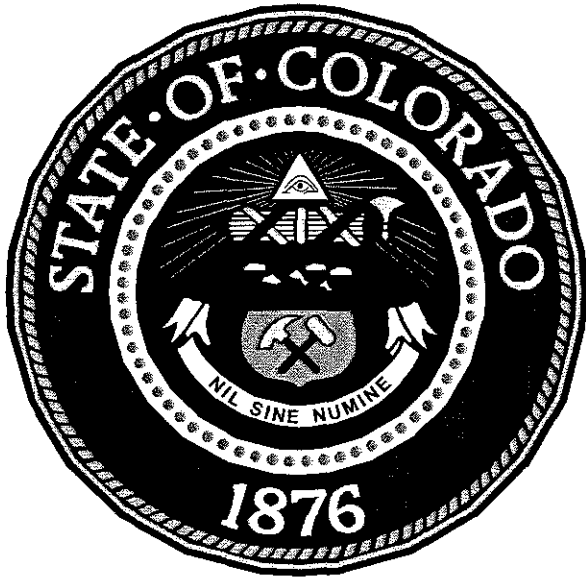


# DEPARTMENT OF CORRECTIONS



**Centennial Correctional  
Facility**

**Residential Treatment  
Program**

# **OFFENDER ORIENTATION HANDBOOK**

Revised: May 2014

## **FOREWORD**

This handbook is intended to orient offenders to the programs and operations of Centennial Correctional Facility (CCF). A variety of information, rules, and guidance can be found throughout this handbook which will prove useful during their period of incarceration at CCF. It is the offender's responsibility to read and become familiar with the contents of this publication. The information contained within will assist in understanding what will be expected, and is designed to provide an orderly and safe environment for offenders, employees, volunteers, contract workers and visitors of this facility.

It is impossible to cover every aspect of the facility in this handbook. Therefore, offenders are encouraged to ask for more specific information or refer to DOC Administrative Regulations (AR), CCF/CSP Implementation Adjustments (IA), and Operational Memorandums (OM) which are available through the general library. Policies, e.g. ARs, IAs and OMs, are copied to each facility library as they are revised/updated.

Offenders are responsible to read this handbook as well as the Code of Penal Discipline (COPD) Handbook. All offenders are further advised to be aware of and comply with Posted Operational Rules (PORs) governing specific conduct and behavior for specific areas of the facility.

Offender allowable items, canteen, property, and other privileges are based upon on offenders assigned program level and/or classification. You will be provided with information on your assigned program from your housing staff.

# OFFENDER ORIENTATION HANDBOOK

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### COPD / DISCIPLINARY HEARINGS

If an employee observes a possible Code of Penal Discipline (COPD) violation by any offender, an incident report will be written. A copy of the report will be forwarded to the reviewing supervisor who will initiate a review and investigation. If the investigation concludes that a violation may have occurred, the reviewing supervisor will determine the appropriate charge and prepare a Notice of Charge for service to the offender.

If an offender is deemed to be a threat to the security of the facility, himself or others, or others, he may be placed on special controls or in segregation prior to a hearing through a temporary classification action called Removal From Population (RFP). An offender will remain in segregation on RFP until a review of the incident is complete and he is released, the RFP expires, or another administrative process has been initiated.

Offenders should bring their copy of the Notice of Charge and any other evidence they need to present during the hearing.

CCF does not utilize offenders as representatives. **A staff member or agency representative assists offenders at disciplinary hearings if requested. A representative is appointed when it is apparent that an offender is not capable of collecting and presenting evidence effectively on his own behalf.** [4-4243] Accused offenders are not allowed to choose which representative they wish to use; all representatives are equally qualified to perform the duties as prescribed by the COPD. Employee representatives are available for scheduled hearings, even when the accused offender has failed to request one. If an offender becomes disruptive during a disciplinary hearing, he will be escorted back to his cell or Intake, and the hearing will be completed in his absence.

Reference: AR/LA 150-1

### OFFENDER MAIL

#### MAIL AND PACKAGES

The CSP mail room strive to provide the offender population with professional and accurate mail service. The mail room complies with all written procedures that govern the handling of offender mail. Incoming and outgoing mail is subject to review.

**Indigent Status: Indigent offenders, as defined in policy, received a specified postage allowance to maintain community ties.** [4-4489]

**Outgoing Mail:** All first-class letters must have the proper postage applied. **An offender may write as many letters as he wishes, as long as he bears the cost.**[4-4488] Letters may be sealed, but the envelope must have the full return address and "Department of Corrections" stamped in the upper left hand corner of the envelope. Titles are prohibited. Incoming mail must be addressed as follows:

Department of Corrections-Centennial Correctional Facility  
(Full Committed Name and DOC Number)  
P.O. Box 777 (Cell House Number)  
Canon City, CO 81215-0600

Outgoing mail must have the complete mailing return address, including housing assignment, official DOC commitment name and number. Handmade or altered envelopes are not permitted and will be returned. Envelopes supplied by the CCF law library will be used for legal mail only.

**Routine Mail:** All mail that is sent from CCF must be enclosed in a DOC purchased or supplied envelope. Artwork is not allowed on out-going offender mail envelopes. All mail must have postage affixed. A signed Miscellaneous Withdrawal Ticket may be used to purchase postage for the following types of mail: 1) Oversize/overweight mail; 2) restricted inspection mail; 3) certified mail; or 4) the mailing out of contraband/property.

**3-Way Mail:** CCF offenders may correspond with offenders at other facilities, but are not permitted to correspond with other CCF offenders. To circumvent this procedure, many CCF offenders attempt to have an outside person mail letters to other CCF offenders. This is a violation of AR/IA 300-38, *Offender Mail*. Three-way mail, when intercepted, will be confiscated.

**Restricted Inspection Mail:** Incoming mail will be treated as restricted inspection mail only if the name, return address, attorney's bar/registration number and official legal status appears on the letter or package, and it is clearly marked "legal mail". Restricted inspection mail will be delivered to the offender on the date of receipt in the unit/pod.

Staff will open and inspect restricted inspection mail in the presence of the offender; scan, but not read for content to ensure it is actually privileged, confidential, or legal in nature and directly pertains to the offender addressee. Offenders are permitted to send and receive letters which are considered privileged to a specified class of persons and organizations (in their official capacity only) including, but not limited to the following: courts, counsel, officials of the confining authority, state and local chief executive officers, administrators of grievance systems, and members of the paroling authority and/or legitimate health care providers (physicians, hospitals, or clinics).

**Contraband:** Any item considered contraband that is found in the in-coming or out-going mail will be confiscated by the mail room. Offenders will be notified by AR Form 300-38D Notice of Rejection/Disposition of Mail, and will have ten days to mail (at their expense), donate, or destroy the item. If an offender does not respond within the ten days, the item will be destroyed.

