

# WRDCC Receiving & Diagnostic Unit



## Orientation Packet

Revised 4-30-2013

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**WESTERN RECEPTION DIAGNOSTIC AND CORRECTIONAL CENTER  
GENERAL OFFENDER INSTITUTIONAL RULES  
HOUSING UNIT #10**

1. Offenders will not change positions within an established line or procession. All offenders must stay behind all Out-of-Bounds lines within their wings, and while traveling to or from other locations.
2. Offenders will not require or receive payment of any type for their services (i.e.: legal aid, cosmetology, arts and crafts, etc.)
3. Offenders will not loan, borrow, trade, buy, sell, give or receive property from other offenders at any time.
4. Offenders will not attempt to transfer money to, or have money placed on another offender's account, nor try to purchase or obtain merchandise for another offender for any reason.
5. Offenders will display offender ID card, with picture side showing at all times. Lost ID cards will be replaced at the offender's expense. Offenders who make dramatic changes to their appearance will be required to replace the ID card at the offender's expense. ID's will not be altered.
6. Offenders will not use institutional phones to make unauthorized calls. No 3-way calls will be permitted. All phone calls may be monitored by DOC staff. Phones are not to be used during curfew hours.
7. Offenders will be appropriately and completely dressed when outside their rooms: 1 t-shirt, 1 pair pants, 1 pair boxers, 1 pair socks and 1 pair shoes. Clothing will be properly worn at all times.
8. Offenders will be responsible for maintaining good personal hygiene.
9. Offenders will keep all state property and furnishings in their assigned room, with the exception of the stool which may be taken to the day room area and returned to their assigned room at the end of the day.
10. Offenders will keep window sills free from items (they are not to be used as shelves). All windows and vents are to be left uncovered.
11. Nothing is to be hung on beds (blankets, sheets, coats, clothes, etc.). A full view of the bed is to be maintained at all times. Unless laundry is received damp, then it may be hung at the end of bunk until dry as long as it does not obstruct the officer's view.
12. Offenders may not attach anything to walls, doors, windows, ceiling, desk or furniture.
13. Offenders will be solely responsible for the property in their room/living area.
14. Offenders will maintain all areas, including the day room and activity areas in a clean, neat and orderly condition. All floors will be kept clean and excess trash removed.
15. During count time, all offenders will be visible to the Officer and will be sitting on or standing next to their bunks until count has been cleared.
16. Offenders will not be permitted to enter any room or area other than the area where they are assigned unless authorized and accompanied by staff.

17. No smoking, tobacco products, or smoking material is allowed anywhere in the Diagnostic Center.
18. The housing unit lights will be turned off at 10:30 pm Sunday – Thursday. On Friday and Saturday nights and nights preceding holidays, the lights will be turned off at 12:00 midnight. Lights will be turned on at 6:00 am each day. The television may only be on from 6:00 am until 10:00 pm, except for weekends and holidays, and will be secured during counts and at the discretion of staff for security and control purposes. During curfew (lights out) hours, noise level should be minimal and offenders will remain in their assigned area unless approved by staff (example: use of rest room).
19. Offender will not engage in excessive noise making in the housing unit. Horseplay will not be tolerated.
20. Visitation in another offender's room is unauthorized.
21. Offenders will carry nothing to or from the housing area unless authorized by staff. This includes stamps or any other personal property. Items will be confiscated as contraband.
22. All call buttons in the Diagnostic Center are for emergency use only.
23. At no time should an offender use the intercoms.
24. There are no convenience room moves.

Food Service Operations Procedure

At mealtime, offenders will proceed to the end of the serving line and take the first available tray. One tray/drink per offender, per meal. Offenders will sit at the first available table on a first-come, first-serve basis. Saving, holding or posting seats or tables will not be permitted.

Offenders will clear their table prior to leaving the dining room.

Offenders are not to remove any item from food service.

Low noise levels will be maintained in the dining hall as well as during movement to and from the dining hall. Calling to/yelling at other offenders is prohibited.

