

## **Introduction From the Warden**

This Offender's Handbook is intended to help you with your transition and adjustment to the Idaho State Correctional Institution (ISCI). It will serve as an internal standard and guidebook only; Standard Operating Procedures, and Field Memoranda will take precedence over any discrepancies or if clarification is needed.

I do appreciate that your transition to prison or even just a transfer to this facility has wrought change into your life. I understand that you are here against your will, but I have little or no control over that issue. You were sent to prison as punishment for a crime. Your incarceration is that punishment; we are not here to punish you further. Our job is to manage your time here. It is my responsibility to provide a safe, clean, productive, and secure facility. My principal concern and obligation is to protect Idaho, department staff, you and your rights while you are here. I take my responsibilities seriously.

ISCI is a medium custody prison and you are expected to uphold a standard of behavior that allows you to live here. It is my intent that you live safely and securely. During your stay you will be required to follow your case plan as outlined by the RDU staff and your case manager. I expect staff at ISCI to be professional and courteous when they interact with you. I expect you to respond in a like manner with respect and courtesy.

Sexual activity, gang activity, violence, staff disrespect, drug trafficking, and drug use are not tolerated at ISCI and consequences for these behaviors will result in disciplinary action and/or alternative housing. It is my hope that you will make a decision to take advantage of your stay at ISCI by focusing on the opportunities available to you to effect change in your life. It is highly likely that the choices you have made in the past were instrumental in creating your current situation. The department offers numerous opportunities to stay active and productive while preparing yourself for return to your community. The overall goal of the Idaho Department of Correction is that you return to your community and live out the rest of your days as a free and productive citizen.

Your friends and family are important to your health and well being. I encourage you to take advantage of our visiting facility to maintain strong relationships with those close to you. Remember, visiting is your privilege. Always protect that privilege by not abusing it; maintain a good attitude and good behavior while visiting. The use of visiting to attempt contraband trafficking or prohibited behavior is not tolerated, and the consequences of attempting such will only serve to isolate you from the very ones who love and support you.

After completing the RDU process and upon being assigned to a housing location, you will find diversionary, personal, and program opportunities within the Idaho Department of Correction. Program activity can be extensive, varied, and in accordance with your pathway. Please make the most of the opportunities for change that you are offered. Your loved ones and friends make the ultimate sacrifice when you are incarcerated. Remember they have a huge investment in your success.

In closing, as Warden I've come to know many offenders within this institution; some as a result of disciplinary actions, and others because of positive accomplishments/contributions. The role you take, as in life on the streets, is a result of your bearing, behavior, and initiative. I wish you success with your time here and an eventual successful re-entry into society.

Randy Blades  
Warden

**Idaho Department of Correction  
Idaho State Correctional Institution  
Offender Handbook**

This handbook is provided to help you smooth the period of adjustment into IDOC. You will find information on various topics. If you have any question that is not covered in this handbook, do not hesitate to contact a member of the unit management team.

The Idaho State Correctional Institution (ISCI) consists of Housing Units 7, 8, 9, 10, 11, 13, 14, 15, 16, 24, Medical, Medical Annex, and a variety of support facilities.

You will be required to live within the rules as described in the Idaho Department of Correction Policies, Standard Operating Procedures (SOP), and institutional Field Memoranda. Some copies of Policies, SOPs, and Field Memoranda may be checked out through the unit staff or many policies may be viewed at appointed times in the Resource Center.

Any questions, concerns, or special needs when entering IDOC can be addressed to the case management team. For those of you in the Reception and Diagnostic Unit (RDU), unit team members will schedule you for the various assessments during the orientation process. Unit team members can also provide you with information on opportunities for education, jobs, treatment programs, or self-help groups that are available. **If you have a concern regarding your safety, you should bring it to the attention of a staff member at the first opportunity.**

**General Rules**

You will conduct yourself in an orderly and respectful manner.

All orders, written and verbal, will be promptly obeyed without question or argument.

You are responsible for checking posted memos, bulletins, and the daily callout.

You will be issued an identification card that will be worn on the outermost piece of clothing (shirt, coat, etc.) on the left breast pocket or collar with the photo facing out. You are responsible for the cost of a new ID if you lose or alter it.

All movements will be made during announced institutional movement unless escorted or authorized by staff of the sending location.

Dayroom and outside recreation time is a privilege and may be taken away due to institutional needs, emergencies, and/or disciplinary reasons.

**Housing Unit Rules**

It is important for you to know the rules for the housing unit to which you are assigned. These rules are posted in each unit. If you do not understand any of the rules, or have any questions, ask unit staff to explain them to you. Violations of any rules or orders may result in administrative/disciplinary action.

Unit 8 is detention and restrictive housing. RDU (Units 15 B Tier and 24 B Tier) is a restrictive housing unit. There are rules that apply in Unit 8 and RDU that do not apply to other housing units.

If a housing unit has more than one level, only the offenders assigned are permitted on the upper level. Exceptions are the tier janitors for cleaning purposes only. Nothing may be hung from stairs, railings, or cell bars.

Offenders are not allowed on a tier, dorm area, cell, or any unit that they do not live in unless approved by staff. Offenders will not congregate around the shower, toilet, or cell areas. These areas will not be a gathering or visiting area. All visiting will take place in the unit dayroom.

Loitering will not be allowed outside the front doors of any unit, in foyers, in doorways, or during yard movements.

Offenders will not lend, borrow, or give any property to any other offender. **Property found in the possession of another offender will be confiscated and treated as contraband.**

Supply times will be posted in your units. Some supplies are issued on a one-for-one basis. For example, you must turn in your empty toilet paper roll or old razor to receive a new one.

Unit to unit and cell to cell moves will be for security, medical, and/or institutional need only. Do not change cells or bunks unless directed by staff. Cell change requests will not be approved unless a specific, justifiable need is present. The unit sergeant will consider requests on an individual and priority basis.

The dayroom and showers are open during normal operational hours. Special allowances may be made for workers who must shower prior to work call at 0600 hours.

The dayroom is a common area for all offenders and the "majority rules" on the TV. The TV volume will be at an acceptable level as determined by staff.

The dayroom will be kept clean at all times; therefore it is expected that you will clean up your own mess. The only personal property allowed in the dayroom are mugs/cups, board games, playing cards, correspondence/legal material, educational materials, and personal hygiene items. Personal audio devices with headphones are permitted. No hotpots, radios, or any electrical appliances are permitted in the dayroom.

