

INDEX

GENERAL RULES AND PROCEDURES.....	2
DISABILITY PLACEMENT PROGRAM.....	2
REASONABLE ACCOMMODATIONS.....	3
VERIFYING DISABILITIES.....	3
ORIENTATION STATUS.....	5
CLASSIFICATION.....	5
ACCESS TO COUNSELORS.....	5
GENERAL ORDERS AND INSTITUTIONAL PROCEDURES.....	5
SERVICES AT CELL FRONT.....	6
ESCORT PROCEDURES.....	6
APPEAL PROCEDURES.....	6
MAIL REGULATIONS.....	7
VISITING.....	9
CANTEEN PROCEDURE.....	11
HOUSEKEEPING PROCEDURE.....	11
STATE ISSUED SUPPLIES AND MATERIALS.....	12
CLOTHING EXCHANGE.....	12
PERSONAL PROPERTY.....	12
ANNUAL PACKAGES.....	13
SPECIAL PURCHASE ORDERS.....	13
LEGAL PROPERTY.....	15
SHOWER PROCEDURES.....	15
HAIRCUT PROCEDURES.....	15
SHAVING PROCEDURES.....	16
EXERCISE YARD.....	16
USE OF TELEPHONES.....	17
RELIGIOUS SERVICES.....	17
MISCELLANEOUS INFORMATION.....	17
CELL MAINTENANCE.....	17
FIRE EVACUATION.....	18
HEALTH CARE SERVICES.....	18
MENTAL HEALTH SERVICES.....	19
ANNUAL TUBERCULOSIS TESTING.....	19
LAW LIBRARY.....	19

GENERAL RULES AND PROCEDURES FOR ALL NEW ARRIVALS TO THE SECURITY HOUSING UNIT

This booklet has been developed to acquaint you with Operational Procedures (OP) and behavioral expectations in the Security Housing Unit (SHU) at Pelican Bay State Prison (PBSP). You are expected to review the contents of this orientation package. You will be held accountable for any violation of these rules. Ignorance or lack of understanding is not an acceptable excuse for violation of the rules. Ask your unit staff or send a request for interview to your unit counselor if you need a question answered.

DISABILITY PLACEMENT PROGRAM (DPP)

The DPP was created to fulfill the requirements of the California Department of Corrections and Rehabilitation (CDCR) under the Armstrong Remedial Plan (ARP). The ARP is related to the American with Disabilities Act (ADA). The DPP is the Department's set of policies and procedures to assure nondiscrimination against inmates/parolees with disabilities. The DPP applies to all of the Department's institutions/facilities, all programs that the Department provides or operates, and to all inmates who have disabilities that affect a major life activity. The complete ARP is available in the Law Library.

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 DPP
- Availability of the CCRs, ARP and similar printed materials in accessible formats to inmates with disabilities.
- CDCR 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 a Telephonic Device for the Deaf (TDD).
- 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.

REASONABLE ACCOMMODATIONS UNDER THE DPP

PBSP shall provide reasonable accommodations or modifications for verified physical or mental disabilities of qualified inmates/parolees. Examples of reasonable accommodations available include: sound amplification devices, TDDs, visual magnification devices or large font copies, inmate or staff assistance, bilingual or qualified sign language interpreters, etc.

VERIFYING DISABILITIES

Request for Reasonable Accommodation

- A. 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.
- B. Inmates who have a verified disability that prevents them from standing during count shall be reasonably accommodated to provide for effective performance of count. A CDCR Form 7410 shall be used to determine the inmate's limitations and accommodations during count which may include sitting on the edge of the bed rather than standing.
- C. All staff will provide reading and writing assistance to inmates if requested and/or required as a reasonable accommodation. This includes but is not limited to assistance in reading and drafting appeals (CDCR Form 602) and request for reasonable accommodation (CDCR Form 1824). The CDCR Form 1824 may be used to request a reasonable accommodation by any inmate for impairments or disabilities that affect their ability to access program, substantially limit a major life activity or have been discriminated against due to a disability.
- D. 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.
- E. The completed form shall be submitted to the Appeals Coordinator through the institutional mail.

Notices, Announcements, and Alarms

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.

Verbal Announcements

- A. 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.
- B. All verbal announcements in units housing DNH inmates shall be done on the building's Public Address (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 California Code of Regulations (CCR), Title 15, the 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.

Evacuation Procedures

PBSP staff shall ensure the safe and effective evacuation of inmates with disabilities.

