

# ORIENTATION PACKET

**Crossroads Correctional Center  
1115 E. Pence Rd.  
Cameron, MO 64429**

These guidelines are provided to you so that an easier transition may be made to your living environment. References to policies should be sought in the Offender Library.

**CANTEEN SERVICES:** Canteen Procedures and Offender Product Lists are included in this packet. Refer to IS22-1.1 and SOP22-1.1 Offender Property and Control Procedures.

Offenders assigned to Administrative Segregation will be allowed access to the Canteen once per month and may spend a total of \$15.00 on basic hygiene items, writing materials, stamps and necessary legal supplies if a court deadline exists. Refer to IS21-1.2 and SOP21.1-2 Administrative Segregation.

**CLASSIFICATION:** Classification staff assigned to each General Population housing unit may include a Functional Unit Manager, Case Management staff and Clerical staff. Access to Classification staff is normally obtained by completing a caseworker request sheet obtained from your housing unit control module and placing it in the wooden box near the front doors. Exceptions may be made on a case-by-case basis.

**REHABILITATION PROGRAMS:** There are non-religious programs available to all general population offenders. There are also staff facilitated programs and Mental Health programs.

All organizations and programs must adhere to Institutional and Departmental Policy and Procedures. In addition, governing by-laws must be followed.

**COUNTS:** Official counts at this institution should be conducted at 7:30 a.m., 11:15 a.m., 4:30 p.m., 10:00 p.m., 2:00 a.m., and 5:00 a.m. During all custody counts, with the exception of the 10:00 p.m. count, you must be sitting or standing. The 10:00 p.m. custody count will require each occupant of each cell to be standing and facing the counting officer when they arrive at the cell and to show their identification card through the cell window. Refer to Housing Unit Rules and Regulations.

**EDUCATIONAL OPPORTUNITIES:** CRCC does not have an Education Department; however, volunteer-facilitated high school equivalency program classes are available.

Correspondence Course Request for non-religious and religious courses may be made in accordance with IS18-3.11 and SOP18-3.11 Correspondence Courses.

**FIRE AND SAFETY ISSUES:** All offenders are to follow the Housing Unit Rules and Safety Procedures posted at their work sites. Additional safety instructions and guidance will be posted throughout the institution as needed. All offenders should be warned that a lethal fence surrounds this facility. Any physical contact with this fence will result in death.

**GRIEVANCE PROCEDURES:** Informal Resolution Requests (IRR) and Grievance forms may be obtained from your housing unit staff. These are limited to one issue per request and must be filed in the allotted time frame. Refer to D5-3.2 Offender Grievance Procedure.

**GROOMING:** Hair cuts are provided in the offender barber shop located in the program services building on a first come, first serve basis during your housing unit's recreation time. Also, certain

dress requirements are mandated for various activities, i.e., work, library, dining room, visiting, leisure. Refer to IS6-1.3 and SOP6-1.3 Offender Personal Grooming.

Offenders assigned to Administrative Segregation must be assigned to the unit at least thirty (30) days before requesting a haircut/beard trim and one will be permitted every thirty (30) days thereafter. Only standard haircuts with one blade length will be permitted for Administrative Segregation offenders. Haircuts and/or shaves, when approved, will be conducted in a uniform manner with no special cuts, styles or designs allowed. Refer to IS21-1.2 and SOP21.1-2 Administrative Segregation.

**HOUSING UNIT ASSIGNMENTS:** Housing Units are as follows:

**Administrative Segregation:** Housing Unit # 1  
Housing Unit # 2 – Wings A, B & C

**Protective Custody:** Housing Unit # 2 – Wing D

**Honor Dorm:** Housing Unit # 3 - Wings A & B  
Housing Unit # 4 - Wings C & D  
Housing Unit # 5 - Wing D

Contact your housing unit Classification staff for eligibility requirements for the Honor Dorms. The remainder of the housing units/wings are for General Population offenders. Refer to IS5-3.1 and SOP5-3.1 Offender Housing Assignments.

**OFFENDER FINANCES:** Any requests concerning your offender account balance or Victims Compensation should be directed to the CRCC Business Office. Be sure to include your full name, register number, and room location on all correspondence. If you wish to receive a certified copy of your account for legal or court purposes, please specify this in your request. You may also view your account balance by accessing the KIOSK machine located in each housing unit wing, with the exception of Administration Segregation Units.