Some units have games and recreational items that may be checked out by offenders. These items are to be utilized in specified areas and must be returned at designated times.

Some areas have a red line around the officer's station. You will not cross the line at any time unless authorized by staff.

### **Prohibited Activities**

The following activities are prohibited. Participation in any of these prohibited activities will result in disciplinary action.

- Horseplay
- Gambling or games of chance
- Manufacturing of dice, dominos, chess sets, cards, or any other form of games
- Role playing games (e.g. Dungeons and Dragons)
- Conduct that disrupts or interferes with the security and orderly running of the institution

- Possession, introduction, or manufacturing of drugs, alcohol, weapons, tobacco or any other contraband
- Misuse of authorized medication
- Tattooing/self-mutilation, to include tattoo patterns and paraphernalia such as ink and motors
- Adulteration of food or drink
- The practice or use of any martial art, boxing, wrestling or other forms of physical encounter
- Nudity except when showering or changing clothes in authorized areas
- Sexual activity, to include proposals, or threats to others
- Profanity
- Misuse of the mail or telephone systems
- Altering, defacing or damaging any state property (including your ID card)
- Interference with institutional count
- Entering another offender's cell, or loitering in any cell door
- Tampering with locks or doors

### **Count and Siren Warnings**

There are five formal, scheduled counts each day. When recall is announced, you will report immediately to your cell or authorized count area and remain there for count.

You must be on your bunk at count and remain there until both officers have passed and counted. The 1610 hour count is a sitting count, which means you must be sitting up on your bunk when counted. You may at anytime be required to be in a sitting position or show ID as directed by staff.

The siren is the official notification to all offenders and staff of an exercise, emergency situation, disturbance, etc. Offenders will obey all orders given by staff in a prompt manner; disruptive behavior will not be tolerated.

When the siren sounds:

- All activity will cease and everyone will remain where they are.
- Offenders will immediately place their hands on their heads and sit down until given direction by staff to do otherwise.
- Offenders will keep their hands on their heads as they are escorted by staff back to their units to be secured.
- Offenders will be moved according to their units.
- All units will be secured until further notice.
- Offender phones may be shut off.

### **Cells**

Your cell may be searched at any time. You do not have the right to be present during the search nor will you be allowed to observe. Staff will review any confiscated items with you after the search.

All general areas and cells will be kept clean and free of trash and obstacles.

Writing/graffiti on the walls is prohibited.

Do not cover any ventilation vents, lights, plumbing equipment, locking mechanisms. Report broken, damaged, or malfunctioning items to the unit sergeant.

Do not cover or block cell doors or windows.

Call buttons or intercoms are for emergency use only. Do not cover call speakers.

Pictures may only be placed in the framed area of the cell wall or designated area. Pictures removed from magazines are considered contraband and will not be allowed. Items authorized in the framed area of the cell wall are photographs, postcards, certificates, calendar, and authorization memos. Nothing is to exceed 8 ½ x 11" in size except for the calendar. No nudity or any religious connotation will be displayed.

Hooks may be purchased from commissary and may only be hung in the designated square.

Plastic buckets may be checked out (using your ID) for washing laundry. Buckets will not be kept in cells.

Only the medical staff may authorize the use of a chair in your cell and you must be in possession of a current medical memo.

Unless you have a valid medical memo, only one standard mattress is permitted per bunk.

Lockers will not be stacked, and the view into the cell will not be blocked. The locker will not obstruct the view of your head when you are sleeping.

You may only have one TV, one radio, one fan, hot pot, a mug or cup, and one clock on top of your locker. Televisions may be placed on personal (not state) towels on the lockers to act as an insulator.

Headphones will be used on TVs and personal audio devices so equipped.

No electrical cords will be taped to the floor or woven into the frames of the bed.

Containers in your cell will contain their original contents. Dispose of all empty containers. You may purchase storage containers through the commissary.

No cardboard will be allowed in your cell. The only allowable cardboard items are the guitar case sold with the guitar and the cardboard box from the flat screen TVs. If the boxes are used for any other purpose, they will be confiscated.

You are limited to the amounts of property as stated in **SOP 320.02.01.001 Property: State Issued and Offender Personal Property**; anything over that limit shall be treated as contraband.

Any items that are issued by the department will not be used as rugs, curtains, or locker covers. No state-issued or personal item is to be utilized for anything other than its intended purpose.

### **Appearance and Hygiene**

Clothing and living areas will be kept neat and clean.

Offenders are required to wear clean clothing consistent with the facility schedule of clothing exchange, self-service exchange, or a combination of the two.

Hats, headbands, bandannas, sunglasses, and other headgear will not be worn indoors unless on a work assignment (e.g., maintenance). Hats must be worn with the visor in front. Sunglasses will only be worn to cover the eyes when outdoors.

Hairstyles will be kept in compliance with **SOP 306.02.01.001 Hygiene of Offenders, Offender Barbers, and Facility Housekeeping.**

Beards that are up to ½ inch in length are allowed. They must be kept neat and trimmed. Variations of acceptable beards are goatees, soul patches, and long sideburns. Offenders will trim their beards in the gymnasium barbershop. Offenders may submit a request for a religious exception to grow their facial hair up to one inch (1”) in length. The offender must submit a notice to the religious activities oversight coordinator in accordance with **SOP 403.02.01.001, Religious Activities.**

Any religious item will not be visible, to include religious medallions. Some religious items are allowed only in your cell or the chapel in accordance with **SOP 320.02.01.002 Property: Religious.**

Sweatpants, shorts, or bathrobes may be worn to the bathroom/shower areas/cells. Sweatpants with T-shirts or institutional blues and T-shirts, commissary purchased shorts, may be worn in the dayrooms (no pajamas).

Offenders must be fully dressed in proper institutional clothing before leaving the tiers. Shower shoes are not permitted outside the unit.

Offenders may wear commissary purchased gym clothing to the gym or recreation area. They may wear gym clothing from the gym to Pendyne to pick up their lunches. At all other meals, they will be fully dressed in proper institutional clothing.

Altering state property or personal clothing and/or bedding is not authorized; e.g., cutting sleeves off of T-shirts, ripping up socks/sheets to make up headbands.

No oversized pant/shirt combination or gang fashions will be allowed. Trouser belts will not exceed 4” in length past the belt buckle.

Offenders are required to shower at least three times per week and maintain good personal hygiene habits.

