

# DENVER COMPLEX



# OFFENDER ORIENTATION HANDBOOK

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## **INTRODUCTION**

This booklet contains the basic guidelines you are expected to follow during your stay at the Denver Complex. The Denver Complex consists of two correctional facilities. The Denver Reception and Diagnostic Center which will be referred to as DRDC, and the Denver Women's Correctional Facility which will be referred to as DWCF. These guidelines apply to both new arrivals and those offenders transferring from other correctional institutions. The prohibitions contained in this handbook are established standards. Offenders not complying with these standards, and violating the prohibitions contained herein, may be subject to disciplinary actions.

The Diagnostic/Assessment Process was created to provide an effective way of obtaining important information about you to use in making decisions about special services you may require while incarcerated with the Colorado Department of Corrections (CDOC). The goal of the next several days will be to find out about any special needs, problems, abilities or concerns which need attention. The results of all tests and interviews over the next week or so will be summarized in a Colorado Department of Corrections report which will go with you to any facility to which you are moved. This report will help us respond best to your needs and problems.

You will be placed in the least restrictive environment necessary. This generally means placing you at the lowest custody level consistent with your safety, the safety of staff and visitors, and the public. The custody level to which you will be assigned is based on your present and past behavior, your past and current criminal charges, and how you behave while incarcerated with CDOC. All new offenders are considered to be "Maximum Security" until proper classification can be established through intake programming.

### **1. CODE OF PENAL DISCIPLINE:**

All offenders will be issued a Code of Penal Discipline (COPD) rule book. This is a CDOC manual that contains all chargeable offenses, ranges of penalties, and disciplinary procedures. In the event any offender admitted to CDOC fails to follow rules, regulations or orders may be charged with violations under the code. Sanctions may be imposed which includes punitive segregation, loss of good time and loss of privileges.

### **2. ASSESSMENT AND CLASSIFICATION SCHEDULE:**

All Department of Corrections Offenders will be processed through the Intake Unit at DRDC.

All Offenders will undergo tests and interviews to determine special programming and work assignments as well as determining the Offender's custody level.

Changing information or not telling the truth can result in an Offender being restricted from certain programs and/or opportunities. It can also affect an Offender's custody level.

Most tests and interviews are available in Spanish and audio tape.

An offender's assignment to a permanent facility is determined by Offender Services at Central Office.

The intake process will take several days to complete. After completing initial intake at DRDC, female offenders will be sent to the processing unit at DWCF. All male offenders will remain at DRDC.

## **Day 1 - Intake Process and Lab Work**

Offenders will receive a shower and be issued State-issue clothing. (5 - underwear, 5 T-shirts, 5 socks, boots, coat and stocking cap: females also receive 2 nightgowns and 5 bras).

A medical overview will be completed to include medications, disabilities, a TB/PPD test and a blood draw for lab work.

The CDOC specifies the limit of personal property and funds belonging to offenders, and limits the personal property and funds that offenders may retain in their possession. All property is separated into allowable property (property that can be kept) and disallowed property. Disallowed property must be mailed to a designated address with postage paid by the offender; donated; or discarded.

Each offender will be issued one hygiene kit.

Each offender will be issued a bed roll consisting of two (2) sheets, one (1) pillow case and two (2) blankets.

Each offender will be measured for the remaining State-issued clothing.

Four (4) sheets of paper, two (2) envelopes and a pen will also be distributed to notify your family of your admission. Also issued are one (1) miscellaneous withdrawal slips, one (1) visiting list, and one (1) phone list.

Offenders will be assigned a cell and given an orientation to the CDOC and the appropriate Denver Complex facility. This document is part of the orientation process.

## **Day 2 - Educational/Psychometric Testing and Communicable Disease Orientation**

This day will include a battery of tests.

Offenders will be examined for educational skills, basic intellectual ability, and general personality patterns. Special tests for drug and alcohol problems and other special problem areas will also be included.

It is recommended offenders perform to the best of their ability as the program assignment can be affected by the honesty and validity of these test results.

## **Day 3 - Physical/Dental Examination - Assessment Process May Begin**

Offenders will be completing a general physical examination, and any needed x-rays.

## **Day 4 (or later) – Communicable Disease / Interview Programmer**

A registered Nurse (RN) will present a communicable disease class. This class will consist of AIDS education, tuberculosis education and hepatitis education.

All offenders initially sentenced to the CDOC will be interviewed by a Programmer as soon as possible after intake. The interviews will focus on special programs or needs such as drug and alcohol problems, sex offender issues, educational or vocational training needs, etc.

During this interview process, the programmer will discuss the offenders history, evaluate all test results, consider mental health and medical recommendations, and provide the CDOC with the basic recommendations about custody level, special needs, and programs needed while incarcerated.

The Programmer will write a formal summary of all information obtained during the assessment process and score the offenders Initial Custody Rating Form. The points scored determine the offender's custody level.

**Programming - The Programmer will score the offenders initial custody points.**

The Programmer can tell the offender what level of custody the offender initially scored. They cannot tell the offender at which specific facility the offender will be placed.

Programs - The testing process does not affect the offender's custody level, but is considered when programs are recommended.

All facilities have recommended programs, educational programs, vocational programs and elective programs.

**Programs are not identical and the offender needs to see a Case Manager about specific programs the offender may want.**

Weekly Alcoholics Anonymous (AA) and Narcotic Anonymous (NA) meetings are available and offenders are encouraged to participate.

Drug and Alcohol - 80% of offenders coming into the system have crimes or problems related to drug and/or alcohol use. Drugs and alcohol are responsible for 50% of offenders returning to CDOC. The Parole Board takes seriously any recommended programs. If an offender is within two (2) years of his/her Parole Eligibility Date and wants to change his/her habits, the offender may want to consider a Therapeutic Community (TC). TC programs for drug and alcohol problems are located at Arrowhead, Limon, San Carlos, and DWCF. There is also a TC program for sex offenders. If an offender is recommended for a drug and alcohol program, the offender needs to get his/her name on a waiting list. Some facilities have waiting lists of six months or longer.

