

**PELICAN BAY STATE PRISON**

**ENHANCED OUTPATIENT PROGRAM**

**ORIENTATION INFORMATION BOOKLET**



## ENHANCED OUTPATIENT PROGRAM HANDBOOK

### **A MESSAGE TO ALL NEWCOMERS:**

Welcome to the Enhanced Outpatient Program (EOP). This booklet provides an overview of the EOP and will answer many of the questions you may have on your arrival.

### CLINICAL INFORMATION

#### **ENHANCED OUTPATIENT PROGRAM:**

Enhanced Outpatient Program or "EOP" is a mental health outpatient program whose goal is to identify issues preventing an inmate from programming on mainline, address the issues through individualized treatment plans, and return the inmate to the least restrictive environment - mainline. The program has about 63 inmate-patients at any one time. The clinical team provides inmates with individual weekly therapy, structured clinical groups, and recreational therapy. The program staff includes Medical staff, Mental Health staff, and Correctional staff.

When a new inmate arrives in EOP, he must be "cleared" by the Classification Committee and by the EOP Treatment Team before attending Group and Yard activities. Inmates in EOP have a custody level of A1/A which means "day for day" credit is earned and inmates have that level of privileges.

#### **Program requirements:**

1. Every inmate in EOP has a Primary Clinician.
2. See a clinician weekly and a psychiatrist monthly.
3. Attend assigned groups each week. (Decision of what groups to attend is made by the inmate, clinicians, and custody staff.)
4. Yard activities are Monday through Friday, morning and afternoon, as permitted by custody staff.

Inmates remain in EOP for as long as needed. There is no established length of treatment. Inmates' need for continued EOP LOC is reviewed after the initial Treatment Team meeting and every 90 days thereafter. Inmates who refuse to attend assigned groups may be reviewed more frequently, typically every 30 days. Transition from Psychiatric Services Unit (PSU) and other MAX-A Programs can be difficult for a few inmates, primarily due to the decreased structure and the "openness" of EOP. However, the vast majority of inmates successfully adapt after a period of adjustment. Discussion with a clinician is often helpful for these inmates.

**NOTE: You are expected to follow EOP Program Guidelines, as well as, the custodial rules and regulations which apply to Level IV General Population inmates. Your decision to comply will enhance your experience in EOP. Your decision NOT to comply will be met with consequences for rules violations as they appear in Title 15.**

While there are other EOP Programs throughout the California Department of Corrections and Rehabilitation (CDCR), each one is unique. At Pelican Bay State Prison (PBSP), you will be interviewed by your assigned Primary Clinician within one to five days of your arrival. He/she will present your case at the EOP Treatment Team within 14 days. The Treatment Team will determine your eligibility for the program at that time. The decision to admit or not to admit to EOP is determined by statewide criteria formulated by CDCR. Each person's length of stay in EOP is different. Your Primary Clinician will discuss discharge with you at the appropriate time.

### **EVALUATION PERIOD:**

From four to fourteen days following your arrival, you will be on "**Orientation**" status. This is a time for you to settle into your new surroundings and meet the clinical and custody staff. It is also a time when you will get to know the unit routine, as well as, the other inmates.

**NOTE:** While you are on "Orientation" status, you will only be out of your cell for the following reasons:

- Psychiatric or medical appointments with the unit psychiatrist or yard physician
- Clinical interviews with your Primary Clinician or other staff members
- Showers

During this period, you will be cell fed only. Dayroom, phones, razors, yard, and telephone privileges will not be allowed.

During this period, begin looking for a cellmate. You are expected to be double-celled by the end of the Orientation Period (14 days), unless a Classification Committee deems otherwise. This is considered part of your program, as well as all individual treatment plans

When the evaluation period is over, you will be seen by the Unit Classification Committee (UCC) and the EOP Interdisciplinary Treatment Team (IDTT). You will be advised of your acceptance or rejection to the program at that time.

### **TREATMENT TEAM:**

The IDTT is comprised of Health Care staff, Custodial supervisors, and other staff working in the EOP .

### **TREATMENT TEAM MEETING:**

- a. At the Treatment Team Meeting, you will be informed whether you have been accepted into the program or referred elsewhere.
- b. You may ask your classification staff or clinician any related questions.
- c. If you are accepted into EOP, a treatment plan with goals that address your specific problems will be developed.