The wing will be given 5 minutes standby and 3 additional minutes to get to C-Dining.

Ryan Crews, Warden (signature on file)

Warden

Date

March 27, 2013

## **TELEPHONE SYSTEM INFORMATION FOR OFFENDERS**

Communication with family, friends and others is important to those who are incarcerated. Telephone calls can be made by offenders with good behavior. The following information explains how and when telephones may be used.

### **Can offenders make or receive telephone calls?**

While offenders cannot receive telephone calls, telephones are available throughout the institution for offender use if the offender is not on restricted status. Through an established vendor, Securus Technologies, Inc., all telephones are programmed to process collect calls, debit calls or prepaid calls. Use of the telephone is a privilege and misuse may result in a conduct violation or telephone restrictions. Offenders cannot place toll-free or three-way calls. Detection of three-way calls may result in disconnection, a block placed on that number or the offender receiving a conduct violation.

### **How are calls made?**

The offender may place a collect call; Securus collect call (Direct-Bill), debit call, or pre-paid call (Advanced Connect). Offenders making calls will be required to use a personal identification number (PIN) via an automated security system.

Collect calls give an individual an option to accept the charges which will show up on their monthly regular phone bill.

Securus Collect calls (Direct-Bill) can be set up to accept the charges which will show up on a monthly bill sent by Securus. This option can be set up through phone, email, online or mail with Securus, after a credit check. Cell phones can have a Securus Collect / Direct-Bill account set up to receive calls.  
Rates: \$1.00 surcharge - \$0.05 per minute

Pre-paid time (Advanced Connect) can be purchased by a family member or friend to fund calls to a specific BTN (bill to number), and is set up by phone, email, online or mail with Securus. Cell phones can have a Pre-paid/Advanced Connect account set up to receive calls.  
Rates: \$1.00 surcharge - \$0.05 per minute

Debit minutes can be purchased by an offender in the institution's canteen or from a kiosk located inside the institution. Debit time can be used for making calls to cell phones as well.  
Rates: \$0.05 per minute

Online: [www.securustech.net](http://www.securustech.net)  
Phone: 1-800-844-6591  
Email: [customerservice@securustech.net](mailto:customerservice@securustech.net)  
Mail: Securus Correctional Billing Services  
PO Box 650757  
Dallas, TX 75265-0757

When you answer the phone you will receive an automated message that asks if you wish to accept the offenders call. If you wish to speak to the offender, you should follow the instructions provided. If not, you can hang up and the call will be terminated or you can follow the prompts and block future calls to your residence from a correctional facility. With the exception of legal calls, it is important to note that all offender telephone calls are monitored and recorded for security purposes. Also, for your protection, a recorded message is played throughout the telephone conversation that alerts you to the fact that the call is

originating from a correctional facility. This message is not intended to annoy, rather, to alert outside parties to the fact that an offender initiated the call.

**What should you do if you have problems with billing?**

The offender telephone service provider is Securus Technologies, Inc. If you have questions about this service or problems with your bill, please contact Securus at (800) 844-6591 or by visiting their website at [www.securustech.net](http://www.securustech.net).

**Types of telephone calls allowed:**

1. Debit calls: The debit feature allows offenders to purchase debit phone time through canteen, which allows them to pay for their own phone calls. Debit time can be purchased in \$1.00 increments, which is then electronically applied to their offender phone account.
2. Securus Technologies, Inc. allows families and friends to establish a prepaid account by calling 1-800-844-6591, or online at [www.securustech.net](http://www.securustech.net), via email at [customerservice@securustech.net](mailto:customerservice@securustech.net) or by writing to Securus Correctional Billing Services, P.O. Box 650757, Dallas, TX 75265-0757.
3. Collect Calls: Offenders can still place collect calls as previously allowed.

**The rates for local and long distance calls are:**

- Debit-\$0.05 per minute nationwide. Taxes are included, no connection fee.
- Prepaid-\$1.00 surcharge and \$0.05 per minute nationwide plus applicable taxes.
- Collect-\$1.00 surcharge and \$0.05 per minute plus applicable taxes.