**3. PROGRAMS AVAILABILITY:**

**Educational/Vocational Services:**

The Department of Corrections offers a wide variety of Educational/Vocational services. Some of the programs offered at the Denver Women's Correctional Facility are GED, ABE, Anger Management, Computer classes, Janitorial Training, etc. Offenders need to talk to the Education Assessment specialist and Case Managers to enroll in these programs.

Since DRDC is a diagnostic unit and the stay is short term, this facility does not offer these programs. However, the Long Term Medical Offenders may participate in available programs by speaking to the Education Assessment specialist and their Case Manager.

**Library Services:**

Paperback books will be supplied by unit staff.

A limit of two (2) library books are allowed in a cell.

Relevant policies for the Department of Corrections and the Denver Complex are accessible to offenders through the Law Library.

Returning the books is the offender's responsibility. Failure to return a book before leaving the unit will result in being charged for the book.

The Law Library is not directly accessible to Diagnostic offenders. To obtain legal material, send a Request for Legal Assistance, to the Law Librarian and the material will be loaned or copied for you.

At DWCF, the Law Library is available to general population offenders by appointment.

### **Religious Services:**

Religious counseling is available upon request via the "kite" system.

A Chaplain visit can be requested by filling out a "kite" addressed to "Chaplain".

### **Recreation:**

Diagnostic offenders housed in Living Units #1 and #2 will be limited to their one (1) hour Day Room break. Diagnostic offenders housed in Living Units #3 and #4 awaiting permanent assignment will be allowed limited gym and yard time.

Female offenders at DWCF are afforded daily opportunities for both gym and yard time according to their housing unit and custody level. Offenders housed in Segregation are allowed recreational activities in an enclosed area within the Segregation Unit.

Recreational times and activities vary from facility to facility.

## **4. FACILITY MOVEMENT (Units, Rooms/Cells & Transfers)**

At DRDC, all new arrival offenders will be assigned to Unit one. Upon completion of day 1 and day 2 diagnostic processes, offenders will move to Unit 2. Progression to Unit 3 and 4 is discretionary.

At DWCF, all new arrival offenders will be processed in unit 5. Upon completion of day 1 and day 2 diagnostic processes, offenders will progress to Unit 5 or Unit 3. Eventual progression to Units 1 and 2 are contingent upon behavior and classification.

**All housing assignments to include cell and room assignments are at the sole discretion of the custody/control employees and housing assignments are not subject to grievance.**

## **5. COMMUNITY CORRECTIONS:**

Offender eligibility criteria are determined by statute. Placements are approved by the local community corrections' boards and community based programs.

It is the responsibility of the case manager to identify all assigned eligible offenders for electronic referral to residential community corrections' centers by reviewing the following eligibility criteria: the offender's estimated parole eligibility date (PED), violent or non-violent classification, and acceptable institutional behaviors.

Offenders may refer to Administrative Regulation 250-03, "Community Corrections' Referral and Placement Process."

6. **PAROLE:**

Time/Release Operations will ensure that the automated parole hearing dates are current. Case managers will make pre-parole and parole planning a part of their regular offender contacts in all cases where parole release is plausible. Case managers will submit in-state parole plans for investigation after the offender has been tabled for a plan by the Parole Board or for offenders releasing to a mandatory release. Case management shall obtain complete information from the offender regarding his/her parole plans.

7. **MAIL:**

Mail is distributed Monday through Friday, (except on holidays), before 10:00 p.m...

Visiting Lists and Phone Lists will be distributed as they come in.

Incoming mail will be passed out by Swing Shift.

Outgoing mail will be given to Cell House Officers at the beginning or end of dayroom time excluding segregation.

All outgoing mail must be sealed by the offender in front of staff after the contents are examined. Failure to seal the envelope will result in the letter being returned to the offender.

Gang, racial or sexually explicit symbols, writings or drawings are not allowed on any mail whether incoming or outgoing. Mail containing these symbols, writings or drawings may be confiscated.

Indigent offenders who have less than \$4.60 in their account for 30 days will be allowed to mail one (1) personal letters per week with postage paid for by the facility. Letters to other Correctional facilities will not receive indigent postage.

8. **VISITING**

## DENVER COMPLEX VISITING ORIENTATION

This information has been prepared to provide you with the guidelines of Visiting for the Department of Corrections; Denver Reception and Diagnostic Center and Denver Women's Correctional Facility.

Visits for Offenders and visitors are a privilege and a benefit bestowed by the institution. This privilege is subject to complete revocation or suspension by the Warden or their designee. Authority for this action may be found in the DOC Administrative Regulation 300-01.

**All Visitors must apply for visiting privileges utilizing CDOC form 300-01 attachment "A". Offenders are responsible for contacting their visitors and advising them of the hours and regulations concerning visiting days, special visits, and visiting status.**

<p><b>Visiting hours for DWCF:</b>  <b>Friday/Saturday/Sunday 0830 – 1500</b>          Diagnostic &amp; General Population offenders are allowed contact visits.  <b>Friday/Saturday/Sunday 0830 – 1500</b>          Offenders with non-contact restrictions are allowed non-contact visits by appointment only.</p>	<p><b>Visiting hours for DRDC:</b>  <b>Saturday/Sunday 0830 – 1500</b>          All non-segregated offenders are allowed contact visits.  <b>Saturday/Sunday 0830 – 1500</b>          Administrative Segregation offenders are allowed non-contact visits by appointment only.</p>
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**A maximum of three (3) adult visitors, or total of five (5) visitors, to include minors, may visit an offender at one time. One exchange of visitors will be allowed during the visiting session as long as the offender has not left the visiting area [4-4498].**

Visitors will not be allowed to congregate in front of or enter the Gatehouse/Lobby prior to the beginning of registration. Initial processing will begin at the Gatehouse/Lobby at 8:15 a.m. and end at 10:00 a.m.; it will begin again at 11:30 a.m. and end at 1:30 p.m.

**Identification:**

Any approved visitor over the age of 18 is required to present valid picture identification prior to their admission for visiting. All forms of valid picture identification must be current (not expired) with an identifiable photo. Valid picture identification shall include:

- a. State issued driver's license or state issued picture I.D.;
- b. U.S. Government issued or military I.D.;
- c. Passport;
- d. Picture Visas issued by the U.S. Department of State such as Border Crossing Card and Resident Alien Cards.

