

PELICAN BAY STATE PRISON

Administrative Segregation Unit

Orientation Handbook

This booklet is being provided to you as a guideline. You are expected to follow all staff direction and/or clarification of information whether printed in this booklet or not.

INTRODUCTION

This handbook has been written to assist in a successful program while housed in Administrative Segregation Unit (ASU), at Pelican Bay State Prison (PBSP). Your complete understanding of the rules and regulations, in their entirety, is extremely important, as is your cooperation.

INMATE MOVEMENT

An unclothed body search will be performed on you each time you exit the cell. Hands-on escorts are to be expected during all movement within the unit. During emergencies and alarms, inmates shall follow all orders by staff. If an evacuation of the housing unit is required, inmates will be removed from their assigned cells by staff, and secured in a safe location.

DELIVERY OF SERVICES

For staff safety, anytime it is necessary to open a handcuff port/food port to provide services, medications, meals, etc., the unobstructed cell light ***must be turned on bright***. Staff should be able to see your hands. Any inmate who refuses these criteria will be informed that their reluctance ***constitutes a refusal of the service provided***.

COMMUNICATING WITH STAFF

Correctional Staff:

1. You are encouraged to resolve your issues with the staff assigned to your unit. Often, your unit staff can assist you with resolving your problems or concerns in a timelier manner.
2. Due to the physical design and distances within this building, the Control Officer may not hear you. It is recommended you communicate with the Floor Officers and utilize a form CDCR Form 22, Inmate/Parolee Request for Interview, Item or Service, whenever possible.
3. Since supervisors are often dealing with operational issues, the preferred and most efficient method is to write your concern or issue on a CDCR Form 22, Inmate/Parolee Request for Interview, Item or Service and forward it to supervisory staff via unit staff. However, all Correctional Supervisors (Sergeants and Lieutenants) make tours of the housing units and yards. When you see them, you may request to discuss your issues with them during this time.

Correctional Counselors:

Correctional Counselors deal with questions about your legal status, release dates, transfers, enemy status, classification, restoration of credits, and other casework related subjects.

1. You can contact your Correctional Counselor by filling out a CDCR Form 22, *Inmate/Parolee Request for Interview, Item or Service*.
2. Send the request through your unit officer during mail pick up.

Clinical or Medical Staff:

1. In accordance with California State Law, Psychiatric Services staff will screen all inmates housed in a segregated housing unit. Be prepared to exit your cell for a short interview soon after arrival.
2. The Clinical staff makes regular rounds of the inmate housing units.
3. You may request to discuss issues with them at that time or during your individual sessions. You may also fill out a CDCR Form 22, *Inmate/Parolee Request for Interview, Item or Service* or PBSP Form 7362, *Healthcare Services Request*, "Sick Call slip" and send it through your unit officer.
4. Registered Nurses are available for physical/medical concerns. Fill out a "Sick Call" slip and send it to the Medical staff through your unit staff to get scheduled to see a medical doctor.
5. **If you feel suicidal, it is extremely important that you let someone know. A doctor or any staff person can talk to you. This is an emergency! Let someone know right away!**

DISABILITY PLACEMENT PROGRAM

1. The Disability Placement Program is the Department's set of plans, policies, and procedures to assure nondiscrimination against inmate/parolees with disabilities.
2. The California Code of Regulations (CCR) and the Armstrong Remedial Plan are available to inmates with disabilities. Accommodations such as magnifiers for reading shall be provided when necessary and are available in the Facility Law Libraries. The inmate's counselor or unit officer will assist as a reader or scribe when necessary.
3. Accommodations are made for qualified inmates, e.g., sign language interpreters for due process events and clinical contacts.

4. Access and use of the Telecommunication Device for the Deaf (TDD) and telephones for inmates with disabilities shall be consistent with CCR, Title 15, Section 3282 (h)(1)(2). Volume control telephones or the TDD shall be provided for inmates with a disability and/or as a reasonable accommodation to meet effective communication needs as outlined in the Armstrong Remedial Plan. Calls must be made collect, and shall have an announcement before the call stating the call is from an inmate at a California state correctional facility and is being recorded.
5. Inmates may file a reasonable modification or accommodation request by submitting a CDCR 1824 through the Appeals Coordinator. Custody and Medical staff have these forms available upon request.
6. The unit officer will ensure that inmates with disabilities are personally notified for visits, ducats, counts, meals, emergencies, etc.
7. If there is a verified condition, as reflected on a CDCR Form 1845, Disability Placement Program Verification, or CDCR Form 128C, Medical Chrono, that prevents the inmate from standing during count, the inmate may be allowed to sit on his bunk or next to his bunk, etc.
8. Staff will ensure that the CCR Notices, Orientation Packages, Job Announcements, and similar printed materials distributed to inmates are accessible to inmates with disabilities.
9. During an emergency it may be necessary to evacuate a housing unit. Housing units maintain inmate rosters, which alert unit staff of the special needs required for such emergency evacuations. Inmates with disabilities will be alerted by unit staff and assistance provided to ensure safe and effective evacuation during emergencies.