### **SERVICES AVAILABLE:**

- a. Primary Clinician:
  - 1) Joint preparation of your treatment plan
  - 2) One weekly therapy session in Primary Clinician's office
  - 3) Treatment Team holds a quarterly review

- 4) Parole planning (if appropriate)
- 5) Respond to emergency needs (including crisis sessions if needed)

b. Unit Psychiatrist:

- 1) First appointment:
  - Initial interview
  - Reviews your medication history
  - Writes current orders
- 2) Monthly appointments:
  - Follows progress on medication
  - Follows clinical progress

c. Unit Registered Nurse:

- 1) Daily medication dispensing
- 2) Provide treatments as prescribed by the doctor
- 3) Assist the unit psychiatrist during doctor's line
- 4) Monitor your "Activities of Daily Living" (e.g.: hygiene, weight, and housing)
- 5) Medication Education
- 6) Crisis Intervention

d. Recreation Therapist:

- 1) Provides various groups such as:
  - Music
  - Social Interaction
  - Arts & Crafts
  - Communication Skills
- 2) Participates in treatment team sharing clinical input with team members
- 3) Writes monthly group notes on each inmate/patient

e. Correctional Counselor:

- 1) Contact your counselor by filling out an inmate "Request For Interview" form
- 2) Your counselor will respond as soon as possible, but it may take up to two weeks
- 3) Some of the areas he/she has knowledge about are:
  - Legal Status
  - Release dates
  - Transfers
  - Enemy Concerns
  - Classification

**LENGTH OF STAY IN EOP:**

Most inmates remain in the EOP Program for about three to six months.

**AVAILABLE THERAPY:**

Everyone who enters the program is assigned a Primary Clinician who will meet with you for an individual session each week. During the first two to four weeks, you will attend individual therapy. You and your Primary Clinician will decide upon the most appropriate groups for you to be assigned. You will receive ten hours of structured therapy and out-of-cell time per week, as mandated by the Coleman Remedial Plan. This also depends on whether or not EOP is impacted by a Modified Program or you are placed on a modified treatment program.

**CUSTODIAL INFORMATION****EOP CORRECTIONAL STAFF:**

The Correctional Officers in the EOP are specially trained in working with people who have mental health difficulties. They are an important part of the mental health team as well as having their custodial duties. We want to encourage you to speak out about your concerns to the custody staff and realize that they will do their best to help you. The custody staff also has close communication with the mental health staff and we work together to create a treatment plan to meet each of your needs.

**BEHAVIORAL EXPECTATIONS:**

The same rules and regulations for your behavior apply in EOP, as anywhere else in CDCR. CDCR 115's will be given in the same manner as on the mainline for conduct that breaks the rules.

**NEW ARRIVALS:**

Upon arrival into the EOP program, if you have any concerns about the program, be sure to bring these issues up at your initial meeting. If you have an emergency and need to contact your family, the EOP Correctional Counselor (CCII) can authorize a call once the emergency is confirmed. After you have gone to both committees and are cleared for full program, you may **then** sign up for a telephone call, and be cleared to go to the yard. Your Classification Committee is usually held during the same week as your first Treatment Team. It is to your benefit to attend.

**PROPERTY:**

You will get your property the first or second weekend after you arrive, provided it has arrived at the institution and you have been to the committee.

**MEALTIME:**

**(Menus will be posted)**

Breakfast..... 0615 hours.

Lunch.....brown bag

Dinner.....1630 or 1800 hours, cell feeding on a rotating basis by section.

**Note:** cell feeding is done during Modified Program

**CLOTHING ATTIRE DURING MEALS:**

(This attire also is mandatory for inmates attending groups or Treatment Team.)

- a. Blue chambray shirts and blue denim pants must be worn in the dining hall.
- b. Shirrtails must be worn tucked inside the pants.
- c. Shirtsleeves must be rolled down while inside the dining hall.
- d. No head garments (i.e., watch caps, scarves, hairnets, or wave caps) may be worn in the dining hall.
- e. Shoes and socks must be worn in the dining hall. No flip-flops sandals are allowed.
- f. No jackets or sweat clothing will be worn as an outer garment.
- g. When you exit your cell, turn right, and go down the stairs. When you return to your cell, go up the right staircase.

