

# **RECEPTION AND ORIENTATION MANUAL**

**ALGOA CORRECTIONAL CENTER (ACC)  
8501 NO MORE VICTIMS ROAD  
JEFFERSON CITY, MO 65101-4567  
573-751-3911**

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## **PURPOSE**

This orientation booklet is designed to help you understand the rules, programs, and procedures at Algoa Correctional Center (ACC). The information in this booklet will give you a better understanding of the institution and how it functions. It would be to your benefit to read and familiarize yourself with the programs, procedure, and institutional rules. You are responsible for safe keeping of this manual, if it is lost, damaged, etc. you will be charged a fee for its replacement. After completion of the orientation, you must turn this manual in to the R&O Classification Office.

We encourage you to work with staff and take full advantage of institutional programs. Staff is available to assist you with problems that may arise. Each offender is encouraged to discuss problems or concerns with staff and resolve problems at the lowest level.

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All lay-ins/call-outs are posted behind the glass doors on the wall behind the officer's station. You **MUST** check these two (2) or three (3) times daily. If there is a conflict in schedules, be sure to inform a staff member and they will make the decision which one you are to report to.

## **ADMINISTRATIVE STAFF:**

Warden – Mr. Lawrence

Deputy Warden of Offender Management – Mr. Schmutz

Deputy Warden of Operations – Ms. Bolinger

Assistant Warden – Ms. Jimmerson

Chief of Custody – Major Vallier

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# FINDING A JOB

Remember, if you are assigned to school, you can only work half days and will only receive \$7.50 pay.

R&O Offenders:

Offenders have six (6) days from the time they arrive to find a job. If you don't turn in your job request within the allotted time, the CCA will assign you to wherever is open. If you put in a request, institutional needs will come first. Turn in your job assignment request to the classification office at the bottom of SIX (6) HOUSE before your first six (6) days are up.

YOU will need the WORK SITE SUPERVISOR to sign the job change form and YOU ARE RESPONSIBLE for turning in the form to the CCA. If you are requesting a job, you MUST turn in the job change **before 9:00AM on the sixth day after you arrive** so you can be moved into the appropriate house.

The following job sites may be hiring:

MEDICAL PORTER  
LIBRARY PORTER  
BARBER SHOP  
CHAPEL CLERK  
MENTAL HEALTH PORTER  
MAINTENANCE  
CANTEEN  
CLOTHING ISSUE  
LAUNDRY  
SCHOOL TUTOR  
YARD CREW  
RECREATION  
HOUSING UNIT PORTERS  
CLASSIFICATION CLERKS  
RECYCLING  
FOOD SERVICE  
VOCATIONAL PORTER OR TUTOR  
RESOURCE ROOM CLERK

**DON'T FORGET TO CHECK IF YOU NEED A PASS TO GO TO THESE LOCATIONS!!!**

Once you are assigned to a job, you must stay at that job for 90 days before changing.

# WORK RELEASE

If you have a high school diploma or GED, you **WILL** be screened for work release. This is not voluntary.

You do not need to sign up.

If you came from a mainline institution, the screening process will start after 30 days of your arrival.

If you came from a diagnostic center, the screening process will start 60 days after your arrival.

The following offenses will disqualify offenders from work release:

Escapes within the last ten (10) years

Sex Offenses

Child Abuse

Arson

Felonious Restraint

Kidnapping

Possession of Drugs in a Correctional Facility

Possession of Weapons in a Correctional Facility

Work Release Failure at Any institution

You must have no more than five years remaining.

You must have no fewer than 90 days remaining.

You must be out of **Disciplinary Segregation for 90 days.**

You must be out of **Administrative Segregation for 180 days.**

CDV #11 must wait one year before being screened.

These are the minimum requirements to be screened. If you meet these criteria, you will be screened. They do not guarantee approval. You will be informed of approval or denial. *Any questions should be directed to YOUR case manager, not the Work Release Coordinator.*

## **FOOD SERVICE**

### **Meals:**

- <sup>35</sup>/<sub>17</sub> Breakfast at 5:15 am
- <sup>35</sup>/<sub>17</sub> Lunch at 11:30 am
- <sup>35</sup>/<sub>17</sub> Dinner at 4:30 pm

Meals are based on Department of Corrections Cyclic menu. If an offender eats everything on his tray, he will receive 2900 calories per day. This diet is also low in fat and low in salt. It meets all Diabetic, Renal (Hypertension), and normal dietary needs.

Dress for meals is standard issue clothing. No ragged clothing will be allowed. You must have shoes on your feet and clothing covering the whole body. In warm weather, shorts are **not** allowed.

## **FOOD SERVICE WORKERS**

Food service is a high priority for job placement at ACC. This job takes precedence over all job skills at ACC. If assigned, you will be required to work 90 days before reassignment. At that time you may request a job change from your Supervisor or Classification Staff, then follow appropriate procedures.