**Dress Code:**

All visitors, including attorneys and official visitors, must be fully dressed in appropriate, conventional clothing which is not unduly provocative, suggestive, or revealing and does not resemble offender attire or present adornments which could be used as a weapon. Other visitor clothing standards include:

- a. The only jewelry or adornment visitors will be permitted to wear into the visiting area is a wedding ring set, one religious necklace pendant, and medical alert badges. Medicine bags are not allowed. Dermal jewelry implants that cannot be removed by the visitor will be allowed.
- b. No controversial/objectable gang, obscene, drug and alcohol designs, messages or profanity on clothing.
- c. Hair extensions which are woven, sewn, or glued to the natural hair will be permitted but are subject to search in a respectful and appropriate manner. Hair extensions which are attached to the hair with a clip or comb will not be allowed.
- d. Individuals wearing a wig or hair piece shall notify DOC security employees upon entry into the facility and prior to entry into visiting areas. Upon entry and exit of the facility, wigs are subject to search in a respectful and appropriate manner.
- e. No camouflage of any color, solid green or orange clothing, or gray sweatshirt/pants or sweat suits.
- f. Shoes are required. Infants are not required to wear shoes until such time as they can walk. Infants and toddlers who are able to walk must wear shoes at all times during the visit. Children are allowed to wear shoes that display lights.
- g. Visitors are not to wear any garment which unduly exposes the shoulders, chest, back, stomach, midriff, and/or underarm. Necklines must be within two inches of notch of neck.
- h. Clothing made of sheer, transparent, net, mesh or any see through materials are not allowed.
- i. Clothing designed or intended to be tightly worn, to excessively accent the body, will be considered inappropriate.
- j. Appropriate undergarments are required, but should not be visible.
- k. Trousers will be worn in the manner intended (no sagging).
- l. Dresses, skirts, jumpers, culottes, and shorts shall not be worn if more than four inches above the kneecap when standing. Slit dresses/skirts shall be allowed only if the slit is not more than four inches above the kneecap while standing. Wrap-around clothing will not be allowed.
- m. Visitors are not to wear hats into the visiting area, except for religious hats or headgear; gloves, scarves, or outer garments, such as topcoats, raincoats, jackets, and similar inclement weather attire will not be permitted within the visiting area. No hooded garments will be allowed in the visiting area.
- n. Pull over, zipper, and button up sweaters are allowed to be worn inside the visiting area. A garment is required to be worn underneath the sweater within the guidelines of this policy.

**Special rules for Children:**

It is the responsibility of visitors to supervise and maintain control over their minor children. Any physical discipline of such minor children deemed necessary cannot occur on correctional facility property. If a minor becomes disruptive during a visit and is not controlled by verbal instruction from the supervising visitor, the visit will be terminated. Children twelve (12) years and younger must be accompanied by an adult at all times in the visiting room.

**Items authorized in the visitation room:**

- (2) Vending cards
- Diaper bags must be transparent or clear and must be left under DOC employee supervision. The following items in a diaper bag are allowed for infants and toddlers. This is limited to children up to three years of age:
  - a. Two blankets per infant, no quilted blankets.
  - b. Four diapers, per child, along with a small quantity of diaper changing wipes.
  - c. One change of clothing per child.
  - d. One bib per child.
  - e. Two factory sealed containers of baby food, along with one plastic feeding utensil.
  - f. Four baby bottles containing food, water, milk, or juice (must be transparent plastic material).
  - g. One plastic child's drinking cup.
  - h. Two plastic one-piece toys.
  - i. One pacifier.

Visitors shall not bring into the visiting area any prescription medications other than the amount needed for the duration of the visit and as noted on the prescription. All prescription medications shall be held at the officer station by visiting staff for accountability purposes.



Visiting area vending machines are for use by visitors to obtain snack food items and beverages while in visiting. DOC employees supervising visits are not responsible for the vending machines.

Other than items from available vending machines, visitors shall not exchange any object or article with an offender.

**Special Visits:**

Special visits (to include extended visits) between offenders and their families may be granted for reasons such as:

- When the visitor(s) has traveled out of state and/or a long distance.
- When a special visit is determined by the administrative head, or designee, to be in the best interest of the offender's rehabilitative needs or correctional goals.
- Individuals who would not normally be approved to visit. The administrative head may require a non-contact visit.
- Visits approved outside the normal visiting days or times, including extended visits.

Requests for special visits may be initiated by the offender, proposed visitor, or DOC employee. All requests should be initiated ten days in advance.

**DRDC Specific:**

The Main Denver Complex Diagnostic Intake Units are temporary facility assignments which provide Assessment and Classification for all incoming offenders. During an offender's brief incarceration at these processing units only five (5) visitors; including children, may be approved on an offender's visiting list while assigned to DRDC.

## 9. **PHONE CALLS: CIPS – INMATE PHONE LISTS**

Offenders are required to use the Colorado Offender Phone System, (CIPS). Maintaining contact with the community via the telephone is a **PRIVILEGE** afforded to those offenders who demonstrate a willingness to conduct themselves in a responsible and mature manner. Telephones are to be used to maintain family and community ties and legal contacts within the lawful use of the telephone system. Disciplinary sanctions may be imposed for the abuse of the telephone privileges. All telephones used by offenders for other than authorized attorney calls are subject to recording and/or monitoring by staff.

A Phone List Form will be given to each offender with a maximum of twelve (12) telephone numbers allowed. This form must be filled out completely. On the "Facility" line, print DRDC or DWCF, depending on the facility you are at. If this is your first list, be sure to place an "X" on the "Initial List" line. If you are correcting or adding to your old list, place an "X" on the "Revised List" line. All addresses must be complete to include street number and name, apartment number, (if applicable), city, state and zip. All phone numbers must include an area code, (including local numbers). All forms must be filled out in black ink. **(DO NOT USE PENCIL!)** Any phone lists not completed correctly will be returned, therefore, slowing up the process of your being able to use the phone. **If you plan on making a legal call, be sure to include your attorney's phone number on your phone list.**

Phone times must be purchased through canteen. Phone time is purchased in one dollar (\$1.00) units, using the 8000 order number. You can not move the money back into your bank account once the purchase is made. If you plan on making 'collect' calls, send the 1-800 number, (which is listed in the "Collect Calling Section"), to the people you want to accept "collect calls" and they will have to set up an account for you.