**Is there a calling card?**

No, there is no actual card. Offenders need to list how many telephone minutes they want to buy on their list that they take to canteen. Debit time is purchased in \$1.00 increments. This is an electronic debit system and the minutes they purchase will be posted automatically to their debit phone account.

**How soon will the money post to my debit phone account after minutes are purchased from the canteen?**

Debit time is usually available the following morning after the minutes are purchased from the canteen.

**Is there a connection fee for each call?**

There is a \$1.00 surcharge for prepaid and collect calls. Debit calls **do not** have a connection fee.

**Can offenders call people direct using their debit phone time without the called party allowing the call?**

No. Even though offenders are using their debit account (the phone call has already been paid for) the person receiving the call **MUST** positively accept the call. There will be a recording that tells the called party who is calling and they have the option to accept, refuse, or block all future calls from the institution.

**Are there taxes added to the phone calls?**

Debit calls are a flat \$0.05 per minute, which includes taxes. There are applicable taxes added on collect and prepaid calls just like a normal phone bill.

**Can prepaid accounts only be set up on home phones, or can they be for a cell phone?**

Prepaid accounts can be set up for cell phones as well as home/business phones. Families should call Securus toll free number for these types of questions at 1-800-844-6591.

**When a family sets up a prepaid account, can it be accessed from any institution?**

The account is active for all Missouri institutions only. If the offender is transferred to another institution within the State of Missouri DOC, please allow 24 hours for it to be activated at the transferring institution.

**What happens if I inadvertently make my PIN visible to someone or my number is compromised and my debit phone time is used?**

Offenders are responsible for keeping their PIN private. At no time will PIN's be shared with others. If you feel your PIN has been compromised, request a PIN change through the canteen window. No refunds or returns will be made due to unauthorized use of an Offender's Debit phone time.

**What does it mean when I place a call and the operator says, "Your number is active already?"**

The computer processing equipment may be trying to process your previous call. Hang up the phone, wait 2-3 minutes to allow the system to clear your information and try again.

**Is there a "minimum balance" required to place a phone call using Debit time?**

Yes. An offender must have a minimum of \$0.20 to be able to place a debit call. This ensures that offenders hear the prompt, "You have no minutes remaining" when the balance reaches \$0.10 before the call is ended.

**How do offenders check their debit time balance?**

Offenders can check their balance on the Kiosk machine. The Kiosk machine also shows the call history.

**Is there maximum time duration for Offender calls?**

Yes. The maximum call duration is 99 minutes.

**Will offenders be required to re-record their name when transferred to another facility with the Missouri DOC?**

Yes. Offenders will be required to re-record their name each time they transfer to a different institution within the Missouri DOC.

**Where can we call the newly installed Securus offender phone system?**

Anywhere in the 50 United States which include both Alaska and Hawaii. Other U.S. territories, such as Guam, American Virgin Islands, and Puerto Rico, cannot be accessed at this time. International calls are not available at this time. You are to enter your 11 digit P.I.N. (Personal Identification Number) in order to place calls. If you do not enter your PIN, or enter it incorrectly, your call cannot be completed.

Your PIN number will consist of your Offender ID number and a randomly assigned 4 digit security code. If your Offender ID number and your 4 digit security code together do not total 11 digits, you must add zeros to beginning of the number so that it does total 11 digits.

**Example**

1. Offender ID number is 212121 (6 digits).
2. 4 digit security code is 3456 (4 digits)
3. **One** zero would be added to the beginning of the number.
4. Complete 11 digit PIN would be 02121213456
5. If the Offender Number had been only 5 digits then two zeros would have been added to the beginning of the sequence.

The 4 digit security code will be issued to you on the day of your arrival. You will receive a receipt with your name, Offender number and a receipt number. Your individual 4 digit security code will be the LAST 4 digits of the RECEIPT NUMBER.