**INSTITUTIONAL RULES:** Attached you will find a copy of the CRCC Housing Unit Rules for the General Population, Protective Custody and Administrative Segregation housing units. You must abide by these rules at all times, as well as the rules mentioned in other sections of this informational packet.

**JOB ASSIGNMENTS:** All general population offenders must obtain one or more job assignments totaling a minimum of six hours per day. These include MVE or an institutional work assignment. Refer to IS18-1.1 and SOP18-1.1 Required Activities.

**LIBRARY SERVICES:** Both the leisure library and legal library are open to the General Population and Protective Custody offenders during your housing unit's recreation period. General Population offenders may be granted a temporary assignment to the law library upon proof to library staff that a court deadline exists. State gray pants and gray shirts must be worn to be permitted in the library. The attached Library Rules will provide you with guidelines while utilizing both the leisure and law libraries. Library books are available in the housing unit for segregation offenders. Refer to IS15-1.1 and SOP15-1.1 General Library Services.

**MAIL SERVICES:** A copy of the CRCC Offender Mail Rules is being provided to you in this packet. Follow these rules at all times when sending or receiving mail. Refer to IS13-1.1 and SOP13-1.1 Offender Mail Procedures.

**MEALS:** All meals are nutritionally complete and based upon a Division-wide six-week cycle menu. Housing units are called on a rotating basis with meal times beginning after count. Alternative meals, such as sack lunches, may be used due to institutional security needs. If you

are currently on a certified religious diet, you must notify your Classification staff. Headgear, i.e., cap, hat, wave cap, bandanna, must be removed prior to entering the dining room areas.

**MEDICAL SERVICES:** Medical Services Request (MSR) forms are available in your housing unit (located on the side of the Caseworker Box in the sallyport). Completed MSR's must be placed in the MSR box located in front of Food Service. The forms will be picked up by nursing staff every morning around 7:30 a.m. Emergency care is available 24 hours a day, 7 days a week. Further information regarding health care services will be provided to you by health care staff during your initial interview.

**NOTARY SERVICES:** When notary services are needed, you must submit a written request to your housing unit staff. A certified notary public will be made available to you.

**PACKAGES AND PROPERTY:** You are allowed to place an order and receive three (3) packages per year from a commercial vendor. You must use the order form supplied from the vendor and it must be submitted, along with the green check, if applicable, to your housing unit CCA for approval. In addition to the above, you will be allowed to receive three (3) packages of religious material per year. ***ALL packages must be accompanied with an order form, whether the item(s) are free or if you are paying by green check.*** Ordering may take place from January 1<sup>st</sup> through November 30<sup>th</sup> of each year. No package orders will be allowed in the month of December. Family/friends cannot purchase or pay for services on the outside, but may only place money on your account, with the exception of reading materials (such as books, magazines and newspapers) which may be purchased via Request for Withdrawal of Offender's Personal Funds or paid for by family/friends, but must be sent into the institution by a bona fide vendor. Prescription glasses and contact lenses may be received from an outside source. Also, included in this packet is the Authorized Personal Property List and the Canteen List for Administrative Segregation Units, showing the allowable quantities of property. Refer to IS22-1.1 and SOP22-1.1 Offender Property and Control Procedures.

**PROBATION AND PAROLE:** There are Parole Officers assigned to this institution. You must submit a written request to the Probation and Parole Office to schedule an appointment.

**PROTECTIVE CUSTODY NEEDS:** If you believe your life may be in danger, you may contact your housing unit staff to make a request to be placed in Protective Custody. You must present evidence or information to support your request. The Protective Custody committee shall make the final determination. Refer to IS21-1.3 and SOP21-1.3 Protective Custody.

**RECREATIONAL ACTIVITIES:** All General Population offenders who are not on living area restriction or activity restriction shall have access to the gym and outside recreation. Schedules are posted in housing unit wings. Segregation offenders (with the exception of Disciplinary Segregation) will be afforded one (1) hour of out-of-cell recreation three (3) times per week (refer to SOP21-1.1 TASC and SOP21-1.2 Administrative Segregation). Protective Custody offenders are afforded recreation one (1) hour per day, Monday through Friday, excluding holidays (refer to SOP21-1.3 Protective Custody). Photos are taken in the gym on Monday, Tuesday and Wednesday. Picture tickets must be purchased in advance at the Offender Canteen. No more than two (2) offenders are allowed in a photo and no gang signs or sexual gestures will be permitted. Refer to IS16-1.1 and SOP16-1.1 Offender Recreation and Activities.