### **Areas of Access**

Never enter an unauthorized area, including the perimeter fence dead zone, for any reason.

Do not approach a pass through without approval or direction from unit staff.

The red lines represent unauthorized areas. Do not cross the red lines in front of cells and exit areas unless you are entering/exiting your cell/dayroom or have the permission from staff.

### **Attorney Visits**

You may write to attorneys requesting assistance. Attorneys visiting you at ISCI should call the facility (336-0740) prior to 1300 hours at least one day in advance and make an appointment through the visiting officer. Attorneys should furnish their own interpreters, if needed. Visits should be scheduled between 0800 and 1500 hours Monday through Friday, excluding holidays.

## **Barber Shop**

A barber shop is available in the recreation facility. Barber shop rules and procedures for obtaining scheduled haircuts are posted. If you wish to receive a haircut, show up on your gym time between 1300-2100 hours Monday through Friday (except holidays) and wait in line at the barber shop. No appointment is needed. In the event you are unable to go to the barber shop, you may make a request for an appointment through the recreation sergeant. Hairstyles will be in compliance with **SOP 306.02.01.001 Hygiene of Offenders, Offender Barbers, and Facility Housekeeping.**

## **Case Management Team**

All housing units have case management teams. The management team consists of security, treatment, and case manager staff. The facility head or designee may identify additional team members from maintenance, food service, or education. The team is set up to help you develop a case plan, to address the day-to-day routine of ISCI such as disciplinary hearings or classifications, and to help in establishing a parole plan. When a member of the case management team meets with you, take advantage of this time to have your questions answered or to bring up any concerns that you may have.

Decisions on an offender's programming are based on his needs assessment and case plan.

## **Chapel/Religious Programming**

The religious volunteer program seeks involvement of individuals from the community in the religious services offered to you. Chapel/religious programming provides an ongoing program of religious education maintained for the purpose of allowing you to gain a greater knowledge and understanding of your faith's doctrine, beliefs, conduct, and religious observances. This is accomplished by offering interdenominational worship services, religious education classes, religious counseling, crisis follow-up, and other religious needs in close cooperation with security and other programs.

All general population offenders on the ISCI compound are welcome and encouraged to utilize the religious programming offered through the chapel and to attend any religious worship service, class, or activity of their choice.

Religious property must be purchased from commissary or from an approved source. An example of an approved source is a reputable retail outlet, bookstore, specialty store, general merchandise store, etc. The volunteer religious coordinator (VRC) will not make exceptions if the religious property is obtained out of compliance with policies.

If you want approval to purchase a religious item, send a concern form to the VRC. The approval or disapproval will be included in the response.

Hardback books, including Bibles, require an exception from the facility head.

## **Classification**

When you entered the Idaho Department of Correction Reception and Diagnostic Unit (RDU), you received an "initial classification". This initial classification determines where you may be housed. Within six months, you will be scheduled for a reclassification to determine whether or not your custody level will change. This process assesses risks and institutional conduct (program participation, crime, parole date, escape history, etc.) and assigns a point value to each. The total number of points

determines your classification. If your points have changed, either up or down, you may be moved (or identified as eligible for reassignment) to whatever institution is appropriate for your custody level.

After your first “regular” reclassification, subsequent or scheduled classifications will occur every 12 months unless an event occurs that would cause an un-scheduled review (e.g., parole dates received or modified, disciplinary actions, detainers or convictions received, sentence discharges).

This system is used to move people to higher or less restrictive levels of custody when appropriate. It is important to remember that a classification is a guideline only; it is not a right. The custody level assigned is driven by what, from a security perspective, is needed to supervise an individual.

#### While in RDU

It is in your best interest to be familiar with the policies and procedures governing classification. To learn more about this process, read **SOP 303.02.01.001 Classification: Offender**. Questions regarding your classification should be addressed to your case manager.

### **Commissary**

In order to purchase items in the commissary you must have money in your offender account. The maximum spending limit for commissary is \$80 per week. Items must be purchased from the menus provided by the commissary. Property, such as radios and TVs, must also be purchased from the property menu and is not included in the \$80 weekly commissary total. When filling out the menu, your signature and offender number must be on the menu or it will not be processed. Per **SOP 319.02.01.001 Restrictive Housing**, offenders in restrictive housing are limited to \$50 weekly commissary.

In order to receive commissary, you must present your offender ID card to the commissary employee at the time of delivery. Staff will not sign for your commissary. You must verify the contents and condition of the order with the commissary employee at the time of delivery. Do not give concern forms or anything else to the commissary employees. Use the institutional mail system to send and receive information from the commissary.

All sales are final and you must take all or none of the order. Keep your receipts, as they are your only proof of purchase.

The only acceptable reason for an offender to refuse an order is if the plastic delivery bag is opened. Once an offender has opened the delivery bag, none of the items ordered may be returned for credit. If an offender decides he does not want an item, he must follow the property disposition process.

Commissary items will be delivered to all units except Unit 8 (Segregation). Some units may limit commissary items to hygiene, paper, and envelopes. Exception: paper and envelopes may be delivered to any unit.

#### RDU Commissary

Commissary while in RDU is limited. See posting for available items. The following hygiene items are issued upon arrival in RDU:

- 1 razor
- 2 bars of soap
- 1 Styrofoam cup
- 1 toothbrush and 1 toothpaste or toothpowder

- 1 small pencil

These items should last while in RDU or until the next re-supply day. Items such as toilet paper and razors will be issued on an exchange basis.

See also the **Laundry** section.

### **Commission of Pardons and Parole**

The Commission arranges the schedule for parole hearings. If you have any questions regarding parole plans, parole hearing or paroles in general, address them to your case manager. You may also choose to write directly to:

Idaho Commission of Pardons and Parole  
PO Box 83720  
Statehouse Mail  
Boise, ID 83720-1807

### **Concerns**

Concern forms are intended to be an effective form of communication, dialogue, and problem-solving between staff and offenders. The concern process should be started only after attempts to resolve the issue on a personal (verbal) level has been exhausted. The concern form should be addressed at the lowest level. Typed concern forms will not be accepted without prior authorization; the concern must be handwritten in the allotted space on the form. No attachments are permitted unless requested by staff. The concern must contain appropriate language and specific, factual information.

A staff member must review and sign off the concern form before it is submitted. Staff should respond within seven days of receiving your concern form. If the issue cannot be solved informally, you may file a grievance (See Grievance Process).