There will be no charges for these numbers. They will be considered personal property and you may not loan it out, sell it, or use another offender's number. If your number is lost, stolen, or forgotten, you may receive a new one from the Canteen once a month. The new number will be in effect the following day. The number will transfer with you should you transfer to another Missouri DAI facility.

Dialing directions for the system are on this page of the memorandum. Any problems with the PIN system should be reported to your housing unit classification staff.

### **Missouri Offender Dialing Instructions**

**\*\*Remember it may take 24 to 72 hours for your PIN to activate\*\***

1. Lift the telephone receiver off-hook.
2. The system prompts: "For English, Press 1. Para Espanola, marquee 2."
3. "For a collect call, press 1. For a debit call press 2."
4. "Please enter your PIN number now."
5. "Please enter the area code and phone number you are calling now."  
(Dialing Format: Area Code + xxx + xxx).
6. "Please state your name at the beep."
7. "This call is subject to recording and monitoring."
8. "You may hear silence during acceptance of your call. Please continue to hold."

### **REMEMBER**

#### **CALL CONTROLS ARE IN PLACE**

1. 3-way calling is not permitted.
2. Your call is subject to monitoring and recording.
3. Your call may be blocked by the called party.
4. Chain dialing and dialing extra digits is not permitted.
5. Calls are not connected until accepted by the called party.
6. Calls are limited to 99 minutes.
7. Call times are subject to current operating hours.

### **Application of Senate Bill 5 to Existing Sentences**

Senate Bill 5 was signed on June 27, 2003. The bill changed many laws related to criminal offenses and punishment.

The following laws have caused some offenders to ask if they apply to existing sentences.

- \*\* 217.362.5 (In certain circumstances, the first long-term treatment incarceration does not count as a "prison commitment");
- \*\* 558.011.1 (Maximum term of imprisonment for Class D felonies reduced from 5 years to 4 years.);
- \*\* 558.016.7 (Revises the maximum term of imprisonment for persistent or dangerous offenders);
- \*\* 559.115.7 (In certain circumstances, the first 120-day shock incarceration does not count as a "prison commitment"); and



\*\* 570.040 (Stealing third offenses reduced to a Class D felony from a Class C).

**The Department of Corrections cannot recalculate existing sentences based on Senate Bill 5.**

The revised laws in Senate Bill 5 took effect on June 27, 2003. However, the above noted laws **do not apply to existing sentences**. They will apply only to offenders who **committed a crime on/or after June 27, 2003**. This is based on a Missouri law (1.160, RSMo 2000) concerning changes to penal (or criminal) laws. This law provides that “no offense committed and . . . penalty . . . incurred . . . shall be affected by the repeal or amendment [of a statute], but the trial and punishment of all such offenses . . . shall be had . . . as if the provision had not been repealed or amended.” In other words, an Offender must be tried and punished according to the law that existed at the time he or she committed the crime. There are significant exceptions to this general rule, but they do not apply to the changes noted above. The Department of Corrections has no discretion in this manner. We are required to comply with the Missouri law concerning an Offender’s sentence and parole eligibility.

**CONVICTED OFFENDER DNA PROFILING**

**Why am I here?**

You have been identified by the Department of Corrections to be required to give a DNA sample.

**Why do I have to give a DNA sample?**

The DNA sample is required by Missouri Law, 650.050-650.100. RSMo.

**What is DNA?**

DNA is a unique identifier, such as your fingerprints. It is in most of the cells in your body.

**How will the DNA sample be collected?**

The Department of Corrections employee will put a swab in your mouth and swab your cheeks for **ONE** minute.

**Does it hurt?**

The swabbing of your mouth should not be painful.

**Why is the swabbing so long?**

The swabbing will be done for 1 minute in order to collect enough DNA. Otherwise, you will have to return here for another DNA sample collection.

**What happens to my sample?**

The DNA sample is sent to the Missouri State Highway Patrol Crime Laboratory for analysis and development of a DNA profile. The sample is stored indefinitely.