The phone list first goes to the Case Manager to check for accuracy, and for approval of numbers and signatures.

Victims are not allowed on your phone list.

The phone list is then sent to the CIPS Operator for programming of the numbers. The approved list, with instructions on the PIN Activation Form should be returned to you within fourteen (14) working days. Speed dialing numbers will be "11" through "22" and verified legal speed dial numbers will begin with "9".

Changes to your CIPS phone list can only be placed once a month, (30 days), and the date used is the date from your first list.

Length of calls will be 20 minutes, using an automatic disconnect. You can redial for an additional 20 minutes. Phones are active during day room time.

You must maintain a balance in your CIPS account to cover the cost of your debit calls.

For legitimate complaints, see your Case Manager. For legitimate credit or money disputes, write to:

CIPS Coordinator, CTCF  
P.O. Box 1010  
Canon City, CO 81215-1010

Offenders will be assigned a 10 digit Personal Identification Number, (PIN). The first six digits are your CDOC number and the last four are random code numbers. Please keep your personal PIN number confidential to avoid others using it. You can not lend, barter or give your PIN to another offender for any purpose.

When placing local calls, enter the ten (10) digit PIN and the two (2) digit speed dialing number of the person you wish to call.

Collect calls are made through the Challenge Program. Any family member may set this program up by calling **1-800-695-0431**. The person accepting the calls can set the maximum dollar amount limit per month.

**All Phone Rates Are Posted On The Unit Bulletin Boards.**

If an answering machine breaks the ringing cycle of the call, the call is considered complete and you will be charged, regardless of whether or not you leave a message.

**10. LEGAL ASSISTANCE:**

Offenders requesting legal service must obtain the request form (DC Form 750-1A) from Living Unit Staff.

**11. LAUNDRY:**

All offenders are provided the opportunity to have three complete sets of clean clothing per week.

A Laundry Schedule will be posted in each Living Unit Day Room.

**Linen:**

Linen, including towels, will be exchanged at least weekly.

**12. CANTEEN:**

Canteen can be ordered once a week.

At DRDC, ordering is completed on Thursday for delivery the following Thursday.

Canteen slips are to be completed during day room time.

Canteen slips are to be given to the Living Unit Staff between 7:30 p.m. and 8:30 p.m.

If a holiday falls on the Canteen delivery date, Canteen will be issued either the day before or the day after the holiday.

Follow the directions as written on the Canteen Slip to ensure delivery of Canteen. Canteen slips that include any information not pertinent to the canteen order will not be processed. (e.g. stg related signs or writing, excessive or nuisance drawings or writing, items listed that are non-allowable in assigned housing unit.)

Items are issued by Stock Number. Be sure to use the correct stock number for your order. If you do not, the item cannot be exchanged or returned.

**13. OFFENDER ACCOUNTS/FUNDS – BANKING SERVICES:**

Offenders will receive monthly balance account statements no later than the 11<sup>th</sup> of each month. Offenders are asked to keep track of canteen withdrawals and account balances.

If an offender has questions about their account activity, they must complete a Request for Account Research form with an authorized signature affixed. A processing fee of \$0.50 will be charged for any research requested. A written response will be sent to the offender by the Offender Banking Office.

Outgoing Money Orders must be turned into the Living Unit Staff in an unsealed, stamped envelope with the Denver Complex return address.

There will be a \$ .75 fee for each money order that will be charged to the offender's account.

Requests of \$200.00 or more will require issuing more than one money order. (Each money order is limited to \$199.00.) The \$ .75 fee will be charged for each separate money order issued.

If a trace is requested, the money order company will charge the offender \$8.00.

Deposits to offender accounts must be made through Western Union or JPay Electronic Funds Transfer (EFT) services. Deposits by EFT are generally available within twenty four (24) hours.

All offenders are hereby informed of their responsibility to pay all just debts incurred while under the jurisdiction of the Department of Corrections, both elective and non-elective withdrawals and that all legal efforts to collect them may be exercised. AR Form 200-2A will be signed by all offenders and included in the offenders working file.

**Restitution and Child Support Withholding In Accordance With Administrative Regulation 200-15:**

It is the policy of the Department of Corrections (DOC) to collect court-ordered restitution and child support from offenders sentenced to the DOC in accordance with State laws. The withholding is statutorily required effective September 1, 2000.

At least twenty percent (20%) of all deposits into an offender's bank account, including deposits for offender pay will be deducted and paid toward any outstanding order from a criminal case (e.g., restitution and other costs or fines and fees levied on criminal actions) or for child support.

For further information, please refer to your Case manager or Administrative Regulation 0200-015, *Offender Restitution and Child Support Withholding*.

#### 14. **GRIEVANCES:**

The grievance system provides a channel for settling a condition that personally affects you. Grievances must be processed as follows:

The offender must attempt to resolve an issue through the informal resolution process with staff members.

If resolution cannot be accomplished, the offender may complete a Step 1 Grievance, available through the Case Manager, via the "kite" system.

The Offender is responsible to follow all steps outlined in Administrative Regulation and The Denver Complex Implementation/Adjustment 850-4, Offender Grievances.

The following cannot be grieved:

Classification to include Administrative Segregation  
Code of Penal Discipline  
Parole Board Actions

#### 15. **MEDICAL SERVICES, HANDOUTS AND DENTAL CARE:**

The Colorado Department of Corrections provides a full range of basic health services as well as mental health services. These services are designed to assist the offender in maintaining good health. All services provided are subject to a co-pay. **(3 dollars for all routine visits, 5 dollars for all emergencies.)**

1. Clinical Services available are as follows:

1. Emergency Treatment - Treatment dealing with a life-threatening injury or illness that is available 24 hours a day, 7 days a week. **(Subject to a co-pay)**
  2. Sickline - Routine physical evaluation and care for injuries, illness, and other health problems not considered emergencies.
2. Dental Exam and Treatment - These services include exams, x-rays, fillings of silver alloy, full and partial plastic dentures, denture repair, root canal treatments, and tooth extractions.
- a. Dental services for Diagnostic Unit (DU) offenders are emergency care only.