**Forwarding of Mail:** Only first class mail will be forwarded when an offender is transferred to and from CCF.

*Reference: AR/IA 300-38*

### ***TELEPHONE REGULATIONS (CIPS, Inmate Phone List, TTY)***

Offenders may access telephones through the Colorado Inmate Phone System (CIPS). CIPS forms may be obtained from the unit/pod officers. Offenders are issued a personal identification number (PIN) after the CIPS form has been submitted and approved. Approved numbers will be given a preferred two-digit speed-dial number. Offenders are allowed a maximum of **15** approved numbers on their CIPS list. The CIPS form will also be used to make changes to the current approved CIPS list. Telephone time must be purchased through the canteen process. To place a call on the CIPS system, offenders must have the appropriate amount in their account to pay for at least a three-minute phone call. Each level of the Administrative Segregation dictates how many telephone sessions or minutes are allowed for an offender assigned to CCF. All telephones used by offenders for other than attorney calls are subject to recording and/or monitoring.

**TTY Phone:** Offenders with a hearing impairment or who need to call someone with a hearing impairment should contact their Case Manager for scheduling use of the TTY.

*Reference: AR/IA 650-100, 850-12*

### **OFFENDER VISITING PROGRAM**

CCF Visiting program requires approved offender visitors to arrange visits by appointment with the CSP visiting officer at (719) 269-5252 or emailing us by going to [www.doc.state.co.us](http://www.doc.state.co.us), click on FACILITY, PUBLIC, CSP, scroll down to VISITING, and click the contact button. Visiting guidelines and policies are clearly defined in CCF/CSP Implementation Adjustment 300-01, *Offender Visiting*. General information may also be found at the CDOC's website at <http://www.doc.state.co.us/>. Map location can be found at <http://www.doc.state.co.us/facility/csp-colorado-state-penitentiary>.

**Visits by Minors:** All minors must be listed on the "Visitor Application" (DC Form 300-01A) and be accompanied by their legal guardian or immediate family member (who is at least 18 years old). Exceptions will be made for emancipated minors. Minors will not be allowed to visit in the accompaniment of their immediate family member without the express, written approval of their legal guardian. Appropriate documentation will be required to establish guardianship and the burden of proof is the responsibility of the legal guardian. Exceptions must be approved by the administrative head.

**Special Visits: *Written policy and procedure govern special visits.* [4-4500]** Request for special visit utilizing CCF/CSP Form 300-01A, Special Visit Request, should be submitted to the Case Manager at least ten (10) working days in advance. The Case Manager will ensure the form is complete, add RTP Level, and then forward the form to visiting. Visiting officers will review offender files, conduct NCIC/CCIS checks, schedule and distribute approved forms to appropriate areas. An offender's level in the RTP will determine his number of allowable visits. Special visits will be considered for normal visiting days which are Friday, Saturday and Sunday only.

Professional visitors must call visiting between the hours of 8am to 4 pm at 719-269-5252 to schedule an appointment.

**Conduct in the Visiting Room:** All offenders must be appropriately dressed, and no personal items are allowed into the visiting room. Nothing may be carried out of the visiting room back into the facility.

The visiting room has a Posted Operational Rule that applies to the required conduct in the visiting room. It is the offender's responsibility to read and become familiar with the rules, as any violations may result in termination of the visit. More serious cases may result in the removal of the visitor and/or suspension of the visitor's visiting privileges.

## CSP/CCF Visiting Information CCF RTP / Residential Aftercare Unit

**Level 1:** Level One Offenders are eligible for **One (1)** non-contact visit per month

Days	Time		
Friday Only	8:15-9:45	10:30-12:00	1:00-2:30

**Level 2:** Level Two Offenders are eligible for **Two (2)** non-contact visits per month. May have both visits on the same day.

Days	Time		
Friday	8:15-9:45	10:30-12:00	1:00-2:30
Sunday	8:15-9:45		

**Level 3 & 4:** Level Three, and Level Four offenders are eligible for **Four (4)** non-contact visits per month. Maximum of two per week, may have visits on same day. Friday / Saturday, or Friday / Sunday. (Not Saturday & Sunday).

**Level 5:** Level Five offenders are eligible for **Four (4)** contact visits per month. Maximum of two per week, may have visits on same day. Friday / Saturday, or Friday / Sunday. (Not Saturday & Sunday).

**Level 6:** Level Six offenders are eligible for **Four (4)** contact visits per month. Maximum of two per week, may have visits on same day. Friday / Saturday, or Friday / Sunday. (Not Saturday & Sunday).

**Level 7:** Level Seven offenders are eligible for **Six (6)** contact visits per month. Maximum of two per week, may have visits on same day. Friday / Saturday, or Friday / Sunday. (Not Saturday & Sunday)

**Level 8:** Level Eight offenders are eligible for **Eight (8)** contact visits per month. Maximum of two per week, may have visits on same day. Friday / Saturday, or Friday / Sunday. (Not Saturday & Sunday)

Days	Time
Friday, Saturday or Sunday	8:15-2:30 p.m.

**Residential Aftercare Unit:** Offenders are eligible for **Two (2)** contact visits per week. No maximum for the month. Can have visits on Friday/Saturday or Friday/ Sunday not Saturday/Sunday.

Days	Time
Friday, Saturday or Sunday	8:15-2:30 p.m..

Appointments are required for all RTP visits (not Residential Aftercare Unit offenders) and may be made by calling **(719) 269- 5252** or emailing us by going to [www.doc.state.co.us](http://www.doc.state.co.us), click on FACILITIES, PUBLIC, CSP, scroll down to VISITING, and click the contact button.

### INDIGENT ASSISTANCE

Cleanliness Kit: Consists of a bar of 3oz. antibacterial soap, a thumb handle toothbrush, and one 1.5 oz. tube of toothpaste. Flex pens are also available as part of a cleanliness kit at an additional cost.

Cleanliness kits may be purchased based on the offender meeting criteria listed in IA 850-11. The offender will sign a miscellaneous withdrawal slip for the kit and his offender account shall be debited. Offenders will be allowed to overdraw their account to purchase a cleanliness kit.

1. A maximum of one cleanliness kit per week may be purchased. Any storing of hygiene items in excess of one kit per week shall be considered contraband and sanctions under COPD shall apply.

*Reference: AR/IA 850-11, 850-14*

### CANTEEN

Offenders assigned to CCF will be allowed to purchase a variety of canteen items. Items and quantities of items allowed to be purchased is dependent upon an offender's RTP level. Offender's possession and appropriate treatment of canteen items will serve as an evaluation tool of the offender's behavior. Offenders caught bartering, selling, giving, or receiving canteen items from other offenders will be charged appropriately for COPD violations. Canteen purchases will be electronically scanned for possible contraband before being delivered to the offender.

Canteen order forms are distributed by unit/pod officers and must be returned to the officers each Monday evening. The order form must be filled in with black ink and signed. Offenders must use the correct stock number and item description. An incorrect stock number will result in receiving unwanted items (such items will not be exchanged, nor can they be refused).