- A. The Control Booth Officer shall have cells that house identified DPP inmates.
- B. In the event of an emergency evacuation, the Unit Housing Officer shall activate the emergency alarm system and verbally announce on the PA system the action needed.
- C. The Unit Floor Officer shall physically go to the cells of the DPP inmates and assist accordingly.
- D. DPP inmates shall be instructed to exit their cells following the wall to either the right or left until the exit door is reached.
- E. The Unit Housing Officer shall ensure all inmates are promptly evacuated from the unit during an emergency.

ORIENTATION STATUS

- A. Upon arrival to the PBSP SHU or PBSP ASU, endorsed to PBSP SHU, you will be placed on "Orientation Status" and seen by the Institutional Classification Committee (ICC) or Unit Classification Committee (UCC) within fourteen (14) working days per Department Operations Manual (DOM) Section 62010.8.3.
- B. This period of orientation has been established to acquaint you with the institution and rules governing your housing. It affords you the opportunity to apprise appropriate staff members of any problems or situation that would affect your housing (e.g., enemies, etc.).
- C. During this brief period:
 - 1. Your program activities will be limited to in-cell activities, showers, case worker contact, and exercise yard.
 - 2. Interviews and other activities related to the admission process will be conducted.

CLASSIFICATION

- A. Within fourteen (14) working days, you will appear before the UCC or ICC for appropriate program assignment.
- B. If you do not appear before a Classification Committee, as outlined above, contact your Correctional Counselor by filling out an Inmate/Parolee Request for Interview, Item or Service, CDCR Form 22. You may obtain this form from your unit staff.

ACCESS TO COUNSELORS

- A. Your assigned counselor will be the Correctional Counselor I assigned to your housing unit.
- B. You can also contact the Correctional Counselor II for your facility, by filling out a Inmate/Parolee Request for Interview, Item or Service, CDCR Form 22, and sending it to his/her office on Third Watch, during mail pick up. Your counselor will answer your request as soon as possible.

GENERAL ORDERS AND INSTITUTIONAL PROCEDURES

- A. Copies of OP 222, pertaining to inmates celled in the SHU are available to read in the Law Library. You may obtain non-confidential copies by submitting a request to the Law Library.
- B. All inmates are expected to have knowledge of, and adhere to all institutional and departmental rules and regulations.
- C. Ignorance of the rules and regulations does not excuse violations of the rules and regulations.

SERVICES AT THE CELL FRONT

Most service provided to you will be at the cell front (meals, mail, escort, etc.). Your bright light must be on and your cell front must be uncovered for all services. Noncompliance is considered a refusal of services on your part and will be documented as such.

ESCORT PROCEDURES

To ensure the safety and security of the institution, the following rules apply whenever you are escorted away from your cell.

A. At Your Cell Front:

You will not be removed from your cell/pod until the following have been complied with:

1. The bright cell light is on.
2. You will submit to an unclothed body search in front of your cell/pod door.
3. You will be placed in handcuffs before the cell/pod door is opened.
4. **All** braids and or ponytails will be unfastened.
5. When exiting cells, sallyports or holding cells, inmates are required to back out.

B. Clothing Attire:

You are required to wear only State issued clothing during escorts. You will be instructed as to the appropriate attire prior to any escort. **THERE WILL BE NO EXCEPTIONS.**

C. Mechanical Restraints:

SHU policy requires that you remain handcuffed or in waist chains at all times while under escort, including brief waits in holding cells.

D. Electronic Releases:

Normally, you will be electronically released from your cell by the Unit Control Booth Officer for showers and yard release, etc., without escort.

Inmates are required to proceed directly from their cells to the area of release without stopping at other cells or conversing with other inmates. You are not allowed to pass anything to other inmates while out of your cell. The privilege of electronic release allows movement that is less restricted.

Failure to comply with this procedure will result in your placement on a more restrictive status which will require restraints and escort at all times when you are out of your cell. This restriction can be implemented at unit staff's discretion. However, this restriction can be extended through disciplinary action.

APPEAL PROCEDURES

- A. An inmate may appeal any policy, action, or decision which has a significant adverse effect on him. (See CCR, Title 15, Sections 3084.1, 2 and 3086).

- B. Inmates should first attempt to resolve minor issues and/or requests using the CDCR Form 22.
- C. For health care issues, inmates should use the GA-22, Inmate Request for Interview or CDCR Form 7263, Health Care Services Request Form.
- D. Serious and complicated issues such as CDCR Form 115s, Classification Committee, and Classification Staff Representative decisions, shall be addressed using the CDCR Form 602.
- E. Inmates have 30 calendar days from the action or event to file an appeal on an issue.
- F. Appeal forms should be placed in the institution mail for routing to the Appeals Coordinator.
- G. 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.