- b. DWCF has a dentist and hygienist that come to the facility on a regular basis.
3. Vision Testing and Prescription Glasses - Offenders will be provided prescription glasses with clear, safety, scratch resistant plastic lenses.
  - a. Offenders may request an exam by an optometrist every two years.
  - b. The DOC is not responsible for damage to, or loss of, your personal glasses.
  - c. If offenders have personal glasses that do not meet security standards, or contact lenses, they will be asked to send them out after the diagnostic process has been completed.
4. Referral to Staff Physician - Referrals may be made by medical staff or by offender request.
  - a. Offenders may request to see the physician by putting a medical “kite” into the box located in the dining hall at DRDC or in the hallway outside of the dining hall at DWCF.
  - b. Offenders wishing to see the physician will be subject to a Co-Payment charge.
5. Referral to a Specialist - If the health care staff determine that an offender needs to be evaluated by a specialist, an appointment will be made.
6. Infirmiry Care/Hospitalizations - CDOC operates infirmaries which are limited-care inpatient facilities and function very much like a hospital.
  - a. DRDC houses an infirmiry that takes care of DRDC and DWCF offenders.
  - b. If the infirmiry cannot provide the proper care for an offender, that offender will be sent to a hospital under proper supervision by CDOC staff.

**16. MENTAL HEALTH TREATMENT PROGRAM:**

Mental Health Services

1. Both DRDC and DWCF have Mental Health Staff available for offenders.
2. An offender must fill out a Request for Interview Form (“kite”) and a Mental Health Counselor will be in touch within 24 - 48 hours.
3. If an offender has an emergency, they should let staff know and someone will see the offender as soon as possible. The offender does not have to tell the officer the nature of the emergency.
4. Offenders who see a Mental Health Professional have certain rights and it is up to the Mental Health worker to ensure those rights. Offenders have the following rights:
  - a. To terminate treatment at any time, or seek a second opinion.

- b. To ask about that person's certification or license. All mental health staff are licensed or under the supervision of licensed professionals.
- c. All licensed staff are regulated by the Department of Regulatory Agencies. All grievances pertaining to licensed care givers go to:  

Mental Health Occupations Grievance Board  
1560 Broadway, Suite 1340  
Denver, Colorado 80202
- d. Offenders are entitled to receive information on methods, duration, techniques and probable consequences of treatment and refusing treatment. Charges (if an outside agency is brought in), must be specified. All mental health services through the CDOC are free.
- e. Sexual intimacy with a mental health professional is never appropriate and should be reported to the above grievance board and facility investigations.
- f. All information obtained in a professional therapeutic relationship is confidential and will be maintained in a file separate from the offender's CDOC working file and accessible only to Clinical Service staff. The following information is specifically excerpted from this confidentiality rule:
  - 1. Crimes being committed inside a facility
  - 2. Suicidal Behavior
  - 3. Homicidal Behavior
  - 4. All forms of child abuse, past or present
- g. Mental Health and Drug and Alcohol staff will review these rights with the offender as he/she enter into a professional relationship with them.
- h. The mental health orientation sheet does not sign an offender up as a mental health client, nor does it put the offender on any list. It simply states that the offender attended the orientation and the sheet is placed in the offender's mental health file.

**17. SECURITY THREAT GROUP INVOLVEMENT:**

A Security Threat Group (STG) is defined by a group of three or more individuals with a common interest, bond, or activity characterized by criminal or delinquent conduct, engaged in either collectively or individually, with the potential to create a security threat to DOC facilities or offices and/or functions within DOC. This shall include, but not be limited to, gangs, disruptive and deviant groups.

**18. WORK PROGRAMS:**

The DOC shall provide a variety of work choices relevant to the current job market, both inside and outside of the facility with Correctional Industries, facility maintenance, operations, and, to the extent

possible, public works and community projects in accordance with the offender's classification and custody needs.

All able-bodied offenders are required to work unless assigned to an approved education or training program. Handicapped offenders will be allowed to work on special project assignments.

Assignment to any DOC work program will be through review and approval by the facility Classification Committee, including security and program determinations necessary for eligibility of Correctional Industries work.

Diagnostic offenders will not be assigned to work programs prior to their placement to their assigned permanent facility. Diagnostic offenders may be utilized by the facility to fill temporary positions as Living Unit Porters or other temporary jobs.

Long Term Medical Offenders assigned to DRDC will be provided work opportunities that meet their medical treatment and physical limitations.

Female offenders assigned to DWCF will be utilized to fill job assignments at both DWCF and DRDC.

Job assignments will be given based on the custody level and/or programming needs of the offender. Job assignments include positions in Correctional Industries, Institutional Support, Food Services, Physical Plant, Warehouse, Canteen and Therapeutic Community.

19. **OFFENDER AUTHORITY OVER ANOTHER OFFENDER (850-01):**

**No offender has any authority over any other offender.**

20. **SANITATION, HYGIENE, CELL INSPECTIONS, HOUSEKEEPING, & MSDS:**

**Hygiene Items:**

All new arrivals will receive a hygiene kit containing the following:

One bar of soap, toothbrush, toothpaste, comb and one roll of toilet paper.

Male Offenders will receive one disposable razor.

Female Offenders will receive sanitary napkins.

All Offenders will be able to order hygiene items from the approved Living Unit Canteen List.

Indigent Offenders who have less than \$4.60 in their account for 30 days will receive basic hygiene items.

**Hair Care - Barber:**

Upon initial intake, for security purposes, all newly admitted offenders will remove artificial hair, weaves, braids and all facial hair will be removed.

At DRDC, offenders may request a haircut via the "kite" system after being at the facility for forty five (45) days. They may also request a haircut prior to a court appearance or meeting with the parole board.

### **D.W.C.F. Cosmetology:**

Hair Trim/Cut is free of charge once a month a cosmetology request form must be submitted.

Unit 5 (including DU offenders) are eligible for hair trim/cut only.

Withdrawal slip must be submitted with request form for paid hair cuts. Appointments will not be scheduled until withdrawal had been approved by inmate banking.

One shade up or one shade down from the offender's natural color is the only choice given for hair color.