**DINING ROOM BEHAVIOR:**

- a. Upon entering the dining hall, you will be directed by officers where to sit.
- b. All tables will be filled uniformly. No skipping seats, unless otherwise directed by staff.
- c. Once you have been seated, **Please do not stand back up until you are told to do so by staff. Standing up, could be considered an aggressive act and will be dealt with accordingly. If you have a problem while seated in the dining hall, signal for staff and they will help you.**
- d. No passing trays between tables
- e. When released from your table, dump your tray and put your cup and tray into the window. You will keep your spork.
- f. No personal cups or tumblers may be brought into the dining hall.
- g. Only **one** whole fresh fruit may be taken from the dining hall.
- h. No other food or beverage is to be taken from the dining hall.

**YARD:**

At this time, inmates who are in the EOP are allowed to go to EOP Yard #1, Monday through Sunday. Each day during the week, EOP may go out during morning or afternoon. A schedule will be posted for you on the day room bulletin board. **Yard time will alternate daily:**

**Morning yard: 0900 to 1100 hours**

**Afternoon yard: 1300 to 1430 hours**

**Yard times may change or be canceled due to severe inclement weather or security needs. During inclement weather or when less than 6 inmates request yard Concrete Yard will be offered.**

**LAUNDRY:**

Clothing is exchanged every Wednesday. There is one bag for whites and one bag for blues.

**CLOTHING AND SUPPLIES:**

- a. You will receive your standard clothing issue, sometimes the next day, or as soon as possible.
- b. Soap, toothpowder, and other supplies will normally be issued once a week, if needed.
- c. When you arrive in EOP, submit a completed clothing slip to the unit officer listing size for your clothing issue. If you do not receive a clothing slip in your fish kit, ask your housing unit staff, they will provide you with one.

**HOUSEKEEPING RESPONSIBILITIES:**

- a. Each inmate is responsible for the content and condition of his cell.
- b. Cells are to be maintained in a clean and sanitary condition.

**NOTE: Each cell is designated with a "trap" system. DO NOT flush any paper products, except toilet paper. If you clog your toilet, you may be required to sign a CDC 193 for repair.**

- c. Upon assignment to a cell, search it thoroughly.
- d. Report all contraband and damaged or missing fixtures to the Housing Unit Officer immediately, otherwise, you will be held responsible.
- e. Windows are not permitted to have coverings of any kind on them. This includes, but is not limited to, paper, cardboard, etc. No articles are permitted on the window ledges. Doors are not to be covered at any time.
- f. Light fixtures are not to be covered. Lights are to be turned off when inmates leave the cell.
- g. Makeshift shelving and cupboards are not permitted. No cardboard of any kind is allowed in the cells.
- h. No curtains are permitted.
- i. No items are to be suspended from the top bunk that block the view of the bottom bunk.
- j. Towels, blankets, and other items of bedding are not to be used as table coverings or rugs.
- k. No clothes lines strung from light fixtures.
- l. No clothes line on door front.

**SHOWERS:**

A fifteen minute shower is allowed every day from 1400 to 2030.

**SHAVING:**

Razors will be passed out by Custody for shaving purposes. Once completed, staff will collect the razor. **There are to be no razors in any house on a full time basis.** If you fail to return your razor, you will be charged with Possession of a Deadly Weapon as per memorandum of December 4, 2002.

**SPECIAL RAZOR STATUS - AN INMATE MAY BE PLACED ON "RAZOR RESTRICTION" OR "RAZOR PRECAUTION" BY THE TREATMENT TEAM AT ANY TIME.**

**INMATES ON RAZOR RESTRICTION/PRECAUTION:**

A current list of all EOP inmates on razor precaution/restriction will be generated by the EOP Program Office and will be provided to the EOP unit custody staff at the beginning of each week.

EOP inmates on razor restriction/precaution **WILL NOT** under any circumstances, be in possession/control of a razor, not even during showers.

When an inmate is identified as on razor precaution, and is requesting to groom himself, staff will escort the inmate to a holding cell in B3 Rotunda. Staff will issue the inmate hair clippers and necessary attachments to the inmate. When the inmate has completed the use of the hair clippers, staff will ensure accountability of the hair clippers and all attachments, prior to the inmate returning to his cell. After inmate use, staff will ensure sanitation procedures are in compliance, prior to the storage of the hair clippers.

### **DOUBLE- CELLED ENHANCED OUTPATIENT INMATES:**

If an inmate **ON** razor precaution/restriction is double-celled with an inmate **NOT on razor precaution/restriction**, the inmate **NOT on razor restriction/precaution** will be issued his razor **ONLY** while in the shower. The razor will be returned to custody staff prior to the inmate returning to his cell. With these circumstances, the inmate **NOT on razor restriction/precaution WILL NOT** be permitted/allowed to use or to have in his control/possession of a razor while inside his assigned cell.