MAIL REGULATIONS

A. General Policy

- 1. Correspondence between inmates and persons outside the institution is allowed.
- 2. The rules of the CCR, Title 15, will apply to all inmates and employees.
- 3. Mailing Address:
 - Inmate Name and CDCR Number
 - SHU/Cell # _____
 - P.O. Box 7500
 - Crescent City, CA 95532
- 4. No limitation will be placed upon the number of persons with which you may correspond and you may write as often as you wish under the following guidelines: There will be no participation in contests, lotteries, or third-party mail. Also, it is stipulated there will be no correspondence with other inmates without prior approval of the Warden or his/her delegate.

Approval for a one-time only correspondence between inmates for legal/litigation purposes is authorized per DOM, Supplement, Section 54010, Inmate Mail. You may apply through your assigned counselor.
- 5. Correspondence between inmates, and with former inmates, will be allowed only with the approval of the Warden per CCR, Title 15, Sections 3139 and 3140. Validated gang members will not be allowed to write other inmates. You may apply through your assigned counselor.
- 6. Inmates in the SHU are not permitted to write to any other inmate at PBSP, or receive mail from any other inmate, unless specifically authorized to do so as outlined in the CCR, Title 15, Section 3139, and DOM Supplement, Section 54010.
- 7. If you are totally without funds, you will be provided with sufficient writing material and postage for five (5) letters per week. Envelopes can be obtained by sending a

request, with a CDCR Form 193, Trust Account Withdrawal Order, to the institutional Mailroom. This is in addition to an indigent inmate's unlimited free mail to a court.

8. Stationary is not to exceed 8½" x 14" in size. No graphics or designs will be allowed on letters or the outside of envelopes.
9. No Cash on Delivery packages will be accepted. Mail with postage due will be returned to the sender.
10. All incoming/outgoing non-confidential mail is subject to being searched per the CCR, Title 15, Section 3135(a).
11. Each correspondent is personally responsible for the content of each item sent in and out of the institution. Violations of law, the CCR, Title 15, and/or local policies will be referred to the appropriate authorities and may also result in suspension of correspondence between the persons involved.
12. You may receive funds through the mail. The sender should utilize a certified check or money order, payable to the CDCR, with your name and CDCR number printed in the margin. Personal checks received will be held for approximately thirty (30) days, to clear the bank, prior to being credited to your account. No cash will be accepted and will be returned to the sender.
13. Only embossed envelopes may be received through the mail. Twenty (20) embossed envelopes is the maximum that may be received, with a maximum of forty (40) in your cell at one time.
14. Mail is delivered after the evening meal, as soon as practical, every day except Saturday and Sunday. You will be required to state your name and CDCR number before mail is issued.
15. Mail will be picked up every evening by your Unit Floor Officer on Third Watch, during the 2100 hours security check, except Friday and Saturday.
16. All stamps will be removed from incoming letters.

B. Legal Mail

1. Incoming legal mail or certified mail will be delivered by the Unit Floor Officer. The envelope will be searched and the pages of the correspondence will be inspected in your presence before the mail is given to you.
2. Outgoing legal mail to approved persons can be given to your Unit Floor Officer. The envelope must be sealed in the presence of the officer. The officer will sign and date the envelopes, over the sealed area, at the time the correspondence is accepted from you. The mail must meet the requirements under the CCR, Title 15, Sections 3141, 3142, and 3165.
3. Certified or registered mail must be accompanied by a completed CDCR Form 193, Trust Account Withdrawal Order, and will be approved and processed to the Mailroom by the Unit Counselor.

VISITING

Visiting Hours:

- Saturday 8:15 a.m. to 3 p.m.
- Sunday 8:15 a.m. to 3 p.m.
- Holidays 8:15 a.m. to 3 p.m.

HOLIDAYS INCLUDE:

- New Year's Day
- Independence Day
- Thanksgiving Day
- Christmas Day

(Have your visitors call in advance to confirm Holiday schedules)

The Visiting Processing Center closes one hour prior to the end of visiting hours.

SHU visiting periods will be limited to three hours. There will be one visiting period in the morning for Facility C, Units 1 through 12, Facility D, Units 6 through 9, and the Stand Alone Administrative Segregation Unit (ASU), from 8:15 a.m. to 11:15 a.m. There will be one visiting period in the afternoon for Facility D, Units 1 through 4 and Units 5 and 10, from 12:00 noon to 3:00 p.m.

Appointments for all SHU and ASU visits must be scheduled at least 24 hours in advance and are limited to three (3) visitors, including children. For appointments call (707) 465-1000, extension 5425.