APPEAL PROCEDURE

1. An inmate may appeal any policy, action, or decision which has a significant adverse effect on him. (See CCR, Section 3084.1, 2, and 3086).
2. Inmates should first attempt to resolve minor issues and/or requests using the CDCR Form 22. (See Attachment D, Introducing The New CDCR Form 22 For Inmates and Parolees.)
3. Serious and complicated issues such as CDC-115s, Classification Committee, and Classification Staff Representative decisions shall be addressed using the CDCR Form 602.
4. Inmates have 30 days from the action or event to file an appeal on an issue. (See Attachment C, How To Submit An Appeal.)

5. Appeal forms should be placed in the institution mail for routing to the Appeals Coordinator.
6. Do not send duplicate copies to the Warden or other staff as this will only cause confusion and delays in the response. The inmate should keep a copy for his record.

SICK CALL PROCEDURES

1. If you need to see Medical staff (other than your mental health clinicians), place a "Sick Call" slip in the cell door and it will be picked up along with the mail after the 2100 hours count (Third Watch).
2. Submitting a dental request, through the unit Medical staff, also provides dental services. If you have a dental emergency, special arrangements will be made to get you to the Dental Clinic as soon as possible.

FOOD SERVICES

Inmates in ASU will be cell fed. It is very important that staff be able to see you before they open your food port.

Feeding:

1. Before the Officer approaches your cell with your tray and/or sack lunch, your bright light must be on to receive your tray.
2. Refusal to turn on your bright light will be taken as a refusal and will result in you not being fed that meal.
3. There will be no paperwork, laundry, clothing, or any other substances blocking staff's view into your cell.

Trays:

1. You will return your tray via the food port, with your bright light on, at the completion of the meal pick up.
2. Failure or refusal to return your tray will result in not being fed any meals until the tray is returned. You will receive a CDCR Form 115, Rules Violation Report, for refusing to return your tray.
3. Force options, consistent with the PBSP Use of Force Policy and Procedures, may be used to retrieve your food tray.

4. Negative behavior to obtain attention will not be tolerated. Holding your tray will place you on "Paper Tray" status for an indeterminate period of time.
5. You will have an opportunity to dispose of any trash when meal trays are picked up.
6. At no time, will ANY trash or condiment packets be thrown out of your cell under your door. Trash pickup will be twice a day during trash and tray pick up. A CDCR Form 115 will be issued for littering the tier.

PERSONAL PROPERTY

Personal property is allowed as long as it is authorized in the ASU. You will receive your personal property after an Institutional Classification Committee (ICC) has reviewed your initial placement.

APPLIANCES

Only inmates housed in the Facility A, ASU, will be authorized an entertainment appliance. Closed Caption television is available.

Inmates housed in the Stand-Alone ASU will not be allowed to possess an appliance, as the physical plant does not allow the use of an appliance.

CANTEEN PROCEDURES

Inmates housed in ASU are classified as Privilege Group D, with a maximum monthly dollar amount of \$45.00. Canteen price lists are published monthly and are available through your unit officer. Special purchases (appliances for Facility A, ASU inmates only) are ordered from approved vendors by Trust Account Withdrawal Order (CDCR Form 193).

1. Only one draw per month will be allowed.
2. You must properly fill out a Canteen Order (ducat) form to have funds transferred to the Canteen. If you have difficulty completing or submitting this form, ask for assistance.
3. Canteen forms (itemized list) must be distributed and picked up by the fourth day of the draw month. Canteen will be delivered according to the schedule published by the Canteen. Once canteen is delivered to the unit, staff will issue it as soon as possible.
 - a. Per CCR, Title 15, Section 3090 (d), Inmate Canteen Establishment and Draw Limits, canteen privileges may be suspended for a disciplinary offense.