Processed canteen orders are delivered to the unit/pod on Mondays and distributed by the 2<sup>nd</sup> shift unit/pod officers. It is imperative that orders and bags are checked prior to signing the order form. Once canteen has been signed for, shortages will not be replaced.

Possession of excessive canteen items may result in disciplinary action. Possession of canteen items that cannot be accounted for by referring to a recent canteen purchase may be considered evidence of bartering and may result in disciplinary charges. Problems regarding canteen orders can be resolved with the 2<sup>nd</sup> shift unit/pod officers.

*Reference: AR/IA 200-11, OM 650-100*

### CASE MANAGEMENT AND RE-ENTRY

**Case Management:** Offenders will be assigned to a specific Case Manager, dependent upon their cell assignment. Case Management staff is responsible for the classification needs of offender management. Case Managers make rounds and are also available through the offender "Request for Interview" slip, Case Management will monitor progress and maintain a continuous record of the events of incarceration to include program participation and institutional behavior.

*Reference: AR/IA 550-1*

**Parole Board:** When an offender's parole eligibility date (PED) approaches, his Case Manager will assist in developing a parole plan. The Case Manager will also advise what the parole board expects. An offender's institutional record, job ratings, disciplinary record, programs participation, and criminal history will have a significant bearing on the parole board's decision.

*Reference: 550-12*

**Residential Aftercare Unit - Centennial Correctional Facility (CCF)** shall maintain controlled conditions of confinement of close custody worker program assigned offenders in order to ensure the safety of employees and offenders, and the security of the facility. CCF provides living conditions that are approximate to those of general population offenders; all exceptions are clearly documented. [4-4140]



## CLINICAL SERVICES

### *(Medical, Dental, Optometry, Co-Payment Procedure)*

You have been assigned as an offender to the Centennial Correctional Facility/Colorado State Penitentiary, East Canon Complex. During your incarceration, Clinical Services will provide primary health care, including emergency services, to you. These services are designed to assist you in maintaining good health.

It is the firm conviction of the Colorado Department of Corrections (CDOC) and Clinical Services that part of your good health is freedom from addictive substance abuse. Therefore, programs have been developed to help you avoid or overcome this problem and only medications proven to be of a therapeutic benefit to maintaining your health will be provided such as insulin, anti-depressants, high blood pressure and heart medications, etc. All of these medications will be provided in a well monitored and supervised environment. The routine or long term use of addictive medications such as narcotics is considered inappropriate, and they will be used only briefly when medically indicated.

### CLINICAL SERVICES AVAILABLE

- |  |   |
|--|---|
| * Emergency Services                       | * Mental Health Services                  |
| * Sick Call                                | * Outside Consultants/Specialist Services |
| * Physician Assistants/Nurse Practitioners | * Infirmary Care/Hospitalization          |
| * Physician Services                       | * Physical Examinations                   |
| * Nursing Services                         | * Pharmacy Services                       |
| * Dental Services                          | * Health Education                        |
| * Optometry Services                       | * Medical Records Services                |

### DESCRIPTION OF SERVICES

**EMERGENCY SERVICES:** That treatment which is necessary in dealing with life, limb or organ-threatening injury, illness, or other serious health event. This care is available 24 hours a day, 7 days a week. Notify any employee if you feel you need emergency medical and/or mental health services and they will notify medical and/or mental health. You will be evaluated for medical and/or mental health services if deemed to be an emergency, as determined by Clinical Services.

**SICK CALL:** A process where an offender can request health care services that are non emergent such as routine physical assessments, and care for injuries or illness, or other health related problems. Sick call is accessed by submitting a "Request for Sick Call" form (kite) stating your name, DOC number, cell house number, and what problem you are having. A separate sick call request form is required for separate issue and/or services. The sick call request is to be given to the nurse on morning medical rounds. Depending on the nature of your health care concern, appropriate services will be provided. Sick call is usually conducted Monday - Friday.

**PHYSICIAN/PHYSICIAN'S ASSISTANTS/NURSE PRACTITIONERS:** These are skilled, licensed professionals who are trained in areas such as diagnostic and emergency medicine. They are the primary provider of medical services not only at CCF, but at all CDOC facilities.

**NURSING SERVICES:** Skilled, licensed professionals who provide services such as health education, medication administration, medical treatments, and evaluation/treatment for emergency services with referrals to providers when appropriate.

**DENTAL SERVICES:** Dental services are available to all offenders assigned to the CDOC. Dental services consist of such things as exams, x-rays, fillings, etc. Services not available are gold fillings, bridge work; metal (cast) partials, or routine cleaning unless indicated. All dental services are provided based on a need as determined by the dental providers.

**OPTOMETRY SERVICES:** Eye examinations are performed on site. An offender may receive one (1) eye examination and one (1) pair of state-issued glasses every two (2) years. Offenders will be charged a \$3 co-pay for a "course of optometry treatment". Please refer to AR 700-05, Optometry Services, for additional details. Offenders will normally only be allowed one pair of non-tinted, scratch resistant plastic, state issued glasses.

Offenders must submit a kite requesting an appointment through clinical services.

**MENTAL HEALTH SERVICES:** Mental health services are available, including drug and alcohol abuse counseling. Mental health evaluation and necessary treatment are conducted by psychiatrists, psychologists, and social work clinicians.

**OUTSIDE CONSULTANTS/SPECIALISTS SERVICES:** Outside consultant/specialty services may be provided if medically indicated. Reports received from these specialists with treatment or medications orders will be considered a RECOMMENDATION only. They will be reviewed and approved/disapproved by the clinical services physician for appropriateness for the correctional setting and as per an offender's health care needs.

**INFIRMARY CARE/HOSPITALIZATIONS:** The CDOC infirmaries are limited care in-patient facilities which function very much like a hospital. If the health care needs determine that the type of care needed cannot be provided at the offender's assigned housing facility, he may be admitted to an infirmary or outside hospital.

**PHARMACY SERVICES:** Prescription medications ordered by the health care provider will be filled by the CDOC Pharmacy. Offenders may purchase over the counter medications such as aspirin, Tylenol and antacids through the canteen. CCF medication is either delivered at the unit door or cell, depending on security movement restrictions. Offenders are expected to ingest medications when delivered, and will do a finger sweep of their mouth and show their hands after taking medications. Storing or saving medications may result in a COPD violation. In addition, giving prescribed medication to another offender will result in a COPD violation.

**HEALTH EDUCATION:** Offenders wishing to discuss and be counseled on chronic illnesses such as diabetes, HIV, hypertension, etc., and/or any other health care condition may request an appointment with Clinical Services by submitting a request for sick call.

**MEDICAL RECORDS SERVICES:** A health record is established when an offender enters the Denver Reception and Diagnostic Center, and is maintained by the Colorado Department of Corrections Clinical Services staff throughout incarceration. This record is under the jurisdiction of the Clinical Services Department and is maintained in a confidential manner as required by law.