Visitors are required to park their vehicles in the PBSP visitor's parking lot, which is located on the north side of the General Population parking lot. There will be a bus provided to transport visitors to and from the SHU Visiting Center. At no time shall visitors loiter or wander on institutional grounds.

Approval of Visitors:

- A. All visitors must receive prior approval before visiting. It is your responsibility to send visiting questionnaires to the person(s) you wish to have visit. You will be notified in writing when a visitor has been approved to visit. It is then your responsibility to notify the visitor of the approval to visit.
- B. If a visitor has been approved to visit an inmate while housed at another institution within the last year, the visitor may visit at PBSP. An updated application will be requested at the time of the visitor's arrival.
- C. If a visitor has not been approved to visit an inmate while housed at another institution within the last year, the visitor must complete an updated application to visit the inmate at PBSP. Visitors must update their applications yearly.

Searching of Visitors:

All visitors entering PBSP are subject to a search of their person, vehicle, and property. Visitors may leave institutional grounds rather than submit to a search. However, refusal to submit to a search will result in the denial of visitation for the day. Visitors may not elect to leave institutional grounds rather than submit to a search when institutional officials possess a court issued search warrant, or cause for a search warrant arises while the visitor is on institutional grounds and the cause for the search is believed by officials to be a criminal offense.

Conduct of Visitors:

Each visitor is responsible for his/her own conduct during visits. Violation of statutes, regulations, or local procedures governing visits with inmates may result in termination, suspension, or denial of visitation. If you are denied visitation, you will be given a reason, duration, and appeal rights in writing.

Visiting Suspensions:

In the event of an emergency situation affecting the inmate population of the institution, the visiting program may be suspended during the period of emergency.

No Smoking Policy:

Smoking is not allowed in/on institutional grounds.

Visitors on Parole or Probation:

If your visitor is on parole or probation, he/she must have permission from their Parole Agent or Probation Supervisor and the Warden to visit you.

Identification of Visitors:

Visitors must provide one of the following picture identifications to enter the institution:

- A. Valid California Drivers' License.
- B. Valid Department of Motor Vehicles Identification Card.
- C. Valid United States Federal Passport.
- D. Valid identification card issued by the United States Department of Justice Immigration and Naturalization Services.
- E. Valid Military Identification Card.
- F. Valid out of State Drivers' License.

Minors:

All visitors under eighteen (18) years of age must be accompanied by an approved adult visitor with a certified copy of their birth certificate with the original county seal. If the accompanying adult is not the minor's parent or legal guardian, they must present a notarized written statement from the parent or guardian acknowledging their consent. Minors not directly related to the inmate (e.g., nephew, niece, cousin) must obtain approval from the Warden when not accompanied by their parent or legal guardian.

CANTEEN PROCEDURE

- A. Canteen draw schedules are established monthly, based upon the last three weeks of each month.
- B. There will be one draw per month.
- C. Maximum amount draw per month is \$55, or the amount established for various steps of the Step Down Program (SDP). This does not include special purchase items ordered from approved vendors by Trust Account Withdrawal Orders, CDCR Form 193.
 - 1. To initiate a special purchase, you must get a Special Purchase Order Form from your Unit Officer or Counselor. You must include a stamped envelope addressed to the vendor and a signed Trust Account Withdrawal Order. Other documents may be required depending on your order.
 - 2. Submit your request to the SHU Property Room for further processing. You are allowed one (1) special purchase per month.
- D. Canteen price lists are published monthly and are available from the Unit Officer.
- E. In order to have funds transferred from the Trust Account to the Canteen, inmates must properly fill out a Canteen Ducat, CDCR Form 184, and give the Canteen Ducat to the Unit Officer. Canteen Ducats will be distributed once per month to the Unit Officer.
- F. Order forms for canteen items will also be distributed prior to the unit's canteen draw date and picked up by the Unit Floor Officer to be forwarded to the canteen. Canteen items will normally be delivered to the unit on the scheduled draw date.

HOUSEKEEPING PROCEDURE

- A. Each inmate is responsible for the contents and condition of his cell. Cells are to be maintained in a clean and sanitary condition.
- B. Upon arrival into a new cell, search it thoroughly. Inform staff of all contraband and damaged or missing fixtures you may discover. You will be required to sign a Cell Inspection, Exhibit B form acknowledging the condition of your new cell.