STATE ISSUED SUPPLIES AND MATERIALS

You will receive an initial issue of personal grooming supplies and bedding upon placement in ASU. Expendable supplies and forms (including pen fillers), will be issued only once per week at the designated time.

During supplies, you may obtain Law Library requests and cell study information, which will be collected and distributed.

CLOTHING EXCHANGE

1. Upon your arrival, you will receive a full complement of State-issued clothing/bedding as soon as possible. If you already have bedding, you will be issued replacement items only on a one-for-one exchange.
2. Laundry exchange is conducted weekly on designated days.
3. In the Facility A, ASU, inmates will place laundry into a laundry bag and pass the bag to the Officer through the food port. Staff will secure the bag with a rubber tie.
4. In the Stand-Alone ASU, laundry exchange will be at cell front, with a one-for-one exchange.
5. You will be issued clothing and linen. You are responsible for maintaining these items in good condition. The ASU staff will fill out an inventory list of the items originally issued to you.
6. Blanket exchange is offered each six months for long term occupants. Acrylic blankets are the only blankets used in the ASU.
7. Any destruction of State property altered/missing linen, clothing or bedding will be assessed any, or all, of the following disciplinary actions: (a) charged for replacement of item(s), (b) placed on temporary restriction status, and/or (c) loss of canteen privileges. Refusal to sign a Trust Withdrawal or indigent status WILL result in disciplinary action.

HOUSEKEEPING

1. Cells are to be maintained in a clean and sanitary condition. Each inmate is responsible for the contents and condition of his cell.
2. Upon assignment to a cell, inspect it thoroughly. Inform staff of all contraband and/or damaged or missing fixtures and have them noted on your Exhibit B.

3. Magazine cutouts, posters, or pictures are not permitted on the cell walls, ceiling, door, windows, or light fixtures. The wall area above the desk, approximately 3 feet x 4 feet is the only location to affix pictures of your immediate family, notes, calendars, and schedules. All items are subject to removal during a cell search. Nudity or obscene material is not allowed.
4. No cell coverings, either partial or complete, including, but not limited to paper, cardboard, or drawings, etc., of a cell door, window or bunk, which impedes the visual observation into the cell or the occupant, will be allowed.
5. Makeshift shelves, cupboards, clotheslines, or curtains are not permitted. Cardboard and excess paper products are considered a fire hazard and are not permitted.
6. Lights are not to be covered. Lights must remain on when an inmate departs the cell. The cell bright light must be turned on before a staff member delivers any items or services to inmates. Failure to turn your bright light on will be taken as a refusal on your part.
7. Inmates will be provided with a rag and cleaning solution. These items are being provided to you to assist you in keeping your living area clean and sanitized. You should exercise care when handling the cleaning product. The solution is not hazardous and it should not be hazardous to exposed skin. In the event you get this product on your skin, merely wash the exposed area.

COUNT

1. All inmates must be counted at regular count times and will present themselves in a manner required. *Inmates will not interrupt Officers during count!* Your bright light will be on.
2. The 1630 hours count is a standing count. You must be standing in your cell.
3. Staff must be able to observe you. If you are a deep sleeper, you must leave parts of your upper body exposed or you will be awakened to ensure that you are alive and well.
4. During First Watch, Officers are required to use a flashlight to count you. Attempts will be made not to flash the light in your eyes, but sometimes this cannot be avoided.
5. Be aware of designated count times. You are expected to realize an Officer is coming to your cell at these times.
6. Refer to Disability Placement Program; paragraph G of this handbook (page 4).

VISITING PROCEDURES

1. ASU visits are noncontact and by appointment only. Your visitor(s) ***MUST*** call the Visiting Processing Center at least 24 hours in advance to schedule a visit. Appointments are limited to one appointment a day, for one hour, and for a total of three visitors, including children.
2. Visiting days are Saturdays, Sundays, and designated holidays between the hours of 9:00 a.m. and 3:00 p.m.
3. You will wear a jump suit, boxer shorts, T-shirt, socks, and shoes (personal shoes are allowed).

SHOWER PROCEDURES

1. You will be provided the opportunity to shower a minimum of three times per week. Razors will be issued to you, as needed, during your shower program.
2. Shower times will be a total of 15 minutes, including time to and from your cell.
3. You are only allowed to take:
 - Soap
 - Shampoo
 - Towel/washcloth
 - Shower shoes
 - Boxer shorts
4. Washing clothes is not allowed during your shower.