*\*\*Offender concerns are to be addressed to the person most closely related to the problem. Sending your concern to the warden first will only delay you getting a response from the staff most closely related to your concern.\*\**

The following is a chain of command for general issues at ISCI:

**ADA Issues.** Start with the unit sergeant. If not resolved follow this chain of command: housing lieutenant, then administrative support manager.

**Banking.** Send appropriate issues to Central Office Offender Banking.

**Callout.** Notify the unit officer who will notify staff assigned to this area. If still not resolved, notify the administrative support manager.

**Chapel.** Start with the volunteer religious coordinator, then the deputy warden of operations.

**Commissary.** Commissary provider, then the administrative support manager.

**Education.** Start with the class instructor. If not resolved concern the education program manager, then the deputy warden of operations. If the problem is unrelated to education/programming, start with the officer on duty in Building 25.

**Food Service.** Start with the food service officer on duty. If not resolved concern the food service supervisor, then the food service manager, followed by the deputy warden of operations.

**Hobby Craft.** Start with your unit officer or hobby officer. If not resolved concern the unit sergeant, recreation coordinator, recreation sergeant, operations lieutenant, then deputy warden of security.

**Housing Unit Problems.** Start with the unit correctional officer. If not resolved, follow this chain of command: unit sergeant, housing lieutenant, then deputy warden of security.

**Laundry.** Start with the laundry corporal, followed by the administrative support manager.

**Mail Room.** Start with the mailroom sergeant, followed by the external security lieutenant, then the deputy warden of security.

**Medical.** Start with the medical staff person directly responsible. If not resolved contact the director of nursing, the health services administrator.

**Mental Health.** Start with the clinician, psych technician, followed by the unit sergeant, the clinical supervisor, the deputy warden of operations.

**Programming & Classification.** Start with your case manager, then the program manager, finally the deputy warden of operations.

**Property.** Start with the property officer, then the Property sergeant, operations lieutenant, then the deputy warden of security.

**RDU Problems.** Start with your case manager, or unit officer if it is a security issue. If not resolved, the RDU manager, then the deputy warden of operations.

**Resource Center.** Start with the paralegal in the Resource Center, then the deputy warden of operations.

**Telephone.** Contact telephone contractor or the administrative support manager.

**TV Channels off line.** Contact the administrative support manager.

**Visiting.** Start with the officer on duty in Visiting. If not resolved contact the visiting sergeant, then the deputy warden of security.

### **Disciplinary**

You will be expected to abide by the rules as outlined in **SOP 318.02.01.001 Disciplinary Procedures**. There may be other rules that will affect you such as housing unit, work, or programming rules. If you receive a DOR (Disciplinary Offense Report), your hearing will be conducted in accordance with policy. You are encouraged to read this policy.

### **Drug Testing**

There is a random urine analysis (UA) testing procedure at all Department of Correction facilities and a lottery system is used to select participants. UAs may also be conducted based on an observed incident or reasonable suspicion. Other methods of testing for drugs may be used. Refusal to submit to a drug test will result in the automatic issuance of a disciplinary offense report (DOR).

### **Food Service**

The ISCI dining hall is named Pendyne. ISCI offenders prepare the food and the same menu is used for all facilities. A dietician develops the menu. Meals are served three times per day except on weekends and holidays when meal service provides two meals with the same nutritional value as three meals. The average daily caloric content of the mainline menu is 2900 calories. Following are some general rules you will observe in Pendyne:

- You will line up to receive your tray; when received, proceed to the beverage island and then sit down at the next open seat.
- You may not save seats for others.
- You may not get up to visit other tables.
- You may not give your tray or any food item to other offenders.
- There will be no talking in a loud manner or calling between tables.
- If there is a problem or concern with your tray, bring it to the attention of the food service staff before you sit down, otherwise, you will not receive any missing items.
- Remain in your seat until you are finished eating, then take your tray to the Clipper Room (dishwasher) and immediately leave the dining hall.

In addition to the mainline menu, the facility offers modified diet menus. Offenders may sign up for one of these diets instead of the mainline menu. Selective diet requests must be made by the 25<sup>th</sup> of each month. The optional modified diets are:

- Healthy Choice: reduced in calories, fat, sodium, sugar
- Ovo/Lacto: vegetarian with eggs, milk, cheese and other dairy
- Vegan: no animal products
- Non-pork

Partaking of a meal other than what you signed up for will result in being removed from a selective diet for the remainder of the current month and for the next two months.

#### RDU Offenders

Upon entering RDU you may submit a request for a selective diet. Be sure to note on the form that you are in RDU to be eligible for the selected diet for the current month.

Upon returning to the unit from Pendyne, all RDU offenders are to return directly to their cells and secure their doors.

### **Grievance Process**

Offender Concern and Grievance forms are available through the Resource Center, case manager, or unit officer. Offender concerns are to be addressed to the person most closely related to the problem (see Concern section). Every effort should be made to resolve concerns informally before filing a grievance. Refer to the **SOP 316.02.01.001 Grievance Procedures** for detailed explanation of the grievance procedure. If you have any questions about the grievance process, contact your case

manager or the grievance coordinator. **It is imperative you follow the grievance process. Grievance not completed correctly will not be processed and will be returned.**

#### RDU Offenders

Within ten days of arriving at RDU you will receive both written and verbal instructions regarding the grievance process.

### **Hobby Program**

**SOP 608.02.01.001 Hobby Craft** and **Field Memorandum 608.02.01.001 Hobby Craft** explain the policy and procedures for offender hobby craft. Some hobby crafts may be done in the housing units. If you wish to be involved in hobby craft, you must be financially capable to purchase tools and materials needed for your desired hobby. Hobby craft is a privilege, not a right. Any misconduct in regard to hobby activities will result in the loss of hobby privilege. Hobby craft items must be mailed out immediately upon completion. At ISCI, there is a hobby shop located in the gym, which provides work areas for hobbies that are not allowed in the housing units. For more information on the hobby shop, see the hobby shop supervisor.

#### Hobby craft in RDU

Hobby craft is not available while in RDU.

### **Identification Cards**

You will be issued an identification card that will be worn on the outermost piece of clothing (shirt, coat, etc.) on the left breast pocket or collar with the photo facing out anytime you are not on your assigned tier. If you change your appearance, e.g., grow a mustache, beard, or change the length of your hair, you will be charged for having a new ID card made. RDU offenders must be clean shaven until the initial photos are taken. Moustaches are authorized. It is recommended that you remain clean shaven while you are on your Rider.