### **PLEASE READ!!!!!!**

**IF YOU ARE SEEN BY A HEALTH CARE PROFESSIONAL, YOU MAY BE ASSESSED A CO-PAY CHARGE IN ACCORDANCE WITH THE CURRENT CDOC POLICY. PLEASE REFER TO THE CLINICAL SERVICES HANDBOOK REGARDING CO-PAY CHARGES AND COVERED/NON-COVERED SERVICES.**

**CLINICAL SERVICES DOES NOT ROUTINELY PROVIDE THE FOLLOWING AND THESE SERVICES MAY ONLY BE PROVIDED UNDER CIRCUMSTANCES WHEN SPECIFIC CRITERIA ARE MET.**

- \* SHOES
- \* CONTACT LENSES AND SUPPLIES

**THE FOLLOWING ARE NOT PROVIDED BY CLINICAL SERVICES:**

- \* **PERSONAL COMFORT ITEMS:** Clinical Services does not provide any item available through the Canteen such as non-medicated lotions/skin creams, lip balm, vitamins, herbal supplements, toothpaste, sore muscle balm, shoe insoles, sun screen, hair care products, sun glasses, foot and talcum powders, prescription sun glasses if ADA Accommodation, etc
- \* **COSMETIC SURGERY OR TATTOO REMOVAL**

*Reference: AR 700-01, 700-02, 700-03, 700-04, 700-05, 700-07, 700-15, 700-21, and 700-30*

### **MENTAL HEALTH SERVICES**

Offenders at CCF have access to a full range of mental health services. All offenders will be routinely contacted regarding mental health needs. In addition, services can be obtained from mental health by sending a "Request for Interview" slip (or kite) to mental health asking for service or by contacting unit/pod officers and asking for a contact from mental health.

Mental health services at CCF include regular monitoring of an offender's adjustment to this environment, individual therapy as required when problems arise, psychiatric assessment and medications when indicated, psychological testing and assessment. Group treatments are provided at CCF for the RTP population.

*Reference: AR/IA 700-1, 700-3, OM 650-108*

### **PRISON RAPE ELIMINATION PROCEDURE**

Federal Law enacted the Prison Rape Elimination Act (PREA) in 2003. This act requires all correctional institutions to assess all incarcerated offenders, whether adult or juvenile, for propensity to commit sexual violence or the potential to be victimized by sexually violent offenders. The Colorado Department of Corrections has enacted a zero-tolerance policy relating to sexual assault/rape and sexual misconduct. It is the policy of the CDOC to fully investigate and aggressively prosecute those involved in such conduct. CDOC provides all offenders information regarding sexual abuse/assault including: 1. Prevention/Intervention; 2. Self-Protection; 3. Reporting Sexual Abuse/Assault; and 4. Treatment and Counseling. [4-4281-1]

Please refer to AR/IA 100-40 for a more detailed summary of the stance and procedures of the Colorado Department of Corrections related to this issue. **All offenders in DOC facilities and private prisons may report any incident of sexual assault/rape or sexual misconduct by calling the confidential CIPS pre-programmed number 1-877-DOC-TIPS-0 (362-8477-0). Any offender who is a victim of sexual abuse has the option to report the incident to a designated staff member other than an immediate point-of-contact line Officer. [4-4281-7.**

### **GRIEVANCE PROCEDURES**

CCF Case Management will ensure that offenders have access to the grievance process as outlined in Administrative Regulation 850-04, *Grievance Procedure*. Employees will attempt to resolve issues at the lowest level, utilizing dialogue and discussion. Per AR 850-04, *Grievance Procedure*, in the event the offender is unsuccessful in resolving their problem or complaint through discussion and dialogue, the offender may initiate a written grievance process on forms supplied by DOC. It is important for offenders to know their responsibilities in the grievance process. Offenders who file multiple or frivolous grievances in a short time period shall be warned, in writing, by the administrative head or designee, that they are infringing on the rights of others to resources for response. In the event an offender continues to file excessive grievances after warning, the administrative head, or designee, may limit grievances filed by the offender. Case Managers can address questions regarding the process.

To be classified as an Americans with Disabilities Act (ADA) grievance, the subject matter must be based upon a denial that an offender has a qualifying disability pursuant to the ADA, the failure to accommodate a qualifying disability, failure to provide accommodations enumerated on the accommodation resolution, and/or other matters that directly relate to an offender's disability.

Grievances will be processed in accordance with AR/IA 850-4, *Grievance Procedure*.

*Reference: AR/IA 750-04, 850-04*

### **AMERICANS WITH DISABILITIES ACT**

The Americans with Disabilities/Rehabilitation Acts (ADA) require the CDOC to provide offenders with disabilities accommodations which allow them to participate in programs and services available to able-bodied offenders. Instructions and forms are available from any staff member.

Accommodations do not include clinical care. The AIC is neither responsible for nor qualified to make decisions related to clinical care.

The following materials, equipment and/or physical accommodations are available to offenders who have an accommodation under ADA:

**Library Materials:** Large print copies of non-restricted policies can be made available upon request. The General Library also has a supply of large print books available for those who want them. The Colorado Talking Book Library is also available to vision impaired offenders who have this accommodation listed on their accommodation resolution from the AIC's office.

**TTY Phone:** Offenders with a hearing impairment should contact their Case Manager for scheduling use of the TTY.

**Counts:** During standing counts, an offender who is physically challenged and unable to stand shall be in an upright position in the cell, within view of the officer.

**Assistive Devices:** Assistive devices such as hearing aids, corrective lenses, magnifiers, cane, walker, etc. will be addressed initially through clinical services.

**Diabetic Kits:** Offenders with diabetes can contact a living unit staff member for a Diabetic kit when necessary. The living unit staff member will contact medical. Diabetic kits are available for offender use under the observation of a staff member.

*Reference AR/LA 750-04*

**LEGAL ACCESS (Assistance, Materials, Access)**

***It is the policy of the Department of Corrections (DOC) to ensure the right of offenders to have access to courts. [2-CO-3C-01] [4-4274]*** Offenders shall not be subject to reprisals or penalties because of the decision to seek access to courts.

***Offenders will be allowed reasonable, but not unlimited access to law libraries, [2-CO-3C-01] [4-4276]*** loan materials, and/or law library personnel to prepare legal documents, consistent with court imposed deadlines, or applicable statutes of limitations.

***Whenever an offender's assignment, including, but not limited to, punitive or administrative segregation, inhibits direct or personal access to the law library, each facility will provide an alternative procedure to ensure adequate access to legal materials for those offenders. [4-4268] [4-4276]***

*Reference AR/LA 750-01, 750-03*

**LIFE/FIRE SAFETY AND EMERGENCY EVACUATION**

**Evacuation:** Fire evacuation maps have been posted in all areas of the facility. Fire drills will be conducted quarterly. Offenders identified as having a disability will be informed and escorted by assigned escort staff, should evacuation become necessary.

If the fire alarm should sound, offenders should remain calm and await further instructions. Evacuation may not be required. Protection is supplemented by a "defend-in-place" policy. Automatic fire detection and suppression equipment, in conjunction with trained employees, allows for discovery and control at an early stage. Offenders will be evacuated if it becomes necessary. Evacuation routes have been designated and employees will instruct offenders.