The Exhibit B form will be kept in the cell search folder for your cell, acknowledging your inspection of the cell. After you sign the Exhibit B, you will be held responsible for any damage to your cell, or contraband discovered in your cell.
- C. No magazine cut-outs, posters, or pictures are permitted on the cell walls, ceiling, doors, or light fixtures.
- D. Doors are not permitted to have coverings of any kind on them. This includes, but is not limited to, paper, cardboard, clothing, towels, etc.
- E. Makeshift shelves and/or cupboards are not permitted. No cardboard boxes or picture frames are allowed.
- F. No curtains are allowed.
- G. Towels, blankets, and other items of bedding are not to be used as table coverings or rugs.
- H. Lights are not to be covered. Lights and television sets/radios are to be turned off when inmates leave their cells.

- I. Any damage done to the interior of a cell will result in disciplinary action.

STATE ISSUED SUPPLIES AND MATERIALS

- A. You will receive an initial issue of housekeeping supplies, personal grooming supplies, and bedding upon placement in the SHU and you will receive additional supplies on a weekly basis. Supplies are delivered by the Second Watch Officers.
- B. Soap and tooth powder will be issued once per week. Toilet paper will be passed out on a weekly basis, one roll per inmate.
- C. Inmates are responsible for ensuring that supplies are not wasted.
- D. Inmates are not allowed to accumulate excess supplies or State food.

CLOTHING EXCHANGE

- A. Upon your arrival, you will receive a full complement of State issued clothing/bedding as soon as possible.
- B. Standard clothing complement for inmates in the SHU will be the following:
1. Jumpsuit (2)
 2. Shorts, boxer (4)
 3. T-shirts (4)
 4. Blankets (2) (exchanged biannually)
 5. Pillow Case (2)
 6. Sheets (4)
 7. Socks (6) pairs
 8. Towel (3)
 9. Soft Soled Shoes (1) pair (SHU approved State issued)
 10. Mattress and Pillow (1) each
 11. Washcloth (2)
 12. Jacket SHU Modified (1)
 13. Watch Cap (1) (state issued, gray in color)
 14. Hand Towel/Cleaning Rag (1) (blue in color, one-for-one exchanged on a weekly basis by unit staff)
- C. Clothing exchange for inmates is on a weekly basis.
- D. Clothing exchange will be a one-for-one item exchange.
- E. Clothing and linen will be exchanged on Second Watch.
- F. You will be issued clothing and linen and you are responsible for maintaining these items in good condition. The SHU staff will fill out an inventory list of all items issued to you.
- G. If at any time items of altered/destroyed clothing or linen are discovered in your possession or in your cell, you will be required to sign a Trust Account Withdrawal Order, CDCR Form 193, for the replacement amount. If you refuse to sign a CDCR Form 193 a disciplinary report will be submitted. If you are found guilty, you will be required to pay for the damaged items.

PERSONAL PROPERTY

Refer to the DOM, Section 54030, Article 43 Authorized Personal Property Schedule and property related departmental memorandums dated, June 5, 2013 (four memorandum), October 10, 2013, November 20, 2013, December 19, 2013, January 13, 2014, January 24, 2014, January 30, 2014, February 3, 2014, , ,for allowable items and limits.

Annual Packages:

Eligibility:

- A. Privilege Group D inmates may receive one (1) package per year. The inmate must be Privilege Group D for 365 days to be eligible for a package, and there has to be at least 365 days between each package.
- B. All Annual Packages will be purchased and sent directly from an approved vendor. Packages received from families/senders through a non-approved vendor will also be returned to sender at the sender's expense. The inmate will send a package form and a list of requested items for purchase to the family/sender or the Trust Office.
- C. The determining factor in the amount of packages an inmate may receive during any year or quarterly period is based upon the Privilege Group as specified in the CCR, Title 15, Section 3044 Inmate Work and Training Incentive Groups. Inmate placed in the SDP may receive additional packages consistent with the privileges for their assigned step.

Special Purchase Orders (SPO):

Inmates are allowed to purchase the items in addition to their annual package. Items of special purchase personal property may also be purchased from an approved vendor via a third party. All SPOs require pre-approval from designated staff. All SPO items are registerable property items and shall be listed on the inmate's property card. Items in excess limits may be exchanged item-for-item, donated, sent to a correspondent (at the inmate's expense) or disposed of.

The maximum allowable personal property that inmates can possess is listed in the DOM, Section 54030, Article 43, Inmate Property, Matrix - Authorized Personal Property Schedule.