Offenders will be charged for lost, damaged, or altered ID cards, e.g., rounding of corners, scratching a border.

### **Indigent Offenders**

Indigent offenders are offenders whose offender trust account balance has 1) been less than the current price of a franked, first-class envelope available through commissary and 2) not had any deposits for thirty (30) consecutive days.

Offenders that meet the above requirements are eligible to receive four envelopes and eight sheets of paper per month for domestic or international letters. The department will not bear the cost of mailing packages for indigent offenders. Offenders requesting envelopes will need to complete the ISCI Indigent Offender Request for Stamped Envelopes Form and submit it to the unit sergeant no later than the 7<sup>th</sup> of each month. Stationery for legal work may be obtained from the Resource Center. Up to 25 sheets of paper per week will be supplied to indigent offenders for the purpose of legal work only. Request for indigent legal supplies must be made on an Access to Courts form.

Hygiene items for indigent offenders are available from the housing units on a scheduled basis. These items include toilet paper, soap, razors, tooth paste and toothbrushes. Usually these items will be provided on an exchange basis.

Offenders who misuse or abuse indigent supplies may be restricted from receiving future supplies.

## Individual Case Plan

Individual case plans are based on the assessment of the offender's needs and risk to the community. The plan is developed jointly with the offender and case manager and provides goals, objectives, and action steps for each offender to meet during incarceration or supervision. Progress on the plan's completion is considered for parole opportunities, privileges, work opportunities, and housing placement.

The following treatment and education services are provided for those offenders who are assessed as having an identified need and have appropriate goals on their case plan:

- Cognitive Self Change – addresses thinking errors
- Relapse Prevention – addresses substance abuse issues
- Breaking Barriers – addresses thinking errors
- Anger Management
- Pre-Release – prepares offenders within close proximity to parole or release
- Literacy Education – completion of GED
- Secondary Education – completion of high school diploma
- Special Education – support services for offenders under the age of 21 years
- Workforce Development – addresses vocational skill development
- MRT
- SOTP

The case managers work with the program managers to ensure enrollment of appropriate offenders into the identified classes.

## Laundry

The state will issue the following articles of clothing, bedding and footwear:

|                              |                                 |
|------------------------------|---------------------------------|
| 2 pair blue denim jeans      | 1 pair shoes or boots           |
| 2 blue denim shirts          | 1 stocking cap—seasonal         |
| 3 undershorts                | 2 cotton sheets                 |
| 3 undershirts                | 2 blankets—3 during cold season |
| 3 pair socks                 | 2 cotton towels                 |
| 1 blue web belt/buckle       | 1 nylon laundry bag             |
| 1 blue denim jacket—seasonal |                                 |
| 1 belt                       |                                 |

### RDU Offenders

RDU offenders will be issued the following articles of clothing, bedding, and footwear:

|                              |                                 |
|------------------------------|---------------------------------|
| 2 jumpsuits                  | 1 mattress                      |
| 3 undershorts                | 2 cotton sheets                 |
| 3 undershirts                | 2 blankets—3 during cold season |
| 3 pair socks                 | 2 cotton towels                 |
| 1 pair deck shoes            | 1 stocking cap—seasonal         |
| 1 pair shower shoes          | 1 nylon laundry bag             |
| 1 blue denim jacket—seasonal |                                 |

Each housing unit is scheduled to wash clothing twice weekly. Towels and sheets should also be washed on these days. Blankets are scheduled to be washed once weekly.

You may only order your actual measurements. Ordering above or below your actual size may result in corrective action. Obtain a reissue form from your unit officer for exchanges, reissue, replacement, or repair.

If you need unusual size footwear, submit a laundry request form and you will be scheduled to go to the laundry to be fitted. If the special need is based on medical reasons, the medical department will provide the footwear.

A third blanket, a blue denim jacket, and a stocking cap may be issued during cold weather with approval of the unit sergeant. The institution laundry may recall cold weather items when they are no longer approved due to warm weather.

Remember that you are responsible for your clothing. It will be your responsibility to keep your clothing and bedding laundered weekly.

When sending clothing in your laundry bag, make sure the bag is tightly secured. State issued items that are lost due to a bag coming open will be replaced with clean used clothing. The department is not responsible for lost personal items. Do not send rugs in your laundry bag.

It is your responsibility to exchange shirts or pants with tears or rips as soon as possible. You may be held financially responsible for the items that are lost, stolen, or altered. Any changes in the laundry schedule will be posted on the unit bulletin board.

Reference **SOP 320.02.01.001 Property: State Issued and Offender Personal Property.**

### **Library**

Books for recreational reading are available from the library located in the Education Building 25. The library also receives five daily newspapers from around the state of Idaho and many magazines. The library is open to the general population Monday through Friday. Library request forms are available in each unit. Offenders fill out the forms and send them to the librarian through institutional mail. Names and library times will be posted on the Callout.

### **Mail**

The mailing address for this institution is:

ISCI  
Offender Name (full name, no nicknames) IDOC #  
ISCI Housing Unit # \_\_\_\_, tier, cell, bunk  
PO Box 14  
Boise, ID 83707

When you give the address to people writing you, the above information must be included on the envelope. You are also responsible for letting people know when your housing assignment has changed or when you leave the institution. Your family and friends may check your housing location by accessing the Department's website [www.idoc.idaho.gov](http://www.idoc.idaho.gov) and clicking on the offender search link. Personal mail will be forwarded for 60 days. Junk mail, bulk mail, and some third class mail will not be forwarded.

Mail is processed Monday through Friday, excluding holidays. Mail is processed within 24 hours of receipt, either coming in or going out. All mail will be searched before entering the institution. The only

exception to this rule is legal mail. Legal mail will be sent to your housing unit and will be opened in the presence of an officer and you will sign a log sheet upon receipt. If a mistake was made and a piece of legal mail was opened, it will be noted on the envelope as to what happened. Mail will only be given to the offender to whom it is addressed. Money orders that manage to get through the mailroom must be turned into your unit staff.

Outgoing mail must have a stamped envelope purchased from the commissary or distributed through the indigent process. If you believe you are indigent, you may request free stamped envelopes (see **Indigent Offenders Section**). Outgoing mail will be given to unit staff.

If you have an immediate family member who is also incarcerated and you wish to correspond with him or her, Offender to Offender Correspondence Request Forms are available from the unit staff. Requests should be forwarded to ISCI Records.

