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**5-12/030.00 INMATE REQUESTS**

Any inmate within Custody Division may submit requests for information or services using the "Inmate Information Request Form" (SH-J-437). Requests may include, but are not limited to, medical/mental health services; program participation; inmate worker classification; money/inmate accounts; inmate property issues; and commissary. Requests for chaplain services may be made on a "Request To See The Chaplain" form (SH-J-233).

**Unit Commander's Responsibilities**

Each unit commander shall designate a supervisor, at the rank of sergeant or above, to assume the collateral duty of Inmate Request Coordinator. The unit commander or his designee shall ensure that each housing unit has an adequate supply of Inmate Information Request Forms and Request To See The Chaplain forms available, and that the inmates have unrestricted access to them. Inmates are permitted to submit a request, whether or not it is written on the specified form. Each housing area shall have a locked repository accessible to inmates, where they are allowed to deposit their completed request forms without interference.

**Watch Commander's Responsibilities**

It will be the watch commander's responsibility to ensure that the Inmate Information Request Forms and Request To See The Chaplain forms are collected from the locked boxes at least once per shift, by a supervisor at the rank of sergeant or above. The watch commander shall regularly review the Uniform Daily Activity Log (UDAL) to ensure that the supervisors collecting the request forms are signing the UDAL as required.

**Housing Officer's Responsibilities**

It shall be the housing officer's duty each shift to ensure that an adequate supply of request forms are available to the inmates, and to record this in the UDAL.

**Inmate Information Request Form Collection Procedure**

When collecting the request forms from the locked complaint boxes, the supervisor shall sign the housing area's Uniform Daily Activity Log, documenting the collection or indicating that there were none to collect. The request forms shall be immediately reviewed by the supervisor collecting them. Any forms dealing with a medical or mental health issue shall be delivered without delay to the on-duty clinic supervisor. If an emergency medical condition exists with the inmate, he shall also be escorted immediately to the clinic area.

All other Inmate Information Request Forms collected shall be delivered to the Inmate Request Coordinator. Request To See The Chaplain forms shall be

delivered to the chaplains office.

### Inmate Request Coordinator's Responsibilities

The Inmate Request Coordinator shall review each request form and distribute them to the appropriate area supervisor for processing. Requests dealing with basic questions concerning release dates, court dates, etc. can be given to the housing officer to answer.

Requests dealing with priority issues, i.e. medical, mental health, suicidal, escape, riot, safety and security of the facility and employees, etc., shall be photocopied and kept on file until the request has been answered properly.

Request forms containing complaints shall be photocopied. The original shall be delivered to the Inmate Complaint Coordinator and the copy delivered to the appropriate area supervisor to handle the request.

**12/10/01 CDM**