social Networks”
- Placement into “Getting Motivated”
- Placement into “Unlock Your Thinking”
- Placement into an Addiction Services Tier Program
- Mental Health assessment and intervention
- Modification of Disciplinary Sanctions ( by Unit Administrator)
- Placement onto Special Monitoring
- Placement into an identified housing unit
- Independent Counseling

\*\*\* All of the above “Additional Programs” are subject to change based upon Program/Compendium Changes\*\*

**10. IDENTIFICATION.** C.R.C.I. is committed to the re-entry process. To that end we have developed procedures to assist you in obtaining proper identification upon release. Counselors are available to assist in obtaining the following:

- A. Replacement Social Security Cards.** The Counselors are able to assist those offenders who have been issued a valid social security number as long as you are currently serving time under your correct (given) name, date of birth, and social security number. If you provided any false information upon your initial incarceration we are not able to request a card. To request a replacement card you should contact your Unit Counselor to request a replacement application. It takes approximately 60 days to obtain the card from Social Security.
- B. Birth Certificates.** In order to obtain a copy your birth certificate you should see your Unit Counselor. You must provide the city/town in which you were born. Your Unit Counselor will then provide you with the address for the office you may write to. You will also be provided with an application and a special request form for the required fee.
- C. Drivers License Renewal/ Secondary Identification.** An agreement has been established between The Department of Correction and The Connecticut Department of Motor Vehicles for DOC to provide discharging inmates with a valid form of secondary identification. If an inmate has an expired valid license he may qualify to renew it through the Secondary Identification process. If an inmate needs State of Connecticut identification before discharge he may qualify to obtain that through this program. The identification process should be started 6-9 months before discharge. Any inmates who need Secondary Identification should see his counselor or write to the Secondary Identification Counselor at CRCI.

## **PART IV OUTSIDE SERVICES AND PROGRAMS**

- 1. PAROLE.** Parole is a discretionary release from incarceration to supervision in the community before the expiration of an inmate’s sentence. The Board of Parole makes parole decisions based on the Board’s determination (1) of whether there is reasonable probability that the inmate will live and remain at liberty without violating the law, and (2) that such release is not incompatible with the welfare of society. The Board of Parole will determine whether the inmate must serve 50% or 85% of his sentence before becoming eligible for Parole. This decision will be based upon the criteria outlined in C.G.S. 54-125a-5 Guidelines. Questions regarding Parole may be directed to the Parole Officer assigned to this facility. Inmates may also contact the Connecticut Board of Pardons and Parole Office at the following address: 55 West Main Street, Suite 520, Waterbury, Connecticut 06072.
- 2. SPECIAL PAROLE.** Special Parole is defined as a court ordered period of post release supervision

following the expiration of the maximum terms or terms of imprisonment imposed by the court. Upon expiration of the sentence, the person is transferred from the custody of the Commissioner of Correction to the jurisdiction of the Chairman of the Board of Pardons and Paroles, or if that person has previously been released on parole, remains under the jurisdiction of the Chairman until the expiration of the period of special parole. Public Act 98-234, now codified as Section 54-125e of the Connecticut General Statutes authorized Judges of the Superior Court to impose periods of Special Parole.

3. **SENTENCE REVIEW.** Sentence Review is the review by a panel of judges of an inmate's sentence that is three (3) years or more, except that sentences resulting from a plea bargain will not be reviewed. Application for Sentence Review must be filed within 30 days from the date the sentence was imposed. Contact your attorney to submit the application. (Reference: C.G.S. Sec. 51-94)
4. **PARDON.** A pardon is an act of grace that releases an inmate from the full consequence of a sentence. The Board of Pardons meets twice a year to consider applications from inmates for a pardon. Applications should be made directly to the Board of Pardons and Paroles. For information, contact your Unit Counselor. (Reference: C.G.S. Sec. 18-24a, et.seq.)
5. **LEGAL ASSISTANCE.** The Law Offices of Sydney T. Schulman, operating as Inmates' Legal Assistance, will provide legal services to prisoners. The scope of this service shall be limited to rendering assistance which shall include identifying, articulating and researching legal claims and enabling inmates with access to the judicial system through advice, counsel and physical preparation of meaningful legal papers such as writs, complaints, motions and memoranda of law for claims having legal merit. The meaningful papers referred to are limited, by the professional judgment of the contractor, to those which are needed to give prisoners a reasonably adequate opportunity to present, among other claims, claimed violations of fundamental constitutional rights to the courts, either as a plaintiff seeking judicial relief or as a defendant opposing such relief. Said assistance does not include representation and/or entering an appearance in a case or extend to the actual trial of the claim or argument in appellate proceedings or any other ancillary proceedings hereto. This includes not accepting any court appointments for representation of any inmates in any matter whatsoever, without written consent of the Commissioner or his designee. All legal correspondence should be directed to Inmates' Legal Assistance; P.O. Box 260237; Hartford, CT 06126-0237; 1-800-301-ILAP (4527).
  - A. **Correctional Ombudsman.** At this time services are unavailable due to funding.
  - B. **Speedy Trial.** Speedy trial is a petition from an inmate to the court having jurisdiction to initiate proceedings to dispose untried charges. There are three types of speedy trial that affect inmates in custody:
    1. An inmate in custody solely because of charges pending in this state (C.G.S. Sec. 54-82m)
    2. A sentenced inmate with untried charges pending in another state that have been officially lodged as a detainer may seek disposition via the Interstate Agreement of Detainers (C.G.S. sec. 54-186, Article III).