Incoming mail restrictions are outlined in **SOP 402.02.01.001 Mail Handling in Correctional Facilities**. It is in your best interest to be familiar with this policy to learn more about what you are allowed to receive. Magazines may be ordered but must be prepaid. You may not enter into a "bill me later" agreement.

### **Master Schedules/Callout**

Copies of all schedules can be found on the unit bulletin boards or the institutional TV located in the dayrooms of each housing unit. These include but are not limited to:

- Resource Center
- Education and programs
- Medical/dental/pharmacy appointments
- Chapel
- Property
- DOR hearings

### **Medical Care**

To receive non-emergency medical care, you must fill out a Health Service Request Form available in your unit. Do not use an offender concern form. The form must be filled out completely and legibly. Take it with you to Sick Call at times announced for your unit. Medical staff will review your request and you will be seen based on need and assessment outcome.

If you need emergency care, notify any institutional staff member who will, in turn, contact the medical department and make arrangements for you to receive the necessary medical attention.

PPD screening (TB testing) is done annually during your birth month. Your name will be placed on a Callout for the TB testing clinic. It is very important that this test be performed. If your name does not appear on the list, submit a Health Service Request Form and you will be scheduled.

Health Evaluations (physical exam) will be provided as follows:

- Residents 50 years of age or over will be scheduled on an annual basis during their birth month.
- Residents 40-49 years of age will be scheduled every three years during their birth month.
- Residents under 40 years of age will be scheduled every five years during their birth month.

## **Medication**

For KOP (Keep On Person) medications, once the prescribed medication has been received in pharmacy, your name will be placed on the Callout list and you will need to appear at pharmacy to receive your medication at the time listed. If your name is not on the Callout, the pharmacy does not have your medication.

For single dose medication, you will need to go to the pharmacy window at pill call times corresponding with the time your medication dose is scheduled to be given. Do not ask for KOP medication during pill call times. There will be some medications that are kept in stock in the pharmacy that may be started the same day the provider has ordered them. This will be at the discretion of the provider and the pharmacy.

In order to refill "as needed" or PRN medications, you will need to submit a Health Services Request form to the pharmacy window four to five days before your medication will run out. All other medication will be automatically ordered by the pharmacy. Most medications are ordered for either a three or six month period. You are responsible for contacting a medical provider to have your medications renewed.

All single dose medication must be taken at the time of issue while in the pharmacy window area. Failure to do so may result in disciplinary action.

If you have medication left over, return it to the medical staff the next time you pick up your medication. Do not keep expired medications or throw them in the trash container.

## **Medical Co-Pay**

A co-payment may be charged to all offenders for health care visits they request. Sick call service is assessed the standard co-pay fee of \$5 for an evaluation by any medical staff member or an emergency evaluation and treatment. Co-pay of \$3 will be assessed for each prescription or OTC (over the counter) medication. Prescription renewals will be assessed a \$3 co-pay fee as well.

Exclusions from the co-pay requirement are outlined in **SOP 411.06.03.001 Medical Co-Pay**.

Health care services will not be denied or delayed based on an offender's ability to pay.

## **Offender Central Files**

Your central file follows you as you move from institution to institution and is forwarded to Probation and Parole when you leave on parole, or to Central Records when you leave on final discharge. Copies of some documents from your central file may be requested from ISCI Records through institutional mail on a public records request form. The institutional records office cannot provide information such as Pre-Sentence Investigation Reports or prior records unless by court order.

You will be notified of a pending parole or final discharge release by your case manager.

## **Offender Trust Account**

Your funds are maintained in a trust account. Persons on the outside may make deposits to your account by sending money orders or cashier's checks made payable to (Offender's Name) and (IDOC

number) to the IDOC Business Office, which is the fastest means to have money placed on your account. To mail deposits to the IDOC Business Office, use the following address:

IDOC Business Office—Offender Accounts  
1299 N Orchard, Ste #110  
Boise, ID 83706

Personal mail may not be sent with checks to the Business office.

If money orders or cashier's checks are sent with regular mail, the mailroom will remove the money order and process it. The envelope will be stamped to indicate receipt of the money order and its amount. Any other mail in the envelope will be forwarded to the offender, providing it meets the requirements outlined in **SOP 402.02.01.001 Mail Handling in Correctional Facilities**.

Offenders may not send concern forms to staff requesting account balances, nor are staff to print out copies of account balances for offenders. Monthly statements are prepared by central office offender banking and distributed to offenders.

Offenders who need a certified bank statement for legal purposes will send a completed withdrawal to Central Office Inmate Banking. Be sure to specify whether the statement is for 6 months or 12 months. The current rate for one certified copy is \$.50.

### **Policy and Procedure**

Department rules are in the form of policy, Standard Operating Procedures (SOP) and institutional field memoranda. It is important that every offender be familiar with those policies. A handbook of frequently referred to policies is available in some units for checkout. Other policy requests should be directed to the facility policy coordinator. Some policies are available to be viewed in the Resource Center. Send a concern to the facility policy coordinator to ensure the requested policy is available. Watch the Callout for an appointment at the Resource Center. Not all policies are available for offender review; check with staff or the facility policy coordinator for availability.

### **Professional Boundaries**

Staff is expected to maintain strictly professional relationships with the offender population. Attempts to compromise a staff member or to enter into any other than a professional relationship may result in administrative or disciplinary action. There will be no touching of staff or offender.

### **Property**

All personal property items will be in accordance with the property policy for your custody level. This information can be obtained in **SOP 320.02.01.001 Property: State Issued and Offender Personal Property**. The amount of property that is allowed is a total of six cubic feet. This amount does not include your TV, radio, fan, or guitar. The total amount of personal mail, legal mail and paperwork will not exceed three cubic feet. Legal and personal papers are to be kept separately and clearly identified.

The Department of Correction does not allow any property items (shoes, eyeglasses, books, stamps, etc) to be sent in to a correctional facility.

Rings may be brought into the facility through RDU or, with the approval from the facility head (or designee), sent in from home. Refer to **SOP 320.02.01.001 Property: State Issued and Offender Personal Property** for requirements.

Personal audio devices are to be used with headphones. They may be used in your cell, your unit dayroom, and Recreation only. They may not be used while traveling to any location within the institution.

You are responsible for the amount of personal property that is in your possession. All personal property must be clearly labeled with your name and IDOC number and is to be stored in your cell locker or storage containers provided. It is your responsibility to prove ownership. Keep all receipts for purchased property. Personal items will be considered contraband if altered and will be confiscated.