## **NEW ASSIGNMENTS**

Every R&O offender must be assigned to the R&O Housing for a minimum of seven (7) days on R&O status.

If you require a bottom bunk due to medical reasons, we will need a lay-in from the medical unit at ACC.

Every R&O Offender will be assigned to a job after six (6) days of orientation, unless medically unassigned. While assigned to the R&O Unit, your job will be Dorm Maintenance. Any job the Officer or Leadman asks you to do, you are required to complete. Failure to do so could result in a conduct violation. After the first six days, you **must** find a job or one will be found for you.

## **PROTECTIVE CUSTODY**

If you have concerns for your safety or identify an enemy, you should notify a staff member (custody or non-custody) **immediately**.

## VISITING PROCEDURES

**IS13-3.1** Can be found in the library. It is recommended that you review this policy. It contains 28 pages. Therefore, only general information will be provided in this manual.

Visiting Hours:

Friday, Saturday, & Sunday: 9:30 am-1:30 pm  
2:30 pm- 6:30pm

\*\*\*Only **immediate family** members and **significant others** may visit on Saturdays\*\*\*

*Immediate family:*

- <sup>35</sup><sub>17</sub> Spouse;
- <sup>35</sup><sub>17</sub> Parents or step parents, mother-in-law, father-in-law, and their spouses;
- <sup>35</sup><sub>17</sub> siblings or step siblings and their spouses;
- <sup>35</sup><sub>17</sub> grandparents or step grandparents and their spouses;
- <sup>35</sup><sub>17</sub> great-grandparents or step great-grandparents and their spouses
- <sup>35</sup><sub>17</sub> legal guardian, primary support person and his spouse;
- <sup>35</sup><sub>17</sub> children or stepchildren and their spouses
- <sup>35</sup><sub>17</sub> grandchildren or step grandchildren and their spouses;
- <sup>35</sup><sub>17</sub> great-grandchildren or step great-grandchildren and their spouses.

*Significant Other:* One person selected by the offender who may visit during visiting times for immediate family members unless otherwise restricted by standard operating procedures.

Each block of time will be considered as one visit. If you had a visitor on a Saturday from the hours of 10:00 am until 1:00 pm, this visitor could not visit again on the same day during the second visiting block of 2:30 pm- 6:30pm.

If an offender has not had a conduct violation within the past 12 months, they may be eligible for an extra visit. Contact your unit team to apply if eligible.

## VISITING RULES

1. All money (up to \$50), both paper and coin, brought into the institution must be carried in a clear, transparent package. No wallets, billfolds, or purses will be permitted.
2. Food may not be brought in. Chewing gum is prohibited. Vending machines are available in the visiting room.
3. Visitors may not bring any items to, or take from, an inmate without prior approval. Doing so could result in a felony, punishable with up to 15 years in prison.
4. Visitors will not bring any personal property into the Institution, except a reasonable amount of legal paper. Visitors are permitted to bring up to 36 photographs (Poloroid-style photos are prohibited) of school or family activities.
5. Children may bring in school papers to share with the offender, but they must be returned at the end of the visit or disposed of.
6. The following dress code must be followed:
  - A. Clothing must be gender appropriate.
  - B. Clothing must not be excessively tight or baggy, see through, or otherwise revealing.
  - C. Clothing must not be gang related or camouflaged, must not have printed racial or ethnic slurs, obscenities, or depict or advocate the use of drugs or violence (in written or picture form).
  - D. Skirts, dresses, and shorts must be no shorter than the top of the knee cap when standing. No wrap around skirts or dresses permitted.
  - E. Slacks/jeans must not have any holes or slits.
  - F. Shirts, blouses, dress tops must cover the chest, back and stomach and have sleeves that cover the shoulders and underarms. Absolutely no display of cleavage or midriff is permitted.
  - G. Appropriate undergarments must be worn and not visible.
  - H. Shoes must be worn, except by infants not walking.
  - I. Headgear will only be worn based on religious requirements; such headgear will be subject to search.

The Hijab may not be touched or removed by staff. A visitor may be asked to remove their religious headgear for searches if it fails to pass security clearance.
  - J. Jewelry may be worn, but a visitor may be required to remove it if it presents a safety or security concern.

K. Wigs, extensions, or hairpieces are authorized unless an overt security threat is evident. A visual search of hair pieces may occur, as considered necessary.

L. Non-prescription sunglasses will not be permitted in the visiting room.

Items for infants will be permitted as follows:

1. One clear carryall for infant supplies;
2. Six cloth or disposable diapers;
3. One baby blanket;
4. One change of infant clothing;
5. Three clear plastic baby bottles of prepared formula, juice, or water;
6. One clear plastic no-spill toddler cup
7. One plastic pacifier, plastic teether and rattle;
8. Three unopened venter containers of baby food;
9. One small feeding spoon;
10. One unopened package of wet wipes.