To apply for a speedy trial under C.G.S. Sec. 54-82m, contact your attorney. In order for you to file for disposition on a pending charge in another state, we must receive a certified copy of the warrant, or the other state must lodge a formal detainer against you. If the state does not do either, the charge/warrant may remain outstanding, and you must take care of this upon release or through a private attorney. To apply for other speedy trials, send a request to the Records Office and contact your Unit Counselor to confirm that your request is being processed.

6. **RESETTLEMENT PROGRAM.** The Resettlement Program helps inmates who are about to be released and who are committed to changing their lives to plan for the transition from prison life to living in the community. Participants will be assisted in finding resources to meet their needs of employment, housing, food, addiction counseling, etc. Applicants must demonstrate willingness and commitment to change negative attitudes and behavior. The program is sponsored by the Community Partners in Action. For more information, contact your Unit Counselor or the Community Partners in Action, 110 Bartholomew Avenue, Hartford, CT 06106.
7. **SOCIAL SECURITY.** Inmates may have Social Security entitlements such as an old-age or disability pension. For Social Security information, contact: Department of Health and Human Services, Social Security Administration, 450 Main Street, Hartford, CT 06103.
8. **DISCHARGE PLANNING.** Inmates who do not have a place to live upon discharge can advise their

counselor of this information. The counselor will assist the inmate in locating temporary housing. The counselor will meet with inmates prior to their discharge to discuss any pertinent issues regarding their discharge.

9. **SELECTIVE SERVICE**. If you are between the ages of 17 years and 3 months and have not yet turned 26, you are required by law to register with Selective Service. Although inmates are exempt from registering while incarcerated, Selective Service will accept your registration. If you are age 26 and older, you cannot register, so it is important you do so while you are within the age limits. If you do not register you will not be eligible for federally funded job training or federally funded financial aid in the future. Part of the requirements of these federal programs is that you have registered with Selective Service. To register, contact the Counselor Supervisor.
10. **RE-ENTRY SERVICES**. Information regarding housing, food, employment, clothing and other Re-Entry Services are available from your Unit Counselor. You can also write to the Re-Entry Counselor in Classification for more information.

## FACILITY RESOURCE LIST

In an effort to answer your questions and resolve your problems, you are being provided the following list of who to contact for a specific problem. It is not helpful to address the same problem to six different staff members. That actually slows down the response time that a staff member may provide to problems that are within their individual control. It is also not necessary to file a grievance unless you have made an attempt to resolve the problem using the correct resources. In most cases your housing counselor can direct you to the proper resource.