HAIRCUT PROCEDURES

No barber is assigned to ASU. Hair clippers and nail clipper usage will be provided on a rotational basis as scheduled, at least once a month. Clippers are to be issued only in the designated areas. Check with your unit officer for times.

SHAVING PROCEDURES

1. A disposable razor will be provided during your shower (except for inmates on orientation status).
2. You will relinquish the razor to staff when you have completed your shower.
3. Any alteration or misuse of the razor will result in a CDCR Form 115 for the charge of possession of a weapon. You will be placed on "Razor Restriction Status."

YARD PROCEDURES

1. Yard program will be provided daily, during normal operations. Yard may be periodically cancelled due to special committees, severe weather conditions, power failure, incidents, and institutional need.
2. You will be afforded yard after being assigned to the appropriate yard by ICC.
3. Staff will ask you if you wish to participate in yard on a rotational basis, subject to yard availability and institutional program.
4. There are toilet facilities on the walk alone yards. Yard staff will issue you toilet paper as needed.
5. You will submit to an unclothed body search and/or scanning with a metal detector prior to going to the yard.
6. ONLY the items listed below may be taken to the yard:
 - Jumpsuit (1)
 - Jacket
 - Watch cap
 - Boxer shorts (1)
 - T-shirt (1) and thermals (1 pair)
 - Socks
 - Shoes, Tennis shoes, or shower shoes
 - Glasses-prescription (1 pair)
 - The Yard Officer will offer raincoats to you as needed
7. Inmates in the Facility A, ASU, assigned to a concrete yard may not utilize the shower.
8. When staff approaches your cell to escort you to the yard, you must turn your cell's bright light on or, staff will not be able to escort you to yard, and you will forfeit your yard period.
9. If, at any time, your behavior causes a disruption in the yard program, either while in the process of an unclothed body search, escorting, or other misbehavior, your yard will be suspended.
10. Calling cadence or participating in a group cadence exercise on the yard WILL result in removal from the yard and a CDCR Form 115 will be issued.
11. No climbing or kicking of the yard fence, gate, or toilet/sink.

12. No passing of any items to other inmates in exercise yards.
13. No spitting, yelling, use of obscenities, or derogatory remarks to other inmates, staff, or visitors.
14. Clothing; At least a pair of boxer shorts must be worn at all times.

USE OF TELEPHONES

Telephone calls will be limited to family emergencies and must be verified and coordinated by the Correctional Counselor, Correctional Lieutenant, or Institutional Chaplain ***ONLY***. Staff may terminate the call at any time, documenting the reason on a CDCR Form 128A, Custodial Counseling Chrono. Refer to Disability Placement Program, paragraph D of this handbook for access and use of the Telecommunication Device for the Deaf (TDD) and telephones for inmates with disabilities.

RELIGIOUS SERVICES

1. Religious staff may conduct visits on the weekend in the housing units. Religious services will be available to you on an individual basis.
2. You may contact the Chaplain, via a CDCR Form 22, Inmate/Parolee Request for Interview, Item or Service, through your unit officer (please specify faith). The Chaplain will respond as soon as practicable.
3. Religious materials will be distributed by the Chaplain's Office.

MAIL PROCEDURE

1. Mail is distributed on Third Watch. Mail will be collected after completion of the 2100 hours count.
2. Mail will be picked up five-days-a-week, Sunday through Thursday. No mail will be picked up Friday, Saturday, or holiday evenings. Mail will not be delivered on holidays.

LAW LIBRARY SERVICES

ASU inmates will be allowed scheduled Law Library Access via a CCDR Form 22, Inmate/Parolee Request for Interview, Item or Service, to the Law Library. Refer to Disability Placement Program; paragraph B of this handbook (page 3).

MISCELLANEOUS INFORMATION

1. Inmates shall be requested to report any routine maintenance problems to their unit officers. Failure to report discrepancies in either supplies or cell maintenance will result in delays in correcting problems.
2. Emergency maintenance problems should be reported immediately to your unit control officer. If a plumbing or electrical problem exists that renders the cell unsafe or unsanitary, the cell occupant shall be re-housed in a cell with properly functioning facilities.
3. This orientation information does not represent all rules or program information. This orientation is merely a guideline to assist you in your transition from General Population. All inmates are expected to follow all staff direction and orders as they are given.
4. Refer to Disability Placement Program, paragraph C of this handbook.
5. Upon request, printed material such as CCR, Title 15, Armstrong Remedial Plan, and other similar printed material is available in accessible formats.