#### 5. Medications/Medical Equipment:

<sup>35</sup><sub>17</sub> Medications and medical equipment needed to maintain the visitor's life (such as nitroglycerin, oxygen, or an asthma inhaler) may be retained by the visitor.

<sup>35</sup><sub>17</sub> Only the amount of prescription medication needed for the duration of the visit will be permitted. Medication must be contained in the original prescription bottle to verify then name and dosage needed. Visitor must inform visiting room officer of need for medication and equipment.

1. Visitors who have surgically implanted metal hardware must submit a written statement from a physician.
2. Visitors with special needs (ex. Wheelchairs, etc.), must submit a written statement from a physician. Notice should be made in advance so any special arrangements to assist the visitor can be made.
3. Visitors' medically necessary insulin, syringes or needles will be maintained by the visiting room staff in the lockers in the check-in room.

## **BASIC VISITING REQUIREMENTS:**

All visitors must complete a visiting questionnaire, including children and infants. A maximum of twenty (20) visitors may be placed on the approved visiting list. Unmarried, non-immediate family members under 18 years of age must be accompanied by an adult on the approved visiting list and must have written permission from their parents/guardian to visit.

It is the Offender's Responsibility to notify visitors when they have been approved or denied visiting privileges. In addition, it is the offender's responsibility to inform visitors of visiting regulations. Due to confidentiality, we will NOT inform any individual if they have been approved to visit. It is the responsibility of the offender.

Visitors will be required to show valid identification prior to admittance to the institution (State Driver's License, State Issued ID, Military ID, or Passport). Visitors over 13 will be required to show a current school picture identification card that includes their name, or a valid Missouri Department of Revenue picture identification.

All offenders and visitors will be seated directly facing the table.

Offenders and visitors will be allowed one greeting and departing embrace and a brief closed-mouth kiss. The only physical contact permitted at any other time is holding hands.

Children six and under may be permitted to sit on the lap of the offender. Offenders and their visitors may not feed each other or share beverages.

## **OFFENDER DRESS CODE FOR VISITS:**

Offenders must wear state issue pants, shirt, and shoes to the administration building. Clothing will be clean and presentable. State issued thongs/shower shoes will be issued and worn during the visit. If clothing does not meet the standards, the offender will be returned to his housing unit to change. Coats and hats may be worn during cold weather but will be hung up on the wall rack prior to being seated. Offenders will be allowed to enter the visiting room with the following items: Offender ID Card, wedding band, comb, and reasonable amount of legal papers. Braids and ponytails must be removed and dread locks must be opened to the extent that hair can be examined by staff for contraband.

**Failure to abide by these rules could result in suspension of visiting privileges and a conduct violation for the offender.**

## **FOOD VISITS:**

Food visits occur four times a year. The rules will be posted at the time of sign-up.

Regular visits will not occur at all on food visit days. Please check the schedule before inviting visitors.

## **BUSINESS OFFICE**

**Deposits:** Money (money orders only) may be deposited into an offender's account by completing a departmental deposit form. These are located in your caseworker's office and/or the housing unit officer. Deposit slips must be filled out by blue or black ink only. This completed form should be mailed to:

*Offender Finance Office  
Missouri Department of Corrections  
PO Box 1609  
Jefferson City, MO 65102*

**\*\*\*Any checks, cash, or money orders sent directly to ACC will be returned to the sender.\*\*\***

**Withdrawals:** To withdraw funds from your account, you must complete a "Request for Withdrawal" form ("**Green Check**"). If your request is for the purpose of sending out a money order, a self-addressed envelope must be enclosed.

**Payroll:** Each offender will be assigned a job where he is paid once a month in accordance with an institutional pay scale. If there is a problem, contact your supervisor first.

## **VICTIM'S COMPENSATION FEE (VCF)**

Offenders by law are required to pay a victims' compensation fee. If this fee is not paid prior to entrance into the department, it will be deducted from the offender's personal account as funds become available.

## **Money Deposited:**

### **JPAY**

1. Online: [www.jpayers.com](http://www.jpayers.com)
2. 1-800-575-jpay (5729)

## **MAIL**

**All publications are held for five days.** If it is listed in the central office censorship log, it is sent to censorship committee. Mail room staff can also refer publications to censorship committee.

**RETURN ADDRESS:** You need to use your complete correct return address with your incarcerated name, register number, and housing unit. Request anyone sending you mail to use your complete correct address. Correctly addressed incoming mail will be processed first.

**APPROVED ITEMS:** Approved items that can be received through mail room correspondence are letters, cards, and authorized pictures. There are to be NO STAMPS mailed in. All newspapers and magazines must be mailed directly from the vendor.