SPO's shall only include the following items:

- Health Care Appliances
- Correspondence Courses
- Legal Material
- Religious Items
- Entertainment Appliances Typewriter and Typewriter accessories such as ribbons, daisy wheels, and correction ribbon
- Books, Periodicals and Typing Paper

SPO INSTRUCTIONS

Those inmates eligible to make SPO orders may do so using the following procedure:

- Complete a PBSP Approved Vendor Special Purchase Address Label Form. On the SPO request form, include the taxes, shipping and handling charges, and the 10 percent special charge for the Inmate Welfare Fund. (Special Purchases Orders of Health Care Appliances, Correspondence Courses, and Legal Materials are not subject to the 10 percent Inmate Welfare Fund Charge, per DOM, Section 54030.7).

Each SPO request shall include the vendor's name, catalog number and letter, item, size, and catalog page. Catalogs and order forms are available through the SHU Property Room. Note: Only one item per order form.

- Trust Account Withdrawal Order approval signature and date block will be completed by unit staff to indicate that he/she has properly identified the inmate(s) and verified the inmate(s) housing. Each SPO shall be reviewed by property staff to determine if the item is allowable and has been ordered through an approved vendor. If approved, the SPO shall be logged and sent to the Inmate Trust Office (ITO).

ITO staff shall check the inmate's trust account and place a 'hold' on the amount necessary to cover the purchase(s). Once the SPO form is approved, the ITO shall complete the SPO form and forward it to the vendor with payment. If the account contains insufficient funds for the purchase, all paperwork shall be returned to The Property Room, logged out and return the SPO form to the inmate for corrections.

If the SPO form is disapproved because of an unauthorized vendor or item(s), the order form will be returned to the Property Room who shall return the SPO form to the inmate.

The vendor's stamp/address label shall be affixed to the package or the package shall be refused. The vendor must also place a business return address on the vendor sealed container in which the product is shipped.

SPOs via Third Party

The Department makes the allowance for a third party to purchase SPO items directly from approved catalog/internet vendors utilizing the SPO process as described above. It is the inmate's responsibility to notify his correspondent of any changes of authorized items prior to the correspondent ordering any of the items.

Additional SPO Procedures and Information

Any new item(s) that duplicates one already in possession, or otherwise creates an overage in allowable property, shall not be issued unless a duplicated/overage item is surrendered for donation or shipment to a correspondent at the inmate's expense.

If a SPO arrives for an inmate no longer housed at PBSP, the purchase shall be returned to the sender.

Anytime an inmate wishes to return any item to the vendor for any reason, he must have sufficient funds in his trust account and submit a Property Disposition Form and a Trust Account Withdrawal Order Form.

LEGAL PROPERTY

- A. SHU has legal property storage in the SHU Property Room. Only current legal cases will be stored. **The Property Room staff is responsible for controlling access to this material with a legal materials storage logbook.** All legal property will be logged into the SHU Property Room for storage.
- B. Legal material will be placed in an envelope or box and sealed at the time of storage with the initials of the staff member involved. When the material is removed, the inmate will acknowledge its removal by signing it out.

SHOWER PROCEDURES

- A. You will be provided the opportunity to shower a minimum of three (3) times per week. You may be given the opportunity to shower prior to a scheduled visit. You may be given the opportunity to shower prior to taking an approved annual photograph.
- B. Shower program is generally conducted on Third Watch.
- C. Showers will be ten (10) minutes in length.
- D. You will exit your cell wearing only your boxer shorts and shower shoes. You are only allowed to take soap, towel, 1 container of shampoo, 1 container of conditioner, wash cloth, and a clean pair of socks and shorts from your cell. You will go directly to the shower and not loiter, or pass items to other inmates.
- E. If you want to shower at the end of your yard period, you will advise the Control Booth Officer when he/she releases you for yard. You will be allowed to take your shower items to the yard (towel, washcloth, soap, and shampoo/conditioner). You will go directly from the yard to the shower. You will not be allowed to retrieve items from your cell, nor be allowed to loiter on the tier, or pass items to other inmates.

HAIRCUT PROCEDURES

- A. There is no barber assigned to the SHU.
- B. Hair clippers are available in each unit and will be used in the dry holding cell located in your unit. (See OP 222, page 22, G, (2), Accountability).

SHAVING PROCEDURES

- A. If you wish to shave, a new disposable razor will be issued to you on shower days at the pod door. You must shave in the shower.
- B. Upon completion of your shower, you will relinquish the razor to floor staff at the pod door prior to returning to your cell.

- C. Razor Blades are considered a deadly weapon in all segregated housing units and possession of them will result in a CDCR Form 115 and District Attorney Referral.