### **Cell Inspections:**

Cell inspections will be done on a routine basis. Please note the following rules.

- a. Accurate and legible name tags displayed in the tag holder on the front of the cell door at all times
- b. Cells will be clean and free of clutter
- c. Do not damage cells, e.g. do not write, scratch or mark on door, walls, desk, windows, etc.
- d. No covered windows
- e. No covered vents or lights, do not plug the ventilation grill
- f. No excess food or condiments
- g. No items stuck to walls
- h. No contraband

Any violations to the above listed rules and regulations will be addressed within the COPD Process. Any item or substance stuck to, smeared on, placed in or over the cell vent, light, window, wall, speaker, smoke detector, or fire sprinkler head will be considered a Class I, Rule 16, Tampering with Locks or Security Devices and disciplinary charges will be filed in accordance with The Code of Penal Discipline (COPD).

### **Housekeeping Rules:**

As a general rule, all cells are expected to be clean and free of clutter. Legal papers should be stored in a two cubic foot box. Trash will be disposed of daily.

Specific cleaning schedules vary between living units. Cleaning materials are available from the Living Unit Staff. Check-out and instruction on chemical usage will be provided upon initial issuance.

### **MSDS:**

A Material Safety Data Sheet (MSDS) is defined as a document concerning a chemical. Each MSDS shall be in English and shall contain the following information: the identity used on the label, physical, and chemical characteristics (vapor pressure, flash point) physical and health hazards, primary routes of entry, exposure limits, precautions for safe handling and use, control measures, emergency and first aid procedures, and the chemical manufacturer name, address, and telephone.



All chemicals at DRDC and DWCF must have an accompanying MSDS. MSDS's are not required for a variety of products, including food, drugs, cosmetics, and medical devices. A copy of all MSDS forms will be maintained in the office of the Life Safety Coordinator, DRDC Clinic, and DWCF Clinic.

21. **FAMILIARIZATION OF STRUCTURAL LAYOUT:**

Authorized DOC Employees will familiarize offenders with general structural layout of their respective facility.

22. **COUNTS, ESCORTED & CONTROLLED MOVEMENT:**

**Counts:**

There will be informal and formal counts. Informal counts may be held at any time. Formal counts will be conducted at 2:00 a.m., 5:00 a.m., 10:30 a.m., 4:00 p.m., and 9:15 p.m. The 1030 a.m., 4:00 p.m. and 9:15 p.m. counts are standing counts. You must be standing at you door with your ID.

All cell lights will be turned on during all formal counts, except for the 2:00 a.m. count.

Since the counting officer is required to ensure that all offenders are secure, if you are sleeping and covered, the officer may wake you and ask you to uncover your face. You must cooperate. Failure to do so may result in a COPD charge, Class II, Rule 21, Count Interference as well as a Level Reduction when applicable.

**Escorted & Controlled Movement**

All movement at DRDC is escorted. Offenders will not move about the facility without an authorized DOC Employee escort.

All movement at DWCF is controlled. Offenders are only permitted to move from one authorized area to another authorized are during scheduled and announced movement times. Failure to comply with controlled movement may result in COPD sanctions.

23. **CASE MANAGEMENT CONTACT;**

Offenders will be assigned to a Case Manager throughout their period of incarceration.

Initially, the Case Manager will be the Programmer from the Assessment and Classification Unit. Upon completion of the Assessment Process, your file will be assigned to a facility Case Manager.

The Case Manager is your contact person for issues related to your programs, time computation, work assignments, security needs, classification, medical and mental health needs.

Any request to speak with a Denver Complex staff member, other than unit officers, offenders must submit a "kite" that can be obtained from a unit officer.

24. **PROPERTY LIMITATIONS, COMPLIANCE, REGULATIONS & REQUIREMENTS (850-06):**

Offender property - issue, cleaning, repair and dress code are explained in AR 850-5 and in the facility posted operational rules. Additions to the facility dress code are covered under AR 850-5, Implementations and Adjustments.

Diagnostic Offenders are authorized to have in their possession any items that are allowed by DOC Form 850-6B and items purchased through canteen as outlined in AR/IA 200-11, Canteen. Allowable property includes 6 books, 2 faith group items, 1 eyeglasses/case, authorized hygiene items, legal papers, 5 photographs, 1 plain wedding band & 1 pair of shower shoes. General Population Female and Long Term Medical Offenders (DRDC) are authorized to have in their possession any items that are allowed by DOC Form 850-6A and items purchased through canteen, as outlined in AR/IA 200-11, Canteen.

Offenders are responsible for all of their allowable personal property and shall secure their personal property from theft or loss by utilizing their authorized storage lockers. The total value of an offender's property will not exceed \$300.

Offenders will not exchange, loan, give or borrow property with each other at any time. This is a violation of the Code of Penal Discipline. Property in an offender's possession but not on the offender's property list may be considered contraband and may be destroyed in accordance with AR 300-6. Any property that has been altered in any way from its original condition and intended purpose from time of purchase may be confiscated as contraband and disposed of in accordance with AR 300-6.

When an offender is moving from this facility, his property shall be packed out and inventoried with a copy of the inventory form 850-6A.

**25. HOUSING RESTRICTIONS:**

Housing restrictions include but are not limited to such restrictions as assignment to a bottom tier or bottom bunk. Restrictions can only be authorized by medical personnel to accommodate for a documented medical condition.

For further information offenders are referred to the Americans With Disabilities portion of this handout.

**26. POSTED OPERATIONAL RULE (POR):**

Posted Operational Rules are posted in each area of the facility to include, Housing Units, Recreation, Food Service, Programs, etc. The purpose of POR's is to define acts prohibited within the institution and in a specific area, such as those listed above.

Offenders are expected to comply with all Denver Complex Posted Operational Rules. Disciplinary action may be taken against those offenders who violate the Posted Operational Rules in accordance with the Department of Corrections Code of Penal Discipline.

**27. PRIVATE PRISONS:**

Offenders may be subject to assignment and transfer to Private Prisons. These are correctional facilities contracted and monitored by the Colorado Dept. of Corrections to house offenders deemed appropriate

for placement there. As with other facility assignments, placement in a Private Prison is not a grievable issue.