DUCATS AND APPOINTMENTS

ASU inmates will be notified by staff at the time of the appointment and given opportunity to prepare and attend. Any inmate who refuses to comply with any aforementioned expectations, under 'Inmate Movement' and 'Delivery of Services,' will constitute a refusal of services.

Request for Reasonable Accommodation

1. A reasonable accommodation is the modification adjustment and/or provision of an assistive device that will provide a qualified inmate equal access to programs, activities, and services at PBSP. Examples of reasonable accommodations include providing special equipment (e.g., readers, sound amplification devices, talking books, or large print material), providing inmate or staff assistance, providing qualified interpreters, modifying work or program schedules, or providing assistive devices such as canes, walkers, or grab bars.
2. Request for reasonable accommodation shall be submitted via CDCR Form 1824.
3. Any inmate may submit a request for a reasonable accommodation under ADA; an inmate does not need to be an Armstrong Class member to utilize CDCR Form 1824.
4. The completed form shall be submitted to the Appeals Coordinator through the institutional mail.

Notices, Announcements, and Alarms

1. Special Identification -PBSP custody staff, in units housing inmates with disabilities, shall maintain a copy of the identification cards/pictures of the inmates with disabilities to alert staff to provide for the special needs of these inmates during count, emergency evacuation, verbal announcement, etc. Special needs may include personal notification for the hearing impaired or scribing and/or reading for the vision impaired in responding to ducats, etc. Additionally, index cards bearing the Armstrong disability code shall be affixed to the inmate's cell door window.
2. Verbal Announcements PBSP staff shall ensure that effective communication is accomplished with inmates who have hearing impairments (DNH), when public address announcements and reporting instructions, including those regarding visiting, yard release and recall, count, lock-up, unlock, are announced.
3. All verbal announcements in units housing DNH inmates shall be done on the building's PA system and personal notification if the inmate's disability requires such personal notification. Times that an inmate's hearing aid is not working or available for use shall require personal notification.

Written Materials

PBSP shall ensure that CCR, Title 15, the Armstrong Remedial Plan (ARP), written notices, orientation packages, announcements, and similar printed materials, which it distributes to inmates, are accessible to inmates with disabilities.

- Accommodations, such as page magnifiers, photocopying machines with the capability to enlarge print, inmate or staff reading assistance, etc., shall be reasonably accessible to ensure that the disabled have access to forms, regulations, and procedures.

Comprehensive information as outlined below shall be provided to all disabled inmates in accessible format during the inmate orientation process. Vision/hearing impaired and learning disabled inmates shall be accommodated with alternate forms of communication, e.g. verbal communication (reading to the inmate), provided with magnifying cards/equipment etc. in order to ensure effective communication of information.

The following information, at a minimum, shall be effectively communicated in the above described alternate formats whenever a vision/hearing impaired or learning disabled inmate is undergoing the orientation process:

- The purpose of the Disability Placement Plan (DPP)
- Availability of the CCRs, ARP and similar printed materials in accessible formats to inmates with disabilities.
- CDC Form 1824 Reasonable Accommodation or Accommodation Request process and the location of the forms.

- Reasonable accommodations/modifications available to qualified inmates for due process encounters.
- Access to inmate/staff readers or scribes and availability of specialized library equipment for qualified hearing/vision impaired, learning disabled inmates such as text magnifiers, large print materials, audiocassette tapes etc.
- The process of personal notification by staff for applicable qualified inmates as necessary.
- Access to TDD device.
- Access to closed captioned television.
- The institution's Inmate Assistance Program (upon completion).
- Verified case-by-case medical exceptions to count procedures.
- Information regarding emergency alarms/evacuations, announcements and notices.

Evacuation Procedures

1. PBSP staff shall ensure the safe and effective evacuation of inmates with disabilities.
2. The control booth officer shall have cells that house DPP inmates identified.
3. In the event of an emergency evacuation, the housing officer shall activate the emergency alarm system and verbally announce on the PA system the action needed.
4. The floor officer shall physically go to the cells of the DPP inmates and assist accordingly.
5. DPP inmates shall be instructed to exit their cells following the wall to either the right or left until the exit door is reached.
6. The unit housing officer shall ensure all inmates are promptly evacuated from the unit during an emergency.

ATTACHMENTS:

ATTACHMENT A-1 SEXUAL ABUSE/ASSAULT PREVENTION &
INTERVENTION BOOKLET
(ENGLISH (E) AND SPANISH (S) VERSION)

ATTACHMENT A -2 VISITOR INFORMATION PAMPHLET