**RELIGIOUS ACTIVITIES:** There are various religious groups recognized at CRCC. The Religious Programming Schedule is included in this packet. If you want to state a religious preference, request a Religious Services Sign Up form from the Chaplain. Religious preferences may be changed during the first two (2) weeks of March, July or November. If you do not state a religious preference now, your next opportunity will not be until the next designated change date. The chapel is located in the program services building. Any offender wishing to see the Chaplain must submit a written request to schedule an appointment. The Chaplain can explain the

religious and devotional material available, as well as how to obtain material from outside sources. Refer to IS17-1.1 and SOP17-1.1 Religious Programs and Activities.

**STATE CLOTHING ISSUE:** A copy of the CRCC Clothing Issue Procedures is being provided with this packet. This will offer information as to when and how much state clothing will be issued to you. State clothing will be worn as designed – no rolling/cuffing up of sleeves/pant legs.

**SUICIDE WARNING SIGNS:** Suicidal offenders exhibit a variety of traits and behaviors. Attached to this packet you will find an informational sheet on the warning signs and symptoms of suicide.

**TOBACCO RESTRICTIONS:** Smoking is not allowed within the confines of any building, including the housing units. Smoking will be limited to outside designated areas only. Cigarette butts must be disposed of in the appropriate receptacles. Smokeless tobacco will not be permitted. Refer to D2-11.9 Tobacco Use Limitations.

**TELEPHONE ACCESS:** Offenders have access to the telephones during their 30-minute shower/phone rotation. Offender telephones are accessible outside the housing units during recreation time. The instructions to place a TTY/TDD call are provided to you in this packet. Offenders must possess a personal identification number (PIN) from the Offender Canteen to access the phones. You are responsible for guarding your PIN and should not share your PIN with other offenders. If your PIN gets stolen, the facility or the phone service provider will not be responsible for refunding the amount on your stolen PIN. Refer to IS13-2.1 and SOP13-2.1 Offender Access to Telephones.

**VISITING:** Various visiting forms may be obtained from the housing unit control module. Newly incarcerated offenders coming from a Diagnostic Center must submit Visiting Applications to have visits approved. Offenders can only delete names from their list or change their significant other during the months of April and October. Visiting List – Addition/Deletion forms may be requested from Classification staff. The CRCC Visiting Room Information and CRCC Food Visit Information are being provided to you in this packet. Refer to IS13-3.1 and SOP13-3.1 Offender Visitors.

**RESTORATIVE JUSTICE ACTIVITIES:** This institution offers a Restorative Justice Program to help you recognize and understand the impact of your crimes on victims and communities. Refer to D5-4.32 Restorative Justice Activities.

All organizations and programs must adhere to Institutional and Departmental Policy and Procedures. In addition, governing by-laws must be followed.

**MISSOURI REENTRY PROCESS (MRP):** The Missouri Reentry Process is a process which assists offenders in preparing to reenter society as prepared, more productive citizens. Various behavior modification programs exist to assist the offender during this process.

Also, as part of the Missouri Reentry Process, the Department of Corrections collaborates with other state agencies to provide assistance to the offender in obtaining needed documents, such as, Social Security cards, State Identification and Birth Certificates.

**TRANSITION ACCOUNTABILITY PLAN (TAP):** The Transition Accountability Plan is a "living" document which identifies an offender's personal assets and liabilities. The offender assists in establishing personal, meaningful goals, which include action plans designed to aid the offender in meeting the goals, as well as highlighting the offender's accomplishments. The plan is regularly updated to meet the individual needs of the offender and assists the offender in reentry into society.

**PRISON RAPE ELIMINATION ACT (PREA):** The Department maintains a zero tolerance policy against offender abuse which includes sexual contact with an offender, with or without that

offender's consent. The Prison Rape Elimination Act (PREA) prohibits sexual misconduct by an offender against an offender, as well as a staff member against an offender. All such allegations should be reported immediately to any staff member and will be thoroughly reviewed for potential investigation. Attached to this packet you will find an informational sheet regarding offender sexual abuse.

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