Smoke is the number one killer in all fires, not the fire itself. If smoke enters the cell, offenders should use their blanket to block the smoke's entry. If the smoke continues to enter the cell, a wet towel should be placed over the nose and mouth. This will provide some filtering of the air. Offenders must stay close to the floor as the smoke will have a tendency to rise. If clothes should catch fire, offenders must remember stop, drop, and roll. Stop where they are, drop to the ground and roll over until the fire is out.

**Responsibility:** All approved electrical items will be inspected for fire safety. Any appliance found with frayed cords, UL labels missing, not UL approved, or missing a ground prong shall be considered contraband and will be confiscated. Any altered electrical appliances will be confiscated. Excess combustible items will not be stored in any living area. Combustible items will not be near electrical outlets or lights. No lights will be covered at any time. The amount of books and paper allowed in a cell is controlled in order to reduce the fuel fire load. Our goal is to provide a safe environment.

covered at any time. The amount of books and paper allowed in a cell is controlled in order to reduce the fuel fire load. Our goal is to provide a safe environment.

*Reference: AR/IA 300-15, CCF/CSP Fire Safety Plan*

**Facility Emergency Announcements:** During emergency situations, offenders will immediately comply with orders given by officers. An alarm-tone/siren will be activated and facility mobilization announced.

*Reference: AR/IA 300-054*

**OFFENDER DRESS CODE [4-4336]**

**Dress Code and Grooming:** Administrative Regulations and CCF/CSP Implementation Adjustments 850-05, *Offender Bedding and Clothing Issue and Dress Code*, and 850-11, *Hygiene and Grooming*, address this subject in detail and are available for viewing through the General Library. When leaving the day hall and unit/pod, you are required to wear issued footwear, state-issue green pants, state-issue green shirt, and t-shirt.

**Haircuts: [4-4343]** All CCF offenders are required to submit a "Request for Interview" slip when requesting a haircut. Unit/pod officers will regularly schedule haircuts when there are a sufficient number of offenders making the request. The assigned unit/pod barber will provide haircuts in the unit/pod barber shop. Referral list will be in order of submitted kites.

All other CCF offenders are allowed one haircut per month which is received during their gym class period. A barber will be available at that time.

*Reference AR/IA 850-05, 850-11*

**LAUNDRY [4-4338 and 4-4340] Authorized Issue:** Upon arrival at CCF, the property officers will inventory an offender's clothing and document the quantity on DC Form 850-5A. The clothing will be inspected and condition documented.

Offenders will be allowed to request an exchange of clothing on an item-for-item basis. Offender-issued green pants and shirts will be exchanged on an item-for-item basis, and only as needed.

Linen will be laundered once each week. Linen exchange is mandatory. Bags (undergarments, socks, towels, and wash cloths) will be laundered twice each week. Blankets will be laundered once each month. It is the offender's responsibility to inspect and properly secure his laundry bag before sending it to the laundry. Offenders will be responsible for any lost or intentionally damaged clothing and bedding.

On designated days, soiled items will be deposited in the laundry carts, under direct supervision. Offenders will be required to hold out each item so that it can be inspected for proper tagging and any damage.

After being cleaned, the laundry items will be electronically scanned for any contraband. The laundry will then be taken back to the living units to be delivered to the offenders by the living unit/pod officers.

**Name and Number Labels:** All garments, excluding socks and blankets, must have the offender's name and number label applied by the laundry. Homemade or hand printed labels are prohibited on state and personal clothing items.

**Laundry Days and Times:** Laundry days and times are assigned to each unit/pod. Check with the assigned unit/pod officers for days and times.

**Reissue or Repairs:** Greens will be exchanged for weight gain or loss only, or when the article is no longer serviceable. Clothing that does not fit properly or is in need of repair may be exchanged or repaired by submitting a request for interview slip. It is the offender's responsibility to notify the laundry of fading or loose name tags.

*Reference: AR/IA 850-05, 1550-13*

## **OFFENDER PROPERTY LIMITATIONS/COMPLIANCE REQUIREMENTS**

**Property Inventory:** Upon arrival at CCF, offenders' property will be searched and inventoried by property officers. Property will be divided into two categories: allowable and non-allowable. As in all facilities, all allowable offender property is determined by several factors including the security level of the facility, physical requirements, and several life, health and safety issues.

CCF is a high security facilities, and strict property limits are established and adhered to. If an offender's property is disallowed at CCF, the offender will be instructed to: 1) Have the property mailed out of the facility at his own expense; 2) Donate the property to a charitable organization; 3) Have all non-allowable property destroyed per DOC Administrative Regulation and CCF/CSP Implementation Adjustment 850-06, *Offender Property*.

Anytime there is a change in an offender's property inventory, that inventory list will be updated on DCIS by property officers. The updated property inventory will be printed and signed by the offender and a witnessing officer. It is the offender's responsibility to ensure that all items acquired after arrival are added to their inventory sheet. Offenders should keep all receipts, money order forms, etc., in order to show how the property was acquired. If found in possession of any property that cannot be accounted for, an offender may be subject to disciplinary action and loss of the item in question.

When an offender is going out-to-court, the only property allowed to go with the offender will be the legal paperwork associated with that particular court action. If the offender is going to be housed at another DOC facility while on out-to-court status, the offender may take legal paperwork associated with the particular court action and hygiene items to include: one (1) palm brush, one (1) bottle of shampoo, one (1) bar of soap, one (1) toothbrush, one (1) tube of toothpaste and one (1) change of white clothing.

Only essential medical equipment will be allowed off-grounds. Medical equipment taken off-grounds will be noted, and upon return inventoried and compared to 850-06A. If any medical appliance raises a security concern, it will be evaluated in conjunction with Clinical Services for medical necessity before making a final determination to disallow it for the trip off-grounds; however, the special needs of offenders with disabilities shall be accommodated during transport. Any health care appliances not deemed to raise a security or safety concern shall accompany the offender upon transport.

Offenders shall not trade, sell, loan, give, or otherwise barter with state or personal property.

Upon discharge, transfer, or parole, all personal property is to be sent with the offender.

**Lost or Stolen Property:** If an offender should lose, intentionally destroy or damage any state property including clothing and bedding, he will be required to pay for the replacement of the item. Lost, stolen or damaged personal property is to be immediately reported.

*Reference: AR/IA 850-06*

## **SEARCHES AND CONTRABAND CONTROL**

**Definition:** Contraband is defined in Administrative Regulation 150-1, *Code of Penal Discipline*, as any item that an offender is not specifically authorized to have in his possession; any item that has been altered and/or is being used for other than its intended purpose; any item(s) over the allowable property limit. It is the offender's responsibility to know what is or is not permitted in these facilities. Offenders will be held responsible for everything in their personal possession, living area or in any other manner under their control.