| <u>PROBLEM</u>                                  | <u>FIRST CONTACT FOR<br/>INFORMAL RESOLUTION</u>     |
|---|--|
| 1. Property                                     | Property Officer                                     |
| 2. Housing Change (4A or 8 only)                | Second Shift Captain's Office                        |
| 3. Job Change                                   | Counselor Supervisor                                 |
| 4. Classification Level,<br>T/S, Halfway House, | Housing Unit Counselor                               |
| 5. Visiting List                                | Visiting Clerk                                       |
| 6. Sentence Computation                         | Records  |
| 7. Warrants or Cases Pending                    | Housing Unit Counselor                               |
| 8. Inmate Correspondence                        | Housing Unit Counselor                               |
| 9. Educational/Vocational Programs              | School Principal                                     |
| 10. Staff Conduct                               | Shift Supervisor/ Counselor Supervisor               |
| 11. Medical Issues                              | D/W Programs/Treatment                               |
| 12. Food Concerns/common fare                   | Food Service Supervisor                              |
| 13. Laundry Issues                              | LPU  |
| 14. Commissary                                  | Commissary Operator                                  |
| 15. Inmate Accounts                             | Inmate Accounts                                      |
| 16. Religious Issues                            | Chaplains' Office                                    |
| 17. Gang Related Questions                      | SRG Coordinator                                      |
| 18. Parole Issues                               | Institutional Parole Officer                         |
| 19. Notary                                      | School   |
| 20. DNA/Sex Offender Registration               | DNA Coordinator                                      |
| 21. Telephone Issues                            | Phone Coordinator                                    |
| 22. Pardon Board (Applications)                 | Board of Pardons                                     |
| 23. Speedy Trial                                | Records  |
| 24. Mail Issues                                 | Mail Supervisor                                      |
| 25. Inmate Pay                                  | Inmate Pay Supervisor                                |
| 26. Addiction Services                          | Addiction Svcs. Counselor or Counselor<br>Supervisor |
| 27. Outside Clearance                           | Classification Counselor                             |
| 28. A.D.A.Coordinator                           | D/W of Programs and Treatment                        |
| 29. Identification                              | Identification Counselor                             |

## APPENDIX A

### **Inmate Administrative Remedies Summary**

#### **What are Administrative Remedies?**

Administrative Remedies are the means for an inmate to request a formal review of any action or decision that is within the scope of authority of the Commissioner of Correction. There are three types of administrative remedy: (1) a grievance, (2) an appeal of a discretionary decision, and (3) a property claim. The grievance procedure, appeal procedure and property claim procedure are set out in Administrative Directive 9.6, Inmate Administrative Remedies. This summary provides general information about these procedures. A copy of the Inmate Administrative Remedies directive is available in the library, and may be provided upon request.

#### **When Can You File For An Administrative Remedy?**

For a Grievance or a Property Claim. If you have a grievance or a property claim, first try to resolve it by sending a completed Inmate Request Form (CN 9601) to the staff member who oversees the area of your complaint. Each housing unit should have a list that identifies the staff members to whom inmate requests should be addressed for a specific issue or topic. If this action does not resolve the problem, to file a grievance use the Inmate Administrative Remedy Form (CN 9602), or to file a property claim, use the Lost/Damaged Property Investigation Form (CN 9609).

For an Appeal of a Discretionary Decision. Discretionary decisions include disciplinary decisions (you must have pled 'not guilty' at a hearing to appeal a disciplinary decision), classification decisions, special management assignments, Security Risk Group designations, media review decisions, furlough decisions and decisions about issues related to the Americans with Disabilities Act. Use the Inmate Administrative Remedy Form (CN 9602) to file an appeal.

Filing for an administrative remedy must be made within fifteen (15) calendar days of the action taken or discovery of the problem.

#### **How Do You File?**

Complete the Inmate Administrative Remedy Form (CN 9602) or Lost/Damaged Property Investigation Form (CN 9609) and deposit it in the "Administrative Remedies" Box located in your housing unit.

#### **What Happens Next?**

The Administrative Remedy Boxes are regularly collected and the filings are formally recorded by the Administrative Remedies Coordinator (ARC). The ARC routes the grievance, appeal or property claim to the appropriate decision-maker. There are time standards for the decision-maker to decide the issue and respond to you in writing. In some cases there are additional steps that you may take if you are not satisfied. The steps differ for each of the remedies; they are described in the response that you receive.

#### **Exhaustion of Administrative Remedy**

Exhaustion of administrative remedy means that you have reached the end of the grievance, appeal or claim process and no further response or action will be taken by the Department.

#### **Administrative Directive 9.6, Inmate Administrative Remedy**

##### **Administrative Directive 8.9 – Health Services Review**

The procedures and standards for the Department's Administrative Remedies Process are fully set out in Administrative Directive 9.6, Inmate Administrative Remedies. You should make yourself familiar with its provisions and refer to it for specific information pertaining to an issue you may have, and how to address it. This summary is intended for information only and, of itself, establishes no procedures or standards.

#### **In Case of Emergency**

Contact a staff member if you have an emergency and explain the situation.