**STAMPS:** Stamps can only be purchased in the Canteen.

**ARTICLES:** You can receive five articles (newspapers, magazines, etc.) in your correspondence.

**CONTRABAND:** Mail containing contraband will be placed to the side. Offenders will receive a notice stating what the contraband was and the letter will be sent back to the sender.

**REFUSED MAIL:** All mail containing unknown substances such as bodily fluids, etc, will be refused. Each time such mail is received, the offender will receive a notification.

**UNAUTHORIZED PICTURES:** You cannot receive photographs containing any nudity. Polaroid pictures with black backing and pictures over 8x10 are contraband.

**NUDE PHOTOGRAPHS/PICTURES:** Any pictures showing male/female genitalia or buttocks, or female breasts, will not be permitted. This includes children/infants without shirts.

**NUDITY IN MAGAZINES/ADVERTISEMENTS:** All magazines and advertisements with nudity will be forwarded to the censorship committee. Material with penetration is not authorized.

**OFFENDER-TO-OFFENDER MAIL:** You may send mail to offenders located at different institutions. You may not send an offender stamps or pictures.

**REFUND CHECKS:** When the mail room receives refund checks or returned DOC checks, they are logged and forwarded to the Business Office. A notification will be sent to the offender.

**MONEY ORDERS/CASH/PERSONAL CHECKS:** If the mail room receives a money order, cash, or personal check in your mail, it will be stopped and returned to the sender. IT WILL NOT BE FORWARDED TO THE BUSINESS OFFICE. A notification will be sent to the offender. Please see the section "Business Office" for more information on how to appropriately send money.

## **CERTIFIED MAIL**

**OUTGOING CERTIFIED MAIL:** To send out certified mail, do not call or come to the mail room. If you need to weigh the envelope, you must weigh it in the library or property room. Place the proper postage to mail the letter. Then add \$3.30 to certified mail and add an additional \$2.70 to receive a Domestic Return Receipt. You can get these in the library or the property room. The receiver will get a green card to sign, which will be returned to the offender.

Write CERTIFIED MAIL on the front and back of the envelope. Give it to your case manager who will turn it in to the mail room.

**INCOMING CERTIFIED MAIL:** The ACC courier signs for all certified mail. The mail room will log it and forward it to you. Restricted letters have to be signed for by the offender.

**WEIGH MAIL/INCOMING MAIL:** The mail room does not weigh offender mail. You must weigh your correspondence in the library or property room. Mail addressed to the offender must include your full name, register number, housing unit, and a complete ACC address. All mail, with the exception of legal mail, will be opened and inspected for contraband. You will open legal mail in the presence of your case manager or CCA. Outgoing mail should be left unsealed; however, legal mail may be sealed. Legal mail is that which is addressed to judges, attorneys, courts, elected officials, or departmental/divisional administrators. All envelopes will be in accordance to policy.

## **PERSONAL PROPERTY**

The ACC Property Room is open from 7:00am-2:30pm, Monday-Friday. Anyone wishing to conduct business must come between 8:00am-9:00am Monday through Thursday. This includes items that need mailed or sent out on a visit. The Property Room Officer will lay offenders in when packages are processed to be picked up. Only items that are on the "Authorized Property List" will be allowed.

Offenders must keep their personal property in their room/cubicle or in their possession at all times. All personal property, with the exception of a television, radio/CD/cassette tape/Walkman, typewriter, fan, consumable or edible canteen items or ice chest must be stored in an approved storage container upon demand. Personal property required to be stored in an approved storage container, which does not fit, will be considered excess property and impounded. State issued property such as grays and bedding are not included in the items required to fit in the approved storage container. Consumable or edible canteen products are also exempt from being required to fit in an approved storage container.

All items must be recorded on your personal property list, with the exception of consumable or disposable items (which are not tracked). All personal property items will be the responsibility of the offender. You are advised to keep your receipt for anything purchased to avoid confiscation of items not on your property list. Any electronic items that become inoperable must be turned in to the property room before you replace it.

As long as you are not over your possession limit, packages may be ordered two times during the year, March and September. Items must be ordered from a vendor and mailed from the store where the items are purchased. It is not permissible for the family or friends to purchase items and send them to the institution. Unit Managers will approve/deny orders before they are sent out. Unacceptable packages will be returned at your expense or donated to charity. You can only order allowed items that are not available through canteen.

## **LEGAL MAIL STORAGE:**

Legal materials shall be treated the same as all other personal property, with the following exceptions for large amounts of legal material: All legal materials except for video/computer discs may be retained. They must be retained in the storage container when not in use. If an offender accumulates large amounts of legal material which cannot be retained in the approved storage container, the materials must be placed by the offender in legal sized accordian folders with flap which may be purchased from the canteen. Offenders may purchase more than the designated limit of folders only for the purpose of storing excess legal materials. These folders will be labeled with case number and name on the flap and stored in a secure area after completion of a Legal Material Inventory form. See Case Manager for details.