The Canteen will be the sole source for all personal property items with the exception of books, magazines, legal papers, hobby craft items, health care items, and faith items as outlined in AR 800-01, *Religious Programs, Services, Clergy, Faith Group Representatives and Practices*. Should an item sold through Canteen not be appropriately sized, Canteen will make a purchase from an outside vendor.

**Shakedowns:** Any DOC employee has the right to search an offender, cell or job area at any time. Frequent random searches are conducted throughout the facility. For this reason, offenders should carefully examine

their cell when they first move in, looking for where some previous occupant may have left or hidden contraband. Offenders will be held responsible for everything in their cell.

**Disposition of Contraband:** Property defined as contraband may be disposed of as follows:

1. The item may be declared contraband, and may be disposed of by allowing the offender the option of sending the item home. If this option is used, it will be at the offender's expense and will be done within ten (10) days of receiving notice. If an offender is allowed this option and fails to comply within the specified time limits, the contraband will be disposed of according to numbers 2, 3, and 4 below.
2. The disposition of the contraband may be left to the facility. If the item is determined to be of some useful value, it will be disposed of by donation.
3. The contraband may be destroyed by the facility or rendered useless.
4. Contraband used as evidence in COPD or legal proceedings will not be destroyed. Disposition of these items will be determined by the hearing officer.
5. If the item is determined not to be contraband, it may be returned to the offender.

*Reference: AR/IA 300-06, 850-06*

### **OFFENDER ASSIGNMENTS AND PAY**

**Inmate Pay:** Inmate pay is processed and submitted to the Inmate Bank at CTCF by the 10<sup>th</sup> of each month.

*Reference AR/IA 300-23,850-03*

### **OFFENDER MOVEMENT – (Scheduled, unscheduled, pass, unit, rooms/cells and transfers)**

**Offender Movement:** All offender movement is controlled within CCF

**New Arrivals:** New arrivals will be processed through the CCF intake/receiving area. All offenders are required to complete the orientation process, which includes submitting to a UA. Following the completion of the orientation, you will be moved to your assigned cell at CCF.

**Cell Assignments:** Cell and unit/pod assignment changes will be made after review and approval by the following individuals: living unit specialist, living unit supervisor, assigned Case Manager and the intelligence unit lieutenant.

**Showers and Exercise:** All CCF offenders will be provided a minimum of one hour of recreation in the exercise area five (5) days per week, and an opportunity to shave and shower a minimum of three (3) times per week. Razor privileges may be revoked for inappropriate razor usage. **(SEE THE RECREATION SECTION FOR MORE DETAILS)**

**Special Controls:** An offender who exhibits assaultive, disruptive or self-injurious behavior that directly impacts facility operations, safety and security will be placed on special controls. This is a behavior management tool intended to modify and contain all unacceptable offender behaviors. Special controls will include an offender being placed in intake on stripped cell status, and denied specific property or privileges for an initial period of up to 72 hours.

### **OFFENDER COUNTS**

**Counts:** Formal counts are scheduled for the same time every day of the week. In addition, the facility may call for an unscheduled count at any time. All offenders are required to make themselves visible so staff can determine they are present, alive, and well. During standing counts, offenders must have both feet on their cell floor, standing in an upright position. An offender who is physically challenged and unable to stand shall be in an upright position in the cell, within view of the officer. Offenders who have their ID card in their possession will be required to show their card during count.

There are five formal counts every twenty-four hours at both CCF. CCF has two (2) standing counts in which offenders will be required to display their ID card. Count time notification will occur via public address systems at CCF.

The facility may call for an unscheduled count at any time. All offenders are required to be visible so officers can determine they are present, alive, and well. During standing counts, offenders must have both feet on their cell floor, standing in an upright position.

Before each count, master control center will give a five-minute warning. If a routine count cannot be cleared for any reason, or if the shift commander has reason to suspect the existence of a problem, the master control center will call for a **recount**.

*Reference: AR/IA 300-04*

### **EMERGENCY NOTIFICATION FOR OFFENDERS**

**Family or Personal Problems:** Should the facility be notified of a family emergency, the chaplain or religion volunteer coordinator will be notified and will in turn notify the offender. Case Managers are available to assist if an offender is notified of an emergency or if there are questions regarding the process. Please note that regarding Administrative Regulation 300-17, *Escorted Leave*, administrative segregation, close custody level classifications, and offenders removed from general population (segregation) are not eligible for escorted leave. **It is imperative that Case Managers be apprised of any emergency. Should there be a problem within the facility, it is the offender's responsibility to notify any employee of the problem immediately.**

### **FOOD SERVICE**

CCF offers a complete food service program to assure properly prepared and wholesome meals. Upon written authorization from clinical services, the food service department will provide therapeutic diets to address nutritional needs. Offenders may submit a Request for Religious Diet to the chaplain's office. The food service department does not have the authority to implement either the therapeutic or religious diets until they have been approved by clinical services or the chaplain's office.

Offenders in the RTP, who are eligible to be served meals in the day halls, will be served in small groups as criteria eligibility dictates. The remaining offenders are served meals in their cells. The schedule for offenders being served meals in the day halls rotates as scheduling dictates.

When passing out and retrieving food trays, the living unit/pod officers will check the food trays for damage and any contraband. The food trays and utensils will also be counted before and after serving the meals to ensure that all items are returned to food service.

All CCF meals are prepared and delivered in temperature controlled carts, directly to your cell/dayhall, by officers.

Meal periods are:	<u>CCF</u>
Breakfast:	6:30a.m.
Lunch:	10:30 a.m.
Dinner:	4:30p.m.

All BMP, Special Control, approved Alternate Meal Service Order and medical ordered finger food meals shall be served in Styrofoam trays, with disposable paper spoons, unless noted otherwise by the shift commander.

*Reference: AR/IA 1550-2*

### **IDENTIFICATION CARDS – Facility Specific Procedure**

**Identification Cards:** Offenders who do not have a permanent ID card should contact their Case Manager for immediate replacement. A fee of \$2.00 will be charged for missing, lost or destroyed ID cards.

### **PROGRAMS: Religious, Library, Law Library, Recreation, Education**

#### **RELIGIOUS SERVICES**

**Regular Religious Services:** Religious services are conducted by approved volunteers. The volunteer chaplain shall publish a schedule of all religious programs that will be provided. Outside programs are provided through the closed circuit television system. RTP levels will determine.



**Special Services:** Special services are conducted throughout the year for members of all approved faith groups. These services are set far in advance, and notice is posted informing those interested. There are various denominations of Bible study groups that meet weekly, as well as religious groups from outside the DOC that perform services for various religions.

*Reference: AR/IA 800-01*

### **GENERAL LIBRARY**

Library services for RTP offenders level 1-5 will be made utilizing cell side delivery. RTP offenders level 6, 7, 8 will be afforded the opportunity to visit the library on a rotating schedule.