Make certain your name and IDOC number are on your institutional shirts and pants. The label must be printed and easily readable. Any property that is not stored in your locker will be stored under your bed. The only exception to this rule will be for your TV, radio, fan, hotpot, or guitar. Property that is altered or used for other than its intended purpose will be considered contraband.

Offenders who are incarcerated with the Idaho Department of Correction are allowed to keep prescription eyeglasses they purchased prior to incarceration. If these eyeglasses are lost or damaged during your incarceration, you will be required to work with Medical to obtain a replacement pair of eyeglasses. The Idaho Department of Correction will not reimburse the offender for any difference in cost.

It is your responsibility to ensure your property meets the property policy. If you are not in attendance during a property inventory, the institution will not be responsible for missing property.

#### RDU Property

Property amounts are limited while in RDU. Those limits are posted.

#### When Leaving RDU

A brown bag with your name and IDOC # will be delivered to you the day before you leave RDU. You are to pack all your personal belongings into this bag. Do not include any state issued items. Organize your personal items to be efficiently inventoried by unit staff. The remainder of you state issued items will be relinquished the following morning to unit staff, to include bedding and laundry in the laundry bag assigned to you, state issued hygiene items, and trash.

### **Recreation**

The ISCI Recreation Center is available to unrestricted offenders. See the schedule posted in your unit for your unit's approved times of access. You are not allowed in the recreation area outside of your unit's scheduled time. In addition to the barber shop and hobby craft areas, the recreation building has a TV viewing area, pool tables, ping pong, foosball, basketball, multipurpose court, weight training area, racquetball/handball court, boxing training area, outside track and ball field, and a shower/locker room.

### **Resource Center**

The Resource Center is available to all offenders. An offender who requires assistance from the paralegal should complete an "Access to Courts" form and place it in the "Resource Center" box in the foyer of his unit or the "Legal Mail" box located by the entrance to the Gym.

The Resource Center boxes are checked three to five times a week by the paralegal who will review them. If a request meets the criteria for a qualified legal claim as outlined in **SOP 405.02.01.001 Access to Courts**, the offender will be placed on the Callout. To avoid delays, be sure you have completed the top portion of the form stating your name, IDOC number, and housing assignment. Also be sure to read and sign the acknowledgment portion of the request as unsigned requests will be returned.

Deadlines are your responsibility, so be sure to submit your request in plenty of time to meet your deadline. The Callout will be shown on institution TVs located in each unit.

When your name displays on the Callout, report to the Resource Center at the listed day and time. Upon arrival at the Resource Center, have a seat and wait until you are called. If you request an appointment and fail to keep it without notifying the paralegal before the appointment, disciplinary action could follow. When you are on the Callout to come to the Resource Center, you will be required to remain until yard movement.

Notary services are available at no charge to all offenders from the paralegal. Appointments are required for notary services; follow the same process outlined above to obtain an appointment.

Copy and mailing services are available for legal documents only. The only authorized photocopies that will be made in the Resource Center are copies of original legal materials intended for filing in the courts and for opposing parties, as court rules dictate. Copies of any material for an offender's attorney or any attorney will not be made. An offender executing a Power of Attorney will be made one copy for his records upon request. Copies cost \$.10 per page and you must bring a withdrawal with you. Offenders who are indigent may receive legal copies at no charge.

The paralegal will also provide certified bank statements to those offenders who need them for legal filing. Offenders must bring a withdrawal for that purpose and the current charge is \$.50.

The paralegal will not make appointments for offenders to meet in the Resource Center, as this is a violation of policy.

When you come to the Resource Center, bring your own envelopes for mailing if you have them. Envelopes are available for purchase for legal mailing only. Indigent offenders will receive envelopes necessary for mailing legal work at no charge. Copies will not be made unless they are ready to be mailed out at that time.

If you wish to check out books you must submit an Access to Courts form with the title of the book(s). You will be placed on the Callout to pick up books. Legal books must be returned to the Resource Center. An appointment is not needed to return books. Do not put them in the library book return boxes.

You are expected to use reasonable care with the books, ensuring they are handled properly and not destroyed. The purchase price of legal books not returned or damaged may be charged to the offender to whom they were checked out. The legal books are considered your property for the period of time they are checked out. You are responsible for them and must retain possession of them at all times. Failure to do so may result in disciplinary action.

Upon receiving an "Access to Courts" request, the paralegal will visit offenders in Restrictive Housing and RDU. Offenders in Restrictive Housing and RDU may also request books, which will be brought to them at the time of the paralegal visit.

For more information on access to courts, refer to **SOP 405.02.01.001 Access to Courts.**

### **Searches**

Any staff member may conduct clothed, cell, and general searches at any time. Unclothed searches may be performed as well. A staff member may order you to submit to a search at any time and you are required by policy to comply. During a cell search you will wait in the dayroom.

### **Special Needs**

If you require reasonable accommodations as outlined in the Americans with Disabilities Act (ADA), please notify a staff member or the administrative support manager pursuant to **SOP 303.02.01.003 Classification, Management and Placement of Offenders with Recognized Severe Disabilities.**

### **Telephone Calls-Attorney**

Attorney phone calls will not be set up by the paralegal at the request of offenders nor will any calls be made to attorneys or courts on behalf of an offender. The only time attorney phone calls will be set up is when the attorney contacts the paralegal and requests to speak to his/her client on a certain day at a certain time. When this occurs, a memo will be sent to the offender for him to call his attorney from an offender phone. If your attorney will not accept collect calls, you will need to use a pre-paid phone card or write him/her.

### **Telephones**

Within five (5) business days of your arrival to this institution, you will receive a telephone access pin number and instructions for using the unit telephones.

Telephones are available in the unit dayrooms and in recreation. Be considerate of others wanting access. All calls are subject to monitoring. No "three way" or third party calls are allowed. Cell phones may be called with prepaid accounts. Phone time may be purchased through commissary. You may only use your own phone PIN; use of other accounts or PINs may result in disciplinary action.

Purchased phone time is not refundable with four exceptions. You may request a refund only if:

- Your account balance, with the phone vendor is \$1.00 or greater
- You are being moved out-of-state
- You move to a county jail
- You are being released because your conviction has been vacated

The offender telephone contractor is not responsible for the actions and operations of the facility and its staff, and will not reimburse for dropped cell phone calls.