## **LOST OR STOLEN PROPERTY**

If you believe your property has been lost, stolen, or damaged, you should contact staff immediately. If your property is not reported as lost and is found in another offender's area, disciplinary action may be taken against both parties involved. If state issued property cannot be found or is damaged, the offender may be required to pay for damages. If damage occurs due to staff negligence, the offender should immediately submit an Informal Resolution Request (IRR) to the FUM.

## **DISCHARGE CLOTHING (DRESS OUTS)**

Dress outs may be sent to an offender being release from institutional supervision from an outside source thirty (30) days prior to the offender's release.

Packages containing discharge clothing must be marked on the outside of the package as "discharge clothing" and will be given to the offender the day of discharge.

## CANTEEN

Canteen hours of operation are as follows:

Monday-Friday 8:00am-10:30am

12:00pm-3:45pm

5:00pm-5:30pm WORK RELEASE ONLY

### YOU MUST SPEND ON YOUR SPEND DAY ONLY

#### Spending Limits:

\$87.50 per **week** plus special spend items.

\$350.00 per **month**, plus special spend items.

All orders must be in the KIOSK before 7AM the day before your house spend, whatever House you are in on Sunday is the housing unit you will spend with in the event you moved.

Draw week, there is no engraving done on electronic items, with exception of fans and padlocks.

You must save your order before exiting out to prevent your account being updated. If you get locked out, contact your Case Manager via Canteen Manager.

Shoes and clothing will be issued out on Thursday afternoon for orders that were placed the week before (if in stock).

## CLOTHING ISSUE

When assigned to ACC, an offender will receive an allotment of state issued clothing. Upon receipt, you will be required to sign for these items, which will become a part of your permanent clothing record.

Make sure you receive all items you sign for. Before leaving clothing issue, all clothing should be stamped(except for T-shirts and boxers) with your ID number. **MAKE SURE** all clothing fits correctly before you leave or you will have to wait until your clothing exchange date to exchange.

You may exchange/repair clothing in accordance to policy and on the day allotted. The Clothing Exchange/Repair Schedule is posted in the housing unit every month. Offenders who enter clothing issue when it is not their allotted day will be considered **OUT OF BOUNDS**.

Lost laundry will only be replaced when a **lost laundry form** is completed by the housing unit officer and signed by a Case Manager/FUM. Bring the form down to clothing issue on your allotted clothing exchange/repair day. If it's an emergency a Case Manager must call clothing issue to schedule an appropriate time for the items to be replaced. **All clothing will be exchanged with used clothing.**

## **PAROLE ISSUES:**

Any questions regarding parole issues should be submitted to your institutional parole officer. The parole office has an open door policy (at the top of Nine House) scheduled as follows:

Monday 9:00AM-10:00AM

Friday 9:00AM-10:00AM

### **GENERAL PAROLE INFORMATION:**

- <sup>35</sup><sub>17</sub> Your parole officer (PO) is assigned to you according to the last two numbers of your DOC number.
- <sup>35</sup><sub>17</sub> To contact your PO, you may place a note in with the other mail. Please be sure to put your name, number, and housing unit on the correspondence.
- <sup>35</sup><sub>17</sub> Due to the amount of correspondence and workload, please be specific in your questions. All kites (letters) to the parole office are photocopied and kept on file. Your correspondence will be answered as soon as possible in writing or in person.
- <sup>35</sup><sub>17</sub> Any letters or correspondence from family members or employers, etc., can be mailed directly to the parole office and we will ensure that they are made a permanent part of your file material.
- <sup>35</sup><sub>17</sub> Parole hearings will be scheduled based on sentence length. Jail time will be considered in calculating your hearing date. Example: A 5-year sentence will be scheduled six months after reception in DOC. However, should you have 30 days of jail credit, you will be seen five months after entrance into the Department.
- <sup>35</sup><sub>17</sub> Salient Factor Score will be calculated at the time of your scheduled interview and a copy of such will be given to you when you receive your parole decision.
- <sup>35</sup><sub>17</sub> Most technical parole violators will be scheduled for a parole hearing six months to a year after their return unless the Board simply establishes a release date.
- <sup>35</sup><sub>17</sub> An offender is considered a Dangerous Offender if he has been sentenced to any of the following: Murder First, Murder Second, Forcible Rape, Forcible Sodomy, Robbery First, Kidnapping, Assault First, and Arson. These Offenders will not be eligible for "early" release. In addition, if you have been assessed with a Salient Factor Score of 5 or less, you will be required to participate in either a Residential Treatment Facility or a Community Release Center when release.