Older issues of magazines and newspapers may be checked out for one week at CCF and newer issues may be viewed during library visits. Three items (RTP offenders level 1-5) may be checked out any one time for a maximum period of two weeks. Five items (RTP offenders level 6, 7, 8) may be checked out any one time for a maximum period of two weeks. Magazines, newspapers and AR's may be checked out for a one-week period only. Offenders are responsible to pay for lost, stolen or damaged library materials in their possession. Library materials not properly checked out from the library may result in disciplinary action.

**Reference Books:** The library maintains a large reference section of books in a multitude of subjects. These books may not be removed from the library.

**CDOC and CCF/CSP Policies:** Non-restricted policies may be requested through the General Library. Offenders may borrow up to three ARs/IAs/OMs from the library, in addition to their requested books.

*Reference: AR/IA 500-02*

### **LAW LIBRARY**

The law librarian at CCF is open Monday through Friday, unless circumstances dictate otherwise. The legal access program has specific guidelines contained in AR 750-01, *Legal Access*, which should be reviewed prior to contacting the law library for service or assistance. Law library requests are color coded depending on what service you are requesting, and are available from unit/pod officers. Only authorized legal access requests will be accepted and responded to. The legal access program strictly limits issues to habeas corpus, civil rights and post-conviction relief. No other legal issues will be addressed. If there are questions concerning the scope of legal services at CCF, offenders may contact the facility legal assistant by way of the approved form.

*Reference: AR/IA 750-01*

### **RECREATIONAL SERVICES**

**Television/Radio Programs:** Anytime a program is not being viewed, the CATV system reverts to the facility wide 24/7 radio system.

Recreation staff utilizes the Sirius Radio Satellite system, Super Shuffle, to provide a variety of music to the offender population.

*Reference: AR/IA 1000-1*

### **ACADEMIC AND VOCATIONAL PROGRAMS**

**Adult Basic Education (ABE):** ABE's primary goal is to provide students with the means to obtain basic knowledge essential for GED/pre-vocational training in the following areas: reading, language, and mathematics. ABE's secondary goal is to develop critical thinking, problem solving, and higher levels of cognitive skills.

**General Education Development (GED):** GED's primary goal is to provide students with relevant knowledge to succeed in the workplace and obtain a GED Certificate with study skills in the following areas: writing skills, social studies, science, interpreting literature and the arts, and mathematics.

GED's secondary goal is to develop critical thinking, problem solving, and higher levels of cognitive skills. Critical thinking will develop the ability to determine essential information in a logical and organized manner. Problem solving will develop the ability to utilize and analyze information necessary to arrive at logical conclusions. Cognitive thinking develops the ability to comprehend, apply, analyze, and evaluate information.

### SECURITY THREAT GROUPS

**Security Threat Group Activity:** There is a zero tolerance policy in CDOC. STG activity will not be tolerated.

### OFFENDER NON-DISCRIMINATION:

*It is the policy of the Department of Corrections (DOC) to ensure that offender program access, work assignments, and administrative decisions are made without regard to offenders' race, religion, ethnic, national origin, sex, handicap, or political views. [2-CO-3C-01] [4-4277] [4-4450] The DOC shall also protect offenders, to the extent practical, from personal harm. [2-CO-3C-01]*

*Reference: AR/IA 850-15*

Residential Aftercare Unit: Centennial Correctional Facility (CCF) shall maintain controlled conditions of confinement of close custody worker program assigned offenders in order to ensure the safety of employees and offenders, and the security of the facility. CCF provides living conditions that are approximate to those of general population offenders; all exceptions are clearly documented. [4-4140]

**Pre-release:** - A program of instruction designed to provide offenders the knowledge and skills required to function successfully in society. The DOC Pre-Release Program, located in CDOC facilities, utilizes a standardized curriculum, employability skills, and transition planning

### RESIDENTIAL TREATMENT PROGRAM (RTP):

The CCF RTP manages severely mentally ill and developmentally disabled offenders by utilizing a behavioral management system. The RTP offender management system utilizes clinical treatment programs and rewards offenders for their participation and behavior control.

The RTP is an incentive based program with 8 status levels. Offenders progress through each level based on their program compliance and demonstrated positive behavior. Level increases include additional privileges and structured activities.

Recreation, Academic, and Mental Health staff work together to design program delivery options to meet the needs of this population. Delivery options include cell door, day hall (group) and television methods, classroom. Library options may be considered, based on behavior and progression in the program.

### HOUSING

**Cell Inspections:** Cell inspections will be conducted a minimum of two (2) times per week. In order to minimize movement, the inspections will generally be conducted while the offender is showering, exercising, or out in the day hall. If an offender refuses his time out, he will be removed from his cell and the inspection will be completed.

**Conduct:** Conduct in a housing unit/pod is governed by the Posted Operational Rules (POR's) as well as the AR/IA 650-04 Residential Treatment Programs for Offenders with Mental Illness. The AR, IA and POR's can be accessed through a request to library services. It is an offender's responsibility to read and adhere to the POR's. Changes to these documents will be posted on the character generator.

**Issuance of Cell Cleaning Supplies:** Each unit/pod day hall has designated times and days for the issuance of cell cleaning supplies, which will be distributed by assigned unit/pod officers.

**Offender Authority Over Other Offenders:** Under no circumstances will offenders be given authority or control over other offenders. **If problems occur with other offenders, officers must be made aware of the problem(s).**

**Restricted Privileges:** Offenders who refuse to participate in or are terminated from required rehabilitative programs or work assignments will be subject to "restricted privileges" status. Specific restrictions can include TV, recreational items, phone, or ordering canteen snack items.

## **MONEY MATTERS**

**Savings Accounts:** Offenders will be allowed to withdraw excess funds from their DOC inmate account to deposit into an interest bearing personal bank account. Offenders will be allowed to make deposits and withdrawals to their personal bank accounts, unless substantial reasons justify otherwise. Any interest earned on an offender's personal bank account will accrue to the offender. Procedures to apply for savings accounts can be received from the Case Manager.

**Offender Funds:** Electronic Fund Transfers (EFTs) from J-Pay or Western Union are the approved method for offenders to receive funds from family and friends. The only checks that will be accepted are refund checks from a vendor, government checks, or if a family or friends have requested and received a waiver to EFTs from the business office. Waivers are based mainly on availability of J-Pay or Western Union source.

Cash or personal checks are not permitted at CCF.

All funds received shall be posted to the offender's account by the DOC business office. A receipt will be printed from the Electronic Fund Database on a daily basis. This is the receipt in the event of any discrepancies.

Any request for research on offender's account must be submitted on AR Form 200-2D. A processing fee of 50 cents will be charged to the offender's account.

All EFTs will be posted on the day J-Pay or Western Union receives payment. All other approved funds will be posted to the offender's account by the DOC business office. This process may take up to eight (8) days. Offenders will receive a stamped envelope as a receipt for any approved funds which are received through the mail.