### **PHONE CALLS:**

Phone calls are allowed on Monday through Sunday from 1900 to 2030.

#### **Telephone Communication Device for the Deaf/Telephones**

Access and use of a Telephone Communication Device for the Deaf (TDD) and telephones for inmates with disabilities shall be consistent with the CCR, Title 15, Section 3282(h). Verification of an inmate's need for TDD may be confirmed with local Health Care Service staff, the assigned Correctional Counselor, or by reviewing a copy of the CDCR 1845. An inmate who has been approved by the institution to use the TDD and who wishes to call a party who does not have use of a TDD shall be permitted to use the California Relay Service.

If the inmate does not have severe hearing/speech impairment, but desires to call an outside party who requires the use of a TDD, the outside party shall forward a physician's statement of TDD verification to the inmate's Correctional Counselor. Upon meeting all verification requirements, the inmate may sign up for telephone calls according to his privilege group designation.

The TDD sign-up sheets covering seven days shall be maintained and logged weekly. Sign-up sheets shall be divided into 40-minute increments. The TDD calls shall have extended time increments due to the time delay associated with the TDD relay process. TDD access for the hearing impaired shall be consistent and similar to telephone access provided for nondisabled inmates.

### **CANTEEN:**

You are selected to draw from canteen by the last two digits of your CDCR number. The Trust Account Withdrawal slip must be turned in the Friday before your draw week; you will be escorted to the B Facility Canteen to pick up your Canteen order.

### **LIBRARY:**

You can request up to two library books a week. Friday is delivery day, so you will need to put in your request by Wednesday to receive your books on Friday. A Library Request form is attached to this packet.

### **JOB AND EDUCATION LIST:**

You will be placed on the Job and Education List, just as you would be on the General Population yard. This usually takes place at your first Treatment Team. At Pelican Bay State Prison, the waiting list is long. However, being in EOP does not slow down getting to the top of the list. You can ask your Correctional Counselor for more information regarding this.



**MODIFIED PROGRAM:**

- a. Main Yard activities are modified following a major incident that occurs on the yard.
- b. During Modified Program inmates will be cell fed. However, the EOP groups and one-to-ones usually continue as directed by Custody staff.

**WRITING LETTERS:**

- a. You should have already been made aware of the rules of CDCR about letters coming in and out of the institution.
- b. The address at Pelican Bay State Prison is as follows:

Pelican Bay State Prison  
 P.O. Box 7500  
 (Your Housing)  
 Crescent City, CA 95531-7500.

**MEDICAL AND DENTAL:**

- a. To get on the sick call list you must complete a sick call slip and send it out with the mail pick-up.
- b. If you need help filling it out, ask the nurse.
- c. If you have a medical emergency, notify the officers and they will have medical personnel see you immediately.
- d. For routine medical clinic visits, you will be charged \$5.00 which will be deducted from your account.
- e. The same procedure is followed for appointments to the dental clinic.
- f. The medical and dental clinics are located in the B Facility Medical Clinic.
- g. State law requires TB testing. It will not affect your medication nor will your medications affect your TB tests.

**RELIGIOUS SERVICES:**

Religious services are available for all faiths scheduled as follows:

Protestant:	Saturday	1300 to 1500
	Sunday	0800 to 0900
Catholic:	Sunday	1000 to 1100
Muslim:	Friday	1300 to 1500
	Wednesday	0900 to 1100
Native American:	Saturday	0900 to 1100, 1300 to 1500
	Sunday	0900 to 1100, 1300 to 1500
Jehovah's Witness	Saturday	0900 to 1100

If you need a different kind of religious service, or if you wish to be seen individually by a Chaplain, fill out a request slip to the Chaplain. To attend the regular services, send a request to B Chapel to have your name added to the list.

**EVACUATION PROCEDURES:**

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

The control booth officer shall have cells that house inmates identified with a Disability Placement Plan (DPP).

In the event of an emergency evacuation, the housing officer shall activate the Emergency Alarm system and verbally announce on the Public Address (PA) system the action needed.

The floor officer shall physically go to the cells of the DPP inmates and assist accordingly.

DPP inmates shall be instructed to exit their cells following the wall to either the right or left until the exit door is reached.