- <sup>35</sup><sub>17</sub> The ACC Warden submits a recommendation for time credit eligibility. You do not have to sign up for it. It is done by the Warden's Office nine months prior to your Time Credit Date and is done automatically. Remember parole is a privilege and not a right.
- <sup>35</sup><sub>17</sub> It is important that you begin working on your home plan ahead of time. Have the home plan ready when your parole officer calls for you. It will help them better serve you as well as to ensure the process is expedited.

## **PAROLE HEARINGS:**

Prior to your parole hearing, a parole officer will interview you and give you the opportunity to ask questions about your case. The hearing itself consists of a panel of three people: a Board Member, a Parole Analyst, and a Parole Supervisor. You may also have one person come to your hearing. Victims are notified and may also address the Board. After your hearing, the Board will make a decision and you will be notified when the answer is received (approximately four to six weeks following your hearing)/ You will be given the opportunity to discuss your answer and special conditions and may request an appeal form (should your answer be appealable).

### **Parole violators, conditional release returnees, treatment facility returnees, and community release center returnees:**

Reports have been sent to the Board concerning your case and the Board will make a decision based on that report. You will either keep your date, your date will be extended, or you will be scheduled for another parole hearing. As soon as we get this information, you will meet with a parole officer and will be given an opportunity to ask additional questions regarding your case.

### **Offenders under the 120-Day Law (559.115):**

A Parole Officer will meet with you prior to your 90<sup>th</sup> day of incarceration so a report can be prepared to your Judge. You do not have to request to see a parole officer as your name will appear on a computer generated list of court reports that are due and you will be seen at the appropriate time.

### **Time Credit Date Consideration:**

If you have a time credit date on your face sheet, the records office will submit your name to the Warden for time credit consideration approximately nine (9) months prior to your time credit date. If the Warden wishes to recommend a time credit, a report is sent to the Board and you will be notified if it is granted or denied. You do not have to request time credit consideration. It is done automatically.

**PRE-RELEASE REPORT:**

When you are approximately nine months short of your scheduled release date, a parole officer will meet with you to discuss what you have accomplished since your last hearing, to assess your behavior since your hearing and to verify your home plan. At this point, a report is prepared for the Board, your date and conditions can remain unchanged, your date can be extended based on institutional adjustment, failure to complete MOSOP if required, or other special conditions can be added.

**HOME PLANS:**

If you have submitted a home plan and have not heard back from the parole officer, you are to assume that your home plan has been accepted. An investigation of your home plan is not sent out until you are approximately two months short. If there is an alternate plan or need to be placed in a Residential Treatment Facility (also known as a halfway house), this will be done two (2) months short. If you intend to parole to an out-of-state home plan, it must be to an immediate family member. This is done approximately four (4) months prior to release.

**RESIDENTIAL TREATMENT FACILITIES:**

If you do not have a home plan, an RTF placement can be requested, however, this does not guarantee an earlier release.

The Board can require that you go to an RTF. You must do 90 days in the program if you go to the RTF 90 days prior to your release or if you are placed at the RTF on your release date.

**JAIL TIME:** Jail time is credited by order of the court and must be sent directly from the court or the jail to the records office. If you have questions concerning your jail time, direct your note to the Records Office.

**RECORDS:**

Any questions you have regarding your time or sentencing should be directed to the ACC Records Officer. You can only be credited for jail time that has been endorsed by the sheriff of the county from which you were sentenced. If you feel you have not received the appropriate credit, you need to write to the sheriff and have certified endorsement sent to the ACC Records Officer.

## **IRR/GRIEVANCE**

If the need arises for you to file a grievance, there are some important steps to follow. It is highly advisable to first read the policy **D5-3.2 Offender Grievance**. This policy can be found in the law library.

The IRR is the first step and these forms can be obtained from the unit FUM. Unit staff will attempt to resolve the complaint before there is an official response. If there is no resolution after the IRR is addressed, then you can proceed to the grievance stage. This process allows for one appeal, to the Division Director.

It is important to remember that only signed originals will be accepted. Do not mail IRRs to the grievance office. Return them directly to the unit staff, as IRRs are handled through the unit staff. Grievances can be mailed directly to the grievance officer through inter-office mail, but it is best to route them through unit staff, as there is less chance of them being lost.

If you have a complaint against another institution, you are allowed to proceed directly to the grievance stage and bypass the IRR stage. If you have filed an IRR/Grievance at another institution, that institution will forward the IRR/Grievance to this institution for your signature.

## **LIBRARY SERVICES**

The Library hours are posted on the HU bulletin boards and at the Library. You are able to check out books but must have your offender ID card available. No food, drinks, radios, or headphones are allowed in the Library. The General Law Library is a place for study. A quiet atmosphere is expected at all times. You must dress appropriately (shirt and shoes are required). A copy machine is located in the library for your use. You may purchase copy coupons through the canteen.

## **NOTARY SERVICES:**

Notaries may be found in the library and in Unit 5. The CCAs and librarian are notaries, as are *some* (but not all) Case Managers.