**28. AMERICANS WITH DISABILITIES:**

It is the policy of DOC to provide offenders with disabilities, with or without reasonable accommodations access to DOC's programs and services. Offenders with disabilities are not denied access to programs, benefits, activities and services because of their disability. All facilities designated to house inmates with disabilities will provide comparable programs, services and benefits available throughout comparable DOC facilities to ensure that inmates with disabilities are not discriminated against because of their disability. Offender Services assigns offenders with disabilities to those facilities which meet the offender's physical needs based upon the medical screening.

Upon arrival at DRDC Intake, the medical initial assessment determines whether the offender has a disability and the temporary accommodations. Visually impaired offenders will listen to the video tape presentation or will have the orientation read to them by a DOC Employee. They will be given the opportunity to ask questions to clarify any issues they may have. Auditory Impaired offender will be given all orientation materials in written form and read the orientation. A DOC Employee or Contract Worker that can communicate with the offender will be available for the offender so that they will have the opportunity to ask questions to clarify any issues they may have. Mobility Impaired offenders will be able to participate in normal orientation processes and will be given the opportunity to ask questions to clarify any issues they may have. A copy of the Montez Remedial Plan & all subsequent stipulations are available in the library for offenders who need more information. A list of ADA accommodations will be made available to offenders in need of ADA assistive devices. The written information will be provided at the request of the offender.

At DRDC all offenders are escorted. All cells have an intercom. If there are any unusual announcements, DOC Staff will notify the hearing impaired offenders. Staff will assist offenders with disabilities during an evacuation or emergency. Mobility Impaired and Visually Impaired offenders will be provided assistance if needed in order to participate in various programs, medical, classes, etc.

**29. NON-DISCRIMINATION POLICY;**

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. The DOC shall also protect offenders, to the extent practical, from personal harm.

In compliance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, it is the policy of the Colorado Department of Corrections to provide employment, benefits, and/or services to employees, offenders and the public without regard to Race, Color, National Origin, Handicap, Age, Sex, Religion or Sexual Orientation.

Accordingly, the CDOC shall not discriminate on the basis of these factors in its employment practices or in admission or access to treatment, programs and/or services. Offenders who feel they have been discriminated against on the basis of any of the prohibited factors may file grievances in accordance with the provisions of the Administrative Regulation 0850-004 *Offender Grievance System*.

**30. EMERGENCY NOTIFICATION PROCESS:**

Please inform your family, that if there is a serious family illness or death, a family member should contact your Case Manager.

Have your family member give the Case Manager as much information as possible, such as, who, what, where, when, etc.

The Case Manager will notify the Chaplain who will verify the information.

Once information is verified, the Chaplain will notify you and answer any questions you may have concerning the emergency.

31. **OFFENDER DRESS CODE:**

All offenders are required to be fully dressed in proper uniform when outside their cell (DRDC) or living unit (DWCF).

The uniform must be closed in front (DRDC may have the top snap left open). Offenders must have their ID card on there person.

State issued boots must be worn unless the offender has a medical slip on their person stating why they are not wearing state issued boots.

If the pant legs are too long, send a “kite” to laundry requesting a change (DRDC) or to have the pants tailored to fit (DWCF). No “blousing” of the pants will be allowed. Pant legs must be loose around the ankles.

T-shirts (white for DRDC) and underwear must be worn at all times. T-shirts will be tucked into the green pants.

All cut, torn, collarless (DRDC), sleeveless and otherwise altered T-shirts are prohibited and will be confiscated. Charges may be assessed to the offenders if the T-shirt was altered in any way.

DRDC offenders are prohibited from wearing their jumpsuits with only one arm in a sleeve and the other arm out of the sleeve.

Offenders in the day room areas must wear socks and footwear (boots, shower shoes, or medically approved tennis shoes).

Footwear as well as some form of body covering must be worn whenever offenders are going to the shower area (DRDC).

When leaving the pod or housing units, offenders must be fully dressed, including boots.

Clothing that has been manipulated or marked with any gang writing will be confiscated and will result in a COPD violation.

32. **ID CARDS:**

Offender Identification Cards will be issued upon arrival at DRDC. The ID Card must be carried by the offender throughout their incarceration.

The ID Card must be carried on the offender's person.

If an offender loses their ID Card, they will pay for a replacement ID Card.

33. **MEALS:**

DRDC:

All Diagnostic Offenders must attend all meals unless they have been given a lay-in slip by Clinical Services excluding unit three (3) and four (4).

All offenders must be in proper uniform.

Offenders are not allowed to take anything in or out of the chow hall (exceptions include: ID cards, Medical Sick Call slips).

DRDC offenders must refrain from speaking to the DWCF female offenders.

Diagnostic offenders must sit where directed to by staff. The dining tables with the red painted stools are off limits without staff authorization.

Meal times are as follows: (Offenders will generally be served within one (1) hour of these times.):  
Breakfast, 6:00 a.m.; Lunch, 11:15 a.m.; Dinner, 4:30 p.m.

34. **FIRE SAFETY:**

Everyone is responsible for fire safety. Every precaution should be taken to eliminate the possibility of a fire in your cell and unit as well as other areas in the facility.

Evacuation drills are conducted at least quarterly. You are to follow all directions given by the officers.

Emergency evacuation plans are posted in all living units.

The following are your responsibilities; failure to comply may result in a COPD violation.

**Do not** tamper with any part of the smoke detection or fire suppression system.

**Do not** tamper with any parts of the heating and air-conditioning systems.

During evacuation situations, you are to follow all directions given by the Officers.

**Offenders with disabilities that require assistance during a fire evacuation will be identified by DOC employees and provided assistance during a fire evacuation by DOC employees.**

35. **ORIENTATION INFORMATION HANDOUT:**

All Diagnostic/Assessment offenders will receive a copy of the Orientation Information Handout and a copy of the Code of Penal Discipline upon orientation at DRDC or DWCF.

36. **DRUG TESTING:**

There are two (2) types of urine analysis (UA) conducted. The first type is when you are suspected of using harmful and/or illegal drugs. The second type is a random UA. Random UA's are the product of a computer selection in which the computer produces a random register number.