EXERCISE YARD

- A. Inmates housed in the SHU will be allowed a minimum of ten (10) hours of exercise yard time per week.
- B. Inmates will not be removed from the exercise yards except for:
1. Use of restroom
 2. Illness
 3. Visits
 4. Ducats
 5. Committee appearances
 6. Need to be seen by a staff member
 7. Emergencies
 8. Disciplinary problems
 9. Completion of allotted yard time
 10. Adverse weather conditions (fog line)
- C. If an inmate requests removal from the yard, he relinquishes the balance of his yard time and may not return to the yard that day.
- D. Yard periods are scheduled seven (7) days per week and will only be canceled for:
1. Implementation of fog line procedures
 2. Emergencies
 3. Lock Downs
 4. Order by SHU officials
- E. Inmates are allowed to take only the following items to the SHU exercise yard:
1. 1 jump suit
 2. 1 pair of State boxer shorts
 3. 1 t-shirt
 4. 1 pair of socks
 5. 1 pair of shoes
 6. 1 pair of prescription glasses
 7. 1 thermal top and bottoms
 8. 1 SHU modified jacket
 9. Medical appliances
 10. 1 sweat shirt/sweat pants/shorts
 11. 1 pair of gloves
 12. 1 beanie cap

USE OF TELEPHONES

Telephone calls will be permitted pursuant to the privilege matrix for SDP participants. Calls for inmates not participating in the SDP will be limited to family emergencies (death or serious illness) and must be verified and coordinated by the facility Captain or Correctional Counselor II only. A TDD or an amplified telephone is available if you are hearing impaired or the party you will be contacting uses a TDD for communication.

Court ordered and other legal telephone calls may be permitted upon notification from the Litigation Office, in accordance with CCR, Title 15, Section 3282.

RELIGIOUS SERVICES

- A. Religious services will be available to you on an individual basis.
- B. If you need to contact a chaplain, submit an Inmate/Parolee Request for Interview, Item or Service, CDCR Form 22, through your Unit Officer (specify faith). The chaplain will respond as soon as practical.
- C. Chaplains will tour the SHU on a regular basis.

MISCELLANEOUS INFORMATION

- A. Fish lines are not permitted. A CDCR Form 115 will be issued for possession or use of any fish line. When State issued items have been used to construct a fish line, you will be charged for the cost of the item(s).
- B. Flooding is not necessary to clean your cell and is not permitted.
- C. Vector control services are available upon request if you experience roaches, bedbugs, or body lice, etc., in your cell.
- D. Electrical and plumbing problems should be referred to your Unit Floor Officer for resolution.
- E. Musical instruments are not allowed.
- F. No handicraft/hobby material is allowed.
- G. You may not pass anything to another inmate.
- H. Tobacco products and flame producing devices are prohibited.
- I. Inmates may talk between cells, but will maintain a low noise level within the units. Loud and boisterous noise levels (i.e., yelling back and forth between cells or pods) will not be tolerated and will result in progressive disciplinary action.

CELL MAINTENANCE

- A. Weekly cell discrepancy checks shall be conducted by Third Watch staff. Inmates shall report any routine maintenance problems at this time. Failure to report discrepancies will result in delays in the correction of problems. It is essential that each inmate cooperates with staff during these cell inspections to correct discrepancies in a timely manner.
- B. Emergency maintenance problems should be reported immediately to the unit staff. If a plumbing or electrical problem exists which renders the cell unsafe or unsanitary, the cell occupants shall be re-housed in a cell with properly functioning facilities.

FIRE EVACUATION

- A. Each inmate is responsible for familiarizing himself with the fire evacuation routes contained in this package.
- B. In the event of a fire, which requires evacuation from any or all portions of a SHU unit, each inmate shall be required to cooperate fully with any and all staff instructions.
- C. Inmates will exit the unit via the evacuation route designated by staff.
- D. In the event of a fire or other emergency serious enough to warrant evacuation of the building, the following procedures will be implemented:
 1. In the event of a cell fire, the first cells to be evacuated shall be in the following order:
 - a. The cell in which the fire occurs
 - b. The adjacent cells
 - c. The cells directly above the cell in which the fire occurs
 - d. The second tier
 - e. The first tier
 2. In the event of a fire other than a cell fire or related emergencies requiring emergency evacuation of the building, inmates will be released beginning with the second tier. You will be directed by staff to proceed to a secure area.

***CAUTION: PROMPTLY COMPLY WITH ANY STAFF ORDER
YOU ARE GIVEN DURING EMERGENCIES.***

HEALTH CARE SERVICES

To request health care services you must complete and submit a Health Care Services Request, CDCR Form 7362. Health Care staff will make daily rounds to each unit to pass medication and collect the CDCR Form 7362. The Health Care staff member will review the slips when in the unit and address any potential emergencies immediately. The Health Care staff member shall contact the Unit Floor Officer to determine if there are any immediate needs that have not been identified on the request form.