## **LAUNDRY**

- A. Bagged Laundry: Includes underwear, t-shirts, socks, and all personal clothing items with the exception of silk or nylon items, multi-colored items, and tennis shoes.
- B. Loose Laundry: State issue grays, sheets, towels, and pillowcases.
- C. Bedding: Sheets and pillow cases **must** be sent out to laundry weekly to be washed.

### **LAUNDRY SCHEDULE:**

- A. Please refer to the laundry schedule that is posted on the housing unit bulletin board. If you have any questions, please contact your housing unit officer.
- B. Blankets will be scheduled for wash during the months of January, May, and September.
- C. Coat laundering time will be posted in the spring and fall.
- D. It will be mandatory for offenders to turn in their sheets, pillowcases, and towels on their designated wash days. Offenders who fail to turn in their bedding to the laundry will be subject to a sanitary violation.
- E. When a holiday falls on a scheduled laundry day, the laundry manager will reschedule that housing unit laundry prior to the holiday.

### **LAUNDRY PROCEDURES:**

- A. Laundry bags will be assigned to offenders and will be labeled with the offender's name and DOC number.
- B. Laundry bags should be tied as close to the top as possible using the attached string. This is to provide maximum washing and drying capabilities of all clothing items.
- C. All personal clothing items may be washed in the laundry with the exception of silk or nylon items, multicolored/brightly colored items, and tennis shoes. These are not permitted due to possible damage caused by the laundry equipment and/or detergent. If these procedures are not followed, the laundry bag will be returned unwashed.
- D. The institution will not be responsible for damaged or lost personal property items.

### **MISSING LAUNDRY:**

Upon notification of missing laundry, the Housing Unit Officer will initiate an IOC indicating that he/she has searched the offender's living and laundry storage area and has determined that the items are indeed missing. A copy of the Laundry Checklist for the day the items will be attached to the IOC.

## **TELEPHONE CALLS**

- <sup>35</sup><sub>17</sub> Telephones for your use are located in your Housing Unit. Collect phone calls are permitted. Three way connections are PROHIBITED. If you abuse telephone privileges, it may result in your restricted use of them. For security purposes, staff may monitor offender phone calls. We ask each of you to be courteous of others whenever utilizing the telephone. Calls are limited to 15 minutes if other offenders will be waiting to use the phone. ACC offenders utilize a PIN to place calls. The use of PINs allows for phone cards to be purchased from canteen.
- <sup>35</sup><sub>17</sub> A PIN will be considered personal property to the extent offenders are not authorized to loan, sell, or use another offender's PIN.
- <sup>35</sup><sub>17</sub> If your PIN is lost, stolen, or forgotten, you may receive a new one from your case worker, free of charge. The new PIN will not be effective until the following day. Upon transfer, your PIN will be transferred to your new institution, but will not be effective for 24 hours.
- <sup>35</sup><sub>17</sub> You can deactivate your PIN on the kiosk if you suspect a problem. See your case manager on the next business day to get a new number. Be security-minded when using your PIN.

## **EDUCATIONAL OPPORTUNITIES**

### **CAREER AND TECHNICAL EDUCATION**

In order to enroll in a Career Technical Education Program, you must have a GED/HSE or high school diploma and full medical duty. A Department of Labor (DOL) certificate will be available after 2,000 hours. You may receive a program application from the Career Technical Office. Ask your Case Manager or the Vocational Office for information regarding available programs.

## **HIGH SCHOOL EDUCATION**

Offenders who do not have a High School Diploma or High School Equivalency are automatically assigned to school. They have the opportunity to work towards their High School Equivalency (HSE). School is held Monday thru Thursday as follows:

**Session One:** 7:45 am- 10:30 am  
**Session Two:** 11:45am-2:30 pm  
**Session Three:** 2:45 pm-5:30 pm

The ACC School, like all DOC schools, uses TABE (Test of Adult Basic Education). TABE is a test of all 5 Core Curriculum areas including reading, math, language arts, science, and social studies. This system provides teachers with information from testing, which shows what material the student has mastered and what skills are necessary in order for them to be successful in obtaining their HSE.

As students enter education in DOC, they are given a series of tests that indicate to the Education Staff what knowledge the student already has and in what areas he needs additional instruction. The first test is called the LOCATOR. This test is a series of 4 very short tests that point/locate the level the student has reached. This test also indicates to the Testing Room Teacher what level of test is to be given next.

TABE levels are:

L-Literacy  
E-Entrance Level  
M-Medium Level  
D-Difficult Level  
A-Advanced Level

After the Locator, a student will take the last battery of tests (Reading, Math-Computation and Applied math, Language Arts). In order for a student to be appropriately placed for his ability, it is very important that every offender try to do their very best on the tests.