When the Department of Corrections chooses to take a urine sample from an offender, the offender will be ordered to produce a urine sample and will be given a time period to produce this sample. Any offender refusing to produce a urine sample will be charged under the Code of Penal discipline for a Class I, Rule 17 violation "Refusal to Submit to Drug Test".

Drug tests results that are reported as tampered with or diluted will result in being charged under the Code of Penal discipline for a Class I, Rule 17 violation "Refusal to Submit to Drug Test".

37. **PRISON RAPE ELIMINATION ACT;**

CDOC has policies and procedures for addressing sexual assault/rape and sexual misconduct. For more information regarding sexual assault/rape and sexual misconduct, you can access the Prison Rape Elimination Procedure Administrative Regulation (AR 100-40) through library access.

All SEXUAL BEHAVIOR (Sexual assault/rape and sexual misconduct of any type) is PROHIBITED while you are under the jurisdiction/custody of the Colorado Department of Corrections (CDOC).

If you have been a victim, witnessed, or you have knowledge of any incident of institutional sexual assault/rape or sexual misconduct, you may report it in writing or verbally to any staff member.

A PREA Hotline is also available. This line may be utilized by staff or the general public by telephone or by offenders through the CIPS system. This is a free call and you may remain anonymous.

CIPS: 1-877-DOC-TIPS-0  
Toll Free: 1-877-DOC-TIPS

- 1. Offenders alleging sexual abuse are not required to use the informal resolution process prior to receiving a grievance form.**
- 2. Third parties (to include other offenders, staff members, family members, attorneys, and other outside advocates) may assist offenders in requesting grievance forms for allegation of sexual abuse.**
- 3. of the CM is subject of a grievance containing an allegation of sexual abuse, offenders shall be allowed to submit the grievance form to a CM other than their own.**
- 4. Grievance alleging sexual abuse:**
  - (a) there is no time limit on when an offender can file a grievance regarding the allegation of sexual abuse.**
  - (b) CDOC can request an extension of time for up to 70 days to respond to a grievance alleging sexual abuse if the good faith effort to respond to the allegations necessitates an extension. The offender will be notified in writing of any extension**

38. **FACILITY/UNIT SPECIFIC INFORMATION:**

**General Information:**

Denver Complex Warden:	Dona Zavislan
Internal Associate Warden:	David Johnson
External Associate Warden:	Terry Jaques
Denver Complex Phone Number:	303-371-4804
Normal business hours:	Monday through Friday 8:00 a.m. - 5:00p.m.

**Day Hall Hours and Rules:**

Day Hall hours and rules vary throughout the Denver Complex, based on custody level and housing assignment.

Since all “new arrival” offenders are considered to be maximum security offenders, Day Halls are limited to one hour per day for “new arrivals”.

Living Unit Staff will orient offenders to the exact hours and rules upon assignment to a permanent living unit.

**Pod and Day Room Time:**

Offenders will be given the opportunity to receive one (1) hour of exercise per day outside their cells unless security or safety considerations dictate otherwise.

Offenders will be given the opportunity for yard time or day room. If the offender refuses, it will be documented and she / he will not be offered another opportunity until the following day.

Showers and cleaning of cells will be done during “out of cell” time. Cleaning supplies will be provided a minimum of three (3) times per week.

Offenders on pod time will be required to lock down at any time when directed to do so by staff. Failure to do so will result in the loss of “out of cell” time and/or disciplinary action.

While outside your cell, offenders must be fully dressed.

Headgear, (non-issue stocking caps, kufis, turbans, etc.), may be worn only in your cell, unless approved in writing. This means they may not be worn in the day room, or inside any other Denver Complex area.

**Intercoms:**

Intercom communication systems are available throughout the Denver Complex and in designated offender Living Units. Instructions on the use of individual call systems will be provided by the Living Unit Staff.

The intercoms which are located in your cell are to be used for legitimate or emergency purposes only. Do not call the officer in the unit control center and ask if there will be day room period, or if mail has been distributed or when meals take place.

**Out of Unit Activities:**

Upon returning to the cell house or pod from any out of the unit activity, (i.e. medical testing, programming, visiting, etc.), offenders are required to lock down immediately.

Removing any material or item from Diagnostic testing or programming areas without prior authorization from staff is prohibited.





## OFFENDER NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA”), the **Colorado Department of Corrections** will not discriminate against qualified offenders with disabilities on the basis of disability in its programs, services, or activities.

**Requests for Accommodation:** The **Colorado Department of Corrections** provides a method for offenders to request accommodation in accordance with the ADA. **Administrative Regulation 750-04** governs the request process and is available to offenders through the facility general libraries and/or law libraries. The request form may be requested from any staff member with access to DOCNET.

**Offender Assignments:** The **Colorado Department of Corrections** does not discriminate on the basis of disability in its offender work program assignment practices and uses the regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA as applicable to the department by Title II of ADA. **Administrative Regulation 850-03** outlines the offender assignment process.

**Effective Communication:** The **Colorado Department of Corrections** will, upon request, provide appropriate aids and services for effective communication to qualified offenders with disabilities so they can participate equally in **Colorado Department of Corrections** programs, services, and activities, including qualified sign language interpreters, access to TTY, large print, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments. **Administrative Regulation 100-19** governs communication practices with offenders.

**Modifications to Policies and Procedures:** The **Colorado Department of Corrections** will make all reasonable modifications to policies and programs to ensure that offenders with disabilities have an equal opportunity to access and participate in all of its programs, services, and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the **Colorado Department of Corrections** should contact the office of the ADA Inmate Coordinator (AIC), via inter-facility mail to Headquarters, as soon as possible but no later than one week before the scheduled event.

Complaints that a program, service, or activity of the **Colorado Department of Corrections** is not accessible should be filed as an ADA grievance and/or forwarded in writing to the ADA Inmate Coordinator (AIC), via inter-facility mail to Headquarters.

**Grievance Procedure:** The established **Colorado Department of Corrections** grievance procedure, **Administrative Regulation 850-04**, meets the requirements of the ADA. It may be used by any offender who wishes to file a compliant alleging discrimination on the basis of disability in provision of programs, services, or activities of the **Colorado Department of Corrections** and is available for offenders to view in the facility general library and/or law library.

Attachment “E”  
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