### **Tours of ISCI**

ISCI, because of its size, diverse activity, and proximity to Boise (and the Legislature), is subject to numerous visitors and tours. Before those individuals/groups are taken on tours, they are briefed to be respectful and sensitive to the fact the offender population is not on display. Further, they are often encouraged to converse with offenders when appropriate and to garner a better appreciation of what life is like inside the correctional facility. This process serves to dispel the perception held by many about what life is like in a prison. These tours involve people who are, for the most part, in a position to

influence Corrections philosophy in Idaho. Inappropriate/disrespectful remarks serve no purpose other than to compromise the visitor's perception of those incarcerated here and to jeopardize the current condition of confinement.

### **Visiting**

The visiting schedule for your unit is posted in the unit foyer. Your visitor must be pre-approved. Request a visiting form from a unit officer and mail it to your visitor to complete, or have your visitor complete the application form found on the IDOC internet web site, [www.idoc.idaho.gov](http://www.idoc.idaho.gov). All applications must be sent to the visiting officer. Be advised it may take several weeks before a visitor's application is approved. If your visitor is approved, you will be notified. It is your responsibility to notify your visitors of the approval and the scheduled visiting hours for your unit. The rules of the visiting room are strictly enforced; you and your visitor will be held accountable. Copies of these rules are on the reverse side of the visitor application. Remember that visiting is a privilege and common courtesy must be used at all times. Respect others in the visiting room. **SOP 604.02.01.001 Visiting** explains the policy and procedure for visiting.

#### RDU offenders

Visiting privileges are not available to RDU offenders.

### **Work Opportunities**

There are a wide variety of unit and institutional work opportunities. Applications may be obtained from the unit staff. Refer to **Field Memorandum 611.02.01.004 (ISCI FM) Offender Pay and Worker Application Process**.

Offenders who have received an upheld class A or B Disciplinary Offense Report (DOR) in the past six months are not eligible for a hire interview. Offenders who have received a class C DOR may be interviewed to work. No offender will be considered for a work opportunity without approval of institution security and case management team.

There are many institutional work opportunities including Pendyne, Laundry, Maintenance, Chapel, Internal Labor Detail (ILD), and Janitorial. Approximately 220 offenders work in Correctional Industries in areas such as upholstery, metal work, signage, tag plant, furniture, and printing.

Offenders must live at ISCI for 30 days prior to applying for a work opportunity. Working at ISCI is a privilege, not a right. You may be denied an opportunity to work in a certain area for security or programming reasons. You may not be absent from work or any assignment without authorization. If ordered by staff, you may not refuse to work, and you must work as instructed by staff.

Submit only one application at a time for each position.

Offenders may be required to perform unpaid work as an alternative sanction for a disciplinary action or based on institutional need.

#### RDU Offenders

Work opportunities are not available to RDU offenders.

### **Yard Movement**

Offender yard movements are announced over the P.A. system or by unit/area staff. Procedures during yard movements are as follows:

- Movements should be prompt, but **do not** run within the compound at any time (unless you are within the perimeter of the ball field).
- Do not go within 30 feet of the perimeter fence.
- Never enter an unauthorized area for any reason.
- Do not leave the sidewalks except in the gym area.
- Do not stop or loiter on the walkways.
- Do not reach across the Breezeway rail and make contact with another offender.
- Movements are one way only. You may not leave and return to your unit during the same movement unless directed by staff.
- You may carry certain items: e.g., Bibles, guitars, books, and legal work appropriate for the intended destination. Commissary may not be carried.

### **RDU Rider/Timer/Parole Violator FAQs**

#### **How long will I be in RDU?**

You will remain in RDU until you have received the following:

- Fingerprinting, DNA, and ID card
- Medical/dental screening
- Mental health screening
- Drug/Alcohol screening
- Education screening
- LSI (Level of Service Inventory) screening
- Pathway evaluation
- Program plan
- Security/PREA/ Grievance/Program orientation
- Classification

You will be classified when your case manager completes file review/pathway. Those who arrived in RDU first will be placed at the top of the list.

Your placement will be determined after these screenings. If you have been recommended and have a contract for the RSAT program, you will process through RDU and then be placed in a program.

CAPP/CRP PVRs under contract will be assessed as Riders and will join their programs after the RDU process is complete.

#### **Why is an offender who came in after me leaving RDU before me?**

The RDU process typically takes two weeks, however the process may take longer if there are any delays in receiving:

- Your Pre-Sentence Investigation Report (PSI) from the court
- Central files returning from district offices (probation/parole violators)
- Results of test/screening processes listed above
- Available appropriate housing/transport for a particular program/pathway
- End of jurisdiction date

#### **How do I get to SICI?**

Offenders must be minimum or community custody classification, 90 days Class A DOR free, and within 18 months of a possible release date.

Be advised that after completing RDU, you will initially be placed at ISCI before being moved to a different facility, with the exception of some RSAT recommendations.

Being classified at minimum custody indicates that you *can* be placed in a minimum custody facility, but does not mean you *will* be placed there. Offenders who have a full term release date or a tentative parole date within 6-12 months will be given priority for placement at SICI. You may request to be placed on the waiting list for SICI through the central office placement bureau. If any bed space is available you may be moved to fill that space.

**How do I get to a Community Work Center (CWC)?**

Offenders must be minimum or community custody classification and 90 days Class A DOR free. Sex offenders are not eligible for placement at a CWC. After the RDU process is complete, offenders must complete an application to a CWC.

**What if I did not get credit for jail time served?**

You will need to contact your sentencing judge to resolve issues regarding jail credits. Questions regarding how your sentence is calculated should be addressed to the sentencing specialists at Central Records, Central Office.

**When can I expect to get property?**

Questions regarding property should be routed via a concern form to the Property office.

**When did my Rider start?**

Your judgment and commitment order from the court will state when your Rider begins. In most cases, your Rider begins the day you were sentenced. However, the judge may specify that your Rider begins once you are in custody of the Idaho Department of Correction. Your judgment and commitment order will indicate if you are serving a 365 day Rider. The sentencing judge has the discretion if, or when to return you to court at the end of your retained jurisdiction program.

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**Final Note**

Institution staff is always available to provide assistance, guidance, and support. Your actions and attitudes toward staff or volunteers can be a very important part of your ability to integrate yourself into the community. This is a process that rests almost entirely with you. Abiding by the rules of the institution and cooperating with staff should be among your principle objectives during your incarceration.