Immediately after testing, the student is enrolled in a classroom and reports to the assigned teacher. A school CALL-OUT list is posted in every housing unit every night to alert students to see if they have been assigned to TESTING CENTER for testing or to a teacher.

After a student has been assigned to a teacher, his name WILL NOT appear on the Call Out again!!! The student is expected to be in his assigned classroom daily before the bell rings. Students should be leaving their housing units in time to arrive in school and be in class prior to the start time of school.

### **VERIFICATION OF HIGH SCHOOL DIPLOMA/GED/HSE**

Anyone claiming to have received his high school diploma or equivalency is required to come to the school office BEFORE being assigned to school to have the degree verified. The school office must be in receipt of a verified transcript from the granting school before an offender is released from his obligation of attending school. These documents must come DIRECTLY from the granting school, not from home. The ACC School office will assist offenders in filling out the Release of Information form complete with addresses for the purpose of verification.

### **MILITARY GED TESTS**

Only a state department of education (DESE) awards a GED certificate. Tests taken during military service provide score reports only and are NOT GEDs. Any GED taken in the US is recorded with the appropriate state department of education and can be obtained by paying a fee for an official transcript.

**Any questions regarding testing, verifications, enrollment in school, or other education issues should be directed to the Education Supervisor.**

## MEDICAL SERVICES

### NURSING SICK CALL

Monday-Friday 1:00pm-3:00pm

5:30pm-6:00pm (*Work Release Only*)

Offenders on **room restriction** are required to report to open sick call between 1:00-1:10 for movement monitoring purposes.

Saturday-Sunday 1:00pm-1:10pm

- <sup>35</sup>/<sub>17</sub> To obtain over-the-counter medication without an evaluation, submit an OTC form. with the appropriate area checked and the medication you are requesting listed. This should be used only for your convenience to keep medications available for personal use as needed. This process is similar to going to the store to purchase over-the-counter medications.
- <sup>35</sup>/<sub>17</sub> A separate MSR should be completed when requesting dental, eyeglass, and mental health concerns.
- <sup>35</sup>/<sub>17</sub> One sick call complaint per MSR.
- <sup>35</sup>/<sub>17</sub> If your health problems require referral to the physician, you will receive the next available appointment. Physician sick call is generally held Monday through Thursday from 8:00am-3:00pm.
- <sup>35</sup>/<sub>17</sub> If you feel you are in need of emergency medical care, you should notify a custody officer who in turn notifies medical staff. Your medical needs will be assessed for you to submit an MSR, be brought to the medical unit, or be seen in the housing unit.
- <sup>35</sup>/<sub>17</sub> State issue grays must be worn to the Medical Unit. No personal belongings allowed (cups, books, headgear, etc).
- <sup>35</sup>/<sub>17</sub> Administrative Segregation sick call will be held daily. Please obtain an MSR during the evening rounds and place the MSR in your door prior to retiring for the night. The MSRs are picked up during the night shift and are triaged for sick call.
- <sup>35</sup>/<sub>17</sub> If you are scheduled for a room move, check the call outs at both houses.

## **MEDICATION PROTOCOL/PROCEDURE**

<sup>35</sup><sub>17</sub> When medication is ordered by the physician, the order is sent to the pharmacy; when the medication is received from the pharmacy, you will be placed on the call out (posted in each housing unit). Please report to this appointment to receive your medication. These take place at 9:30am.

<sup>35</sup><sub>17</sub> TB medication is passed at 10:15am on Tuesday and Friday.  
**MANDATORY**

<sup>35</sup><sub>17</sub> Bi-dose medication is administered by nursing in the clinic at specific times:

- Insulin @ 4:45am and 4:45pm
- Bi-dose medication @7:30am, 10:30am, 3:30pm, and 7pm.

<sup>35</sup><sub>17</sub> Nurse rings all medications for offenders in housing unit 3 at scheduled times.

<sup>35</sup><sub>17</sub> All other medications are issued in a card supply:

- Please submit an MSR for medication renewal one month before your current order runs out.
- You **MUST** return all empty cards, inhalers, packets, boxes when you come for your refill.
- You **MUST** submit an MSR for medication refills, including:
  - Ibuprofen
  - APAP (Tylenol)
  - Meloxicam (Mobic)
  - Naproxen
  - Salsalate
  - Ranitidine (Zantac), Calcium Carbonate (Tums)
  - Acne meds – benzoyl peroxide, antibiotics
  - Ay ointments, creams, lotions or shampoo, including Vaseline.
  - Nitroglycerin tablets will be used every six (6) months unless MSR is submitted prior.
  - Albuterol inhalers
  - Loratadine (Claritin), Cetitizine (Zyrtec), Chlorpheniramine (CTMs)
  - Ocean Nasal Spray

## **TB TESTING**

is done in your birth month. It is your responsibility to check the call out daily to see if your name is on it.