**What is done with the DNA Profile?**

The DNA profile is entered into the Missouri State and National DNA databases.

**How is the DNA Profile used?**

The DNA profile may be used to exclude you as a suspect in an investigation. The profiles are also compared to evidence from unsolved crimes and DNA from missing or unidentified persons.

**What if my DNA was collected already?**

Your DNA may have been collected during a criminal investigation or for paternity testing. The DNA from those collections **CAN NOT** be used for this program.

**What if my sample was collected in another state?**

Every state has a law requiring the collection of a DNA sample from convicted offenders. Your sample must be collected in order to abide by Missouri law.

**Can I refuse?**

In accordance with Missouri law, you have **NO** right to refuse the collection. If on probation or parole, refusing to comply with the law will result in a violation report. If in the institution, refusing to comply with the law will result in the sample being taken by force.

**Can I have my results?**

**NO.** The DNA profile becomes the property of the State of Missouri and is not releasable without a court order.

**Why do you need a fingerprint?**

The fingerprint is used to ensure the right person was collected. Therefore, no one could impersonate you and provide a DNA sample.

**What if I am appealing my conviction?**

Unless your conviction is presently overturned or repealed and you have no other qualifying conviction, you must provide a DNA sample.

**What if my conviction is overturned?**

In the event that your conviction is overturned or repealed, and you do not have another qualifying offense, your attorney must send the judgment to the Missouri State Highway Patrol Legal Department with a request to destroy your DNA sample.

**IMPORTANT INFORMATION**

The Department is continuing to develop and deliver programs in a manner that models, as closely as possible, society at large. As you know, State Statutes are in place which addresses the nature of inmate work activities, mandatory program participation, and pre-release preparation. The implementation of these activities is set forth in procedures IS14-1.5 Mandatory Education and IS18-1.1 Required Activities.

Both Mandatory Education and Required Activities procedures have phase-in provisions. You are encouraged to read these procedures closely and confer with your caseworker as necessary to be sure you understand how you may be affected. The following questions and answers are designed to assist in your understanding of these procedures.

**What if I have my high school diploma or GED?**

If you are in a base pay job, you will receive \$7.50 per month, until your High School Diploma/GED is verified, (then you will receive a \$1.00 per month increase in pay). You will also be eligible for premium pay jobs such as: vocational enterprise assignments, vocational education, and technical literacy. The month that you arrive, your pay will be prorated. Ex: If you arrive on the 15<sup>th</sup> of the month, you will receive \$3.75.

**What effect will these procedures have on job assignments paying more than base pay?**

Effective July 1, 1998, as job vacancies occur for jobs paying more than base pay, only those inmates who have a GED or bonafide high school diploma may apply.

**What if I am in work release and don't have my GED or high school diploma?**

If you don't have a GED or high school diploma by July 1, 1999, you must be enrolled and making progress in an education program in order to continue in your work release assignment.

**What if I am 65 years of age or over and don't have a GED?**

You will be required to participate in mandatory education, but you will not be permitted to earn more than base pay in your job assignment unless you receive a GED.

**What if I am serving a non-paroleable sentence and don't have a GED?**

You will be required to participate in mandatory education, but you will not be permitted to earn more than base pay in your job assignment until you have earned a GED.

**Can I take the GED test without going to school?**

Yes, but you must meet certain requirements including a Math and Reading score of 10.0 or greater as recorded from the test you took at the Reception and Diagnostic Center when you first arrived at the department. GED study guides are available at the canteen at cost. If you believe you can pass the GED without enrollment, you are encouraged to confer with your caseworker and the education supervisor at your facility.

**What if I don't have my GED by the time I am eligible for a community-based program?**

Enrollment in a GED program will be included as a condition of placement.

**What if I am paroled before completing my GED requirements?**

GED enrollment in the community will be included as a condition of parole.