Outgoing money orders will be processed every Friday. Living unit/pod officers will pick up outgoing money order requests on Thursday night. The Department of Corrections requires that outgoing money orders can only be sent to approved vendors and immediate family members. All outgoing money order requests will be reviewed and approved by living unit/pod supervisors before they are processed, and will be processed only if the offender's available balance is greater than the money order request and the seventy five cent charge. Offenders are responsible to know what items will be allowed into CCF. Approval of the money order is for the funds, not the item.

**Miscellaneous Withdrawal Tickets:** Miscellaneous withdrawal tickets are distributed by CCF housing officers on a weekly basis. These withdrawal tickets are used to pay for miscellaneous items and charges.

*Reference: AR/IA 200-02, 200-08, 300-26, 300-38, 850-03 and 850-14*

The Colorado Department of Corrections makes available external advocacy contact information to offenders. A comprehensive resource book titled; Getting On After Getting Out, published by Colorado Criminal Justice Reform Coalition is located in each General Library for your use. Facility Case Managers also Parole and Community Officers will have access to this book as a resource reference. Additional support resources:

- American Civil Liberty Union (ACLU)  
P.O. Box 18986  
Denver, Colorado 80218
- Colorado Criminal Justice Reform Coalition (CCJRC)  
1212 Mariposa Street #6  
Denver, Colorado 80204  
Telephone: 303.825.0122
- Colorado CURE  
3470 South Poplar Street #406  
Denver, Colorado 80224  
Telephone: 303.758.3390
- Advocates For Change  
P.O. Box 351032  
Westminister, Colorado 80035-1032  
Telephone: 720.690.7125
- Veteran Affairs Regional Office  
155 Van Gordon Street  
Lakewood, Colorado 80228  
Telephone: 1.800.827.1000
- Write to: Pendulum Foundation  
5082 East Hampton Avenue, 192  
Denver, Colorado 80222

### **Prison Rape Elimination Act Information**

The Colorado Department of Corrections has a zero tolerance policy towards sexual assault, sexual misconduct and sexual harassment. If you are a victim of any of these you can report it in one of the following ways;

Notify a staff member

Tell your case manager

Write to the Office of the Inspector General-PREA Program at 2862 South Circle Drive, Colorado Springs, Colorado 80906

Call the DOC TIPSline;

CIPS number; 1-877-DOC-TIPS-O (1-877-362-8477-0)

Outside DOC; 1-877-DOC-TIPS (1-877-362-8477)

# CCF RTP Orientation

## **Level System:**

RTP offenders will be under the following level system:

- Level 1 - is the most restrictive level. Offenders will be assigned this level due to negative behavioral issues.
- Level 2 - is a restrictive level. Offenders will be assigned this level due to negative behavior that does not warrant level 1 placement.
- Level 3 - is a restrictive level. Offenders will be assigned this level due to negative behavior that does not warrant level 2 placement.
- Level 4 - at this level offenders are demonstrating program participation with increased privileges.
- Level 5 - at this level offenders are demonstrating program participation with increased privileges.
- Level 6 - at this level offenders are demonstrating program participation with increased privileges.
- Level 7 - at this level offenders are demonstrating program participation with increased privileges.
- Level 8 - at this level offenders are demonstrating program participation with increased privileges.

## **Arrival to your cell:**

A cell condition record is completed when the cell is vacated. You are responsible to check the accuracy of the record when the cell is assigned to you and prior to signing the form for acceptance. When you leave this cell, you will be responsible for any damages caused by you.

## **Canteen:**

Canteen is ordered and delivered on Monday night. In the event of a holiday on Monday, canteen may be delivered on Friday, but orders will be processed on Monday nights. The only time this may change is when holidays fall on Tuesday, and then canteen orders will be picked up and processed on Sunday night. You may order from the appropriate canteen list (CCF/CSP Form 200-11K).

Your level will determine the dollar amount you may order.

Upon receipt of your canteen order, make sure every item in the bag is accounted for. Once you sign the receipt and the bag is opened, corrections will not be made.

If you attempt to order an unauthorized item, your entire order will be denied.

If your order is incomplete, check your canteen receipt for possible reasons.

- IOS means that item was out of stock
- ISF means you had insufficient funds.
- DAL means that this item is disallowed (this may happen as canteen order numbers change).
- FAO means your order was filled as ordered

## **Catalog:**

Turn in your catalog and faith orders the Monday before the second Friday of every month for processing. Catalog items do not have a dollar amount restriction; however, you must have the available funds. If you exceed your allowable property limit, your new property will be exchanged on a one for one basis (you will have to surrender your old property item before you will receive the new one). The old item will be destroyed, donated or mailed out at your expense.

## **Faith Items:**

Faith items are ordered the same way as catalog items.

**Order Process/Limits:**

Three separate canteen forms must be turned in for your regular canteen, catalog, and faith items.

Account balances will be issued once a month.

- Level 1 may order \$10.00 per week hygiene, stamps and phone time.
- Level 2 may order \$25.00 per week of allowable items, not to include catalog or special orders.
- Level 3, may order \$30.00 per week of allowable items.
- Levels 4 and 5 may order \$35.00 per week of allowable items.
- Level 6 may order \$40.00 per week of allowable items.
- Levels 7 may order \$50.00 per week of allowable items.
- Levels 8 may order \$60.00 per week of allowable items.

**Lock Down Status:**

All new arrival offenders will be placed on lock down status for up to a three (3) working day period for offender safety during orientation and custody issue review.

24 hour lockdown status when offenders are moved to a new day hall.

**Day Halls:**

When offenders at the level of one (1) through (5) are out of their cell, a minimum of two employees are required for any entry into the day hall. Offenders will be directed to sit at the treatment table whenever employees have to enter the day hall. Levels 6-8 one employee can enter a day hall and offenders do not have to sit at the tables. If day hall time cannot be completed due to security reasons, your time will not be made up.

**Phone Calls:**

- Level 1 offenders are allowed one (1) 20-minute session per month.
- Level 2 offenders are allowed four (4) 20-minute sessions per month.
- Levels 3, 4 and 5 offenders are allowed six (6) 20-minute sessions per month.
- Levels 6 and 7 offenders are allowed eight (8) 20-minute sessions per month.
- Level 8 offenders receive unlimited phone sessions during all day halls and/or in cell.

**Visiting:**

- Level 1 One (1) non-contact visits per month.
- Level 2 Two (2) non-contact visits per month
- Level 3 Four (4) non-contact visits per month
- Level 4 Four (4) non-contact visits per month
- Level 5 Four (4) contact visits per month
- Level 6 Four (4) contact visits per month
- Level 7 Six (6) contact visits per month,
- Level 8 Eight (8) contact visits per month.

**Posted Operational Rules:**

It is the responsibility of the offender to read and understand these rules.

I have received a copy of OM 650-04, *CCF/CSP RTP Program*

I have received an orientation packet

Offender Name \_\_\_\_\_ # \_\_\_\_\_ Date \_\_\_\_\_

Staff witness: \_\_\_\_\_ Date: \_\_\_\_\_

Translation required: \_\_\_\_\_ Yes \_\_\_\_\_ No By: \_\_\_\_\_