This shall further ensure that any inmate who is unable to fill out a request form shall have his medical problems appropriately addressed. Reasonable accommodations during medical appointments are available to qualified inmates, e.g., sign language interpreters for medical consultation. Please include that information on your request form.

Inmates may request testing for Human Immunodeficiency Virus (HIV) by submitting a Health Care Services Request, CDC Form 7362 (Refer to HIV booklet concerning health care information).

MENTAL HEALTH SERVICES

Inmates may request Mental Health Services by submitting a Health Care Services Request, CDCR Form 7362. If you are having a crisis, notify your unit staff.

The Mental Health Department conducts monthly clinical rounds to each cell front.

The Mental Health Department at PBSP provides assessment and intervention services in all areas of PBSP. Services provided include counseling to address anger management, depression and other issues. The Mental Health Department also includes medication management in those cases in which such treatment is indicated.

The Mental Health Department maintains specialized programs (including specific housing areas) for the provision of outpatient care and crisis management. Grief counseling is also provided on an emergency basis to inmates who have lost family members.

The Mental Health Department also provides assessments requested for Board of Parole Hearings, and Pre-Parole at their request.

ANNUAL TUBERCULOSIS TESTING

Tuberculosis (TB) has been defined by the California State Legislature as a serious contagious disease. During those same findings, the legislature set forth a set of rules to be followed by the CDCR in an effort to discover and control the spread of TB. Yearly mandatory TB testing is conducted during the months of March or April. Unless you have had a previous positive TB skin test, you will be required to test. Additional information about TB may be obtained from the RN/LVN. Refusal for religious or other reasons is not allowed. The California Penal Code, Section 7574, authorizes *INVOLUNTARY* TB testing and treatment.

LAW LIBRARY

All inmates assigned to the SHU may apply to use the SHU Law Library in order to ensure that they have adequate access to the courts. This procedure defines application and rules for the use of the SHU Law Library.

- A. Any inmate assigned to the SHU may apply to use the SHU Law Library by completing the Law Library Access Request form, PBSP 14 Lib, and mailing it through the institutional mail to the Law Library.
- B. If you need special accommodations under Armstrong such as magnifying lens sheet or access to large font on the computer, etc., include the accommodations you need on the Law Library Access Request form.
- C. Access will be arranged by the Law Library Staff, and determined on a first request, first served basis.
- D. The SHU Law Library is open Monday through Friday during Second Watch hours.

- E. Inmates may also utilize a paging/cell study system by filling out a request for material needed. This request will be forwarded to the Legal Library by unit staff. The requested material will be mailed to the inmate within three to five working days; program permitting.

When you are in the Law Library, talking between cells and passing anything between cells is not allowed. If you are caught violating these or any other rule in the Law Library, your access privileges to the Law Library will be restricted and you will have to use the paging system for your law studies.

Your cooperation and compliance with the requirements and procedures in this orientation package is expected. Your failure to cooperate/comply may result in delayed services and may also result in disciplinary action and/or authorized restriction of privileges. If you have any questions, please talk to your unit staff.

ATTACHMENTS:

Attachment D-1	Americans with Disabilities Act, Inmate and Parolee Notice
Attachment D-2	Health Care Services Request Form (CDCR 7362)
Attachment D-3	How to Submit an Appeal
Attachment D-4	Inmate/Parole Appeal (CDCR Form 602)
Attachment D-5	Patient/Inmate Health Care Appeal (CDCR Form 602 HC)
Attachment D-6	Inmate-Patient's Orientation Handbook to Health Care Services
Attachment D-7	Inmate/Parolee Request for Interview, Item or Service (CDCR Form 22)
Attachment D-8	Introducing the New CDCR Form 22 for Inmates and Parolees
Attachment D-9	Reasonable Modification or Accommodation Request (CDCR Form 1824)
Attachment D-10	SHU Law Library Access Request (PBSP-0006)
Attachment D-11 (E)	Sexual Abuse/Assault Prevention and Intervention Booklet (English)
Attachment D-11 (S)	Sexual Abuse/Assault Prevention and Intervention Booklet (Spanish)
Attachment D-12	Trust Account Withdrawal Order (CDCR Form 193)
Attachment D-13	Visiting Questionnaire (CDCR Form 106)
Attachment D-14	Visitor Information Pamphlet
Attachment D-15	Inmate Request for Interview (GA-22)