The unit housing officer shall ensure that all inmates are promptly evacuated from the unit during an emergency.

### **AMERICAN DISABILITIES ACT**

The Armstrong Remedial Plan (ARP) outlines the responsibilities of staff to reasonably accommodate inmates at this institution who are identified as having a disability or impairment that affects a major life activity and provide appropriate housing and programming opportunities similar to those provided to non-disabled inmates.

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 CCR, 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 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

Copies of the ARP are available in all yard libraries, Health Care Clinics, and Housing Units.

Equal Access - Staff shall provide reasonable/necessary accommodations to DPP inmates to ensure equal access to all programs, services, activities, access to the courts and health care services. DPP inmates shall not be excluded participating in or benefiting from programs, services, or activities offered at this Institution to other inmates.

Reasonable accommodations shall be afforded DPP inmates to ensure equally effective communication with staff, other inmates, and, where applicable, the public. Auxiliary aids which are reasonable, effective, and appropriate to the needs of the inmate/parolee shall be provided when simple written or oral communication is not effective. Such aids may include bilingual aides or qualified interpreters, readers, sound amplification devices, captioned television/video text displays, telecommunication devices for the deaf (TDD machines), audio-taped texts, large print materials, and signage.

Verbal Announcements - Staff will ensure effective communication 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 made/issued by utilizing the PA system and individual notification when necessary.

Qualified interpreters will be utilized when necessary to ensure effective communication. If a hearing impaired inmate requires the services of a Sign Language Interpreter one will be provided at disciplinary hearing, a classification action, a medical or dental appointment, or any other necessary encounter.

A vest made of high visibility yellow material shall be issued to inmates determined to be hearing / vision impaired as a reasonable accommodation to alert staff to an inmate's disability as a temporary or permanent accommodation when necessary.

All staff (custody included) 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 1824 form 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.

Examples of reasonable accommodations include providing special equipment (e.g.; readers, sound amplification devices, or large print material), providing inmate or staff assistance, providing qualified interpreters, modifying work or program schedules, or providing assistive appliances.

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 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.

## CLARK REMEDIAL PLAN

It is the policy of the CDCR to provide access to its programs and services to inmates and parolees with disabilities, with or without reasonable accommodation, consistent with legitimate penological interests. No qualified inmate or parolee with a disability, as defined in Title 42 of the United States Code, Section 12101-12213 shall, because of that disability, be excluded from participation in or denied the benefits of services, programs, or activities of the Department or be subjected to discrimination.

The DDP is the Department's plan, policies, and procedures to assure identification; appropriate classification, housing, and protection; and nondiscrimination of inmates/parolees with developmental disabilities. The DDP applies to the entire Department's institutions/facilities, to all programs the Department provides or operates, and to all inmates/parolees who are developmentally disabled.

If you have been identified as a DDP inmate, designated staff who have been trained to effectively communicate with Developmentally Disabled inmates will explain the orientation process and booklet to you. How the process was effectively communicated to you will be documented on a CDCR Form 128-O, Document Receipt Chrono or a CDCR 128-B, and placed in your medical and C-File, in accordance with the provisions of CCR, Title 15, Section 3002 and the CRP.

### **A PERSONAL MESSAGE**

In EOP, we treat each other and ourselves with the respect and dignity we all deserve. All of the staff in EOP hopes your time with us will be helpful for the problems that brought you here. Please speak up if you have any questions or concerns. We do want to hear them.

### **\*\*\*IMPORTANT\*\*\***

**If you are feeling like you are going to harm yourself or someone else, please tell someone:  
( a friend, another inmate, custody, nursing, a clinician)**

### **WE ALL CARE AND WANT TO HELP!**

Your cooperation and compliance with the procedures explained in the "orientation package" is expected. The success of the program depends upon all of us working together. This means that we treat each other with the respect and dignity we deserve. Above all, remember this program is designed to provide you with a less restrictive environment and provide you with the necessary help you might need to accomplish your goals. Inmate and staff safety is of highest importance. Your attitude and cooperation is what will make the difference during your time in this program. This is your program. Let's make it the best that it can be.

ATTACHMENTS:

- Attachment M1 - Sexual Abuse/Assault Prevention and Intervention (English)
- Attachment M2 - Sexual Abuse/Assault Prevention and Intervention (Spanish)
- Attachment M3 - Visitor Information Pamphlet