**What other activities are required in addition to enrollment in a basic academic education program.**

Other activities to which you may be assigned include: institutional work assignments, vocational training, technical literacy, therapeutic programs such as the Missouri Sex Offender Program, and substance abuse programs. Pathways To Change, Impact of Crime Victim of Crime, and Anger Management.

**How many hours a day must I be in a required activity?**

A minimum of six hours a day, five days per week.

**What if I want to attend a religious activity during my work day?**

Attendance at religious activities should occur at times other than when you are scheduled for required activities. If this presents a conflict, you must work with your classification staff to resolve.

**SEX OFFENDER REGISTRATION**

If Records determines that an offender needs to register as a sex offender, Probation & Parole will see the offender and review the current registration laws as they apply to the offender's case.

**MENTAL HEALTH SERVICES**

**Adjustment to Prison**

Coming to prison is a major life change and requires an adjustment strategy. This hand-out is offered to assist you in this transition. As a start, a few basic suggestions are:

- \* Develop a program. This can include a routine of exercise, committing to addressing substance abuse problems, learning more about an area of interest, completing an educational goal, fostering your spiritual growth, etc.
- \* There are tens of thousands of people for whom prison was a turning point in a positive direction. They made a conscious choice to change their lives for the better.

- \* Don't waste the time or the pain. Commit to leaving prison having improved physically, emotionally, spiritually, vocationally, academically, and in terms of self control. Become a more complete person than when you entered.
- \* Develop a routine.
- \* If you find that you are struggling to cope, please contact mental health. There are a number of ways we might be able to help including offering groups focusing on adjustment to prison life. The most effective way to contact us is by sending us an MSR form.

### Medication

- \* Medication times are morning (am) and evening (pm) only. There is no 5:00pm med pass, so please do not request this. Your am med pass may be at 4:30am and this cannot be changed. PM meds can be as early as 6:00pm. Mental Health cannot provide snack bags with medication. Mental Health does not give Lay Ins, change bunks or change work schedules.

### Sleep

Many individuals report they have difficulty sleeping during incarceration. Whether you have a history of sleep problems or are now having difficulty while adjusting to the environment of prison, sleep problems can create a great deal of stress. The Department of Corrections does not provide prescriptions for sleep medications due to the risk of abuse and the several security risks associated with their introduction into a prison environment. However, in an effort to help offenders improve their sleep, we have included some tips for improved sleep:

- \* **Participate in Exercise** - Exercise can significantly improve the quality of sleep, but should not be performed immediately before bedtime as the increase in heart rate, respiration, and alertness may make it more difficult to fall asleep.
- \* **Relax** - In contrast, practicing relaxation techniques before bed often does make it easier to fall asleep.
- \* **Reading** - Read before bed also allows the mind to "wind down."
- \* **Problem Solving** - If you find yourself, worrying about things before you go to sleep, try to make a "To Do" list or designate a specific time the next day to focus on the issues on your mind.
- \* **Keep a Routine** - Keep a record of the times you go to sleep and the hours you sleep; this may allow you to discern a pattern in what routines are most conducive to a good night's sleep.
- \* **Pray**
- \* **Avoid caffeinated beverages** (and chocolate) several hours before going to bed.
- \* **Avoid Naps** - Try not to nap during the day because you will throw off your body clock and make it even more difficult to sleep at night.
- \* **Monitor/Reduce Smoking** - Nicotine becomes a stimulant when its initial effect wears off and can increase sleep difficulties. Smoking within 3 hours of going to bed can cause some people to stay awake. Smoking if you wake up in the night can also keep you from sleeping.

## Relaxation Techniques

Mental and physical tension are highly related. When an individual is emotionally stressed, they invariably convert a portion of this mental tension into an increase in stress on physical systems (i.e., circulatory, respiration, hormonal, digestion, muscles, etc.) as well. Similarly, when we are physically tense, this impacts our ability to mentally relax. The ability to relax your body and mind is a skill at which a person can dramatically improve with consistent practice. Most of us are not conscious of the extent to which we maintain a heightened level of muscular tension throughout the day. As you are reading this, it is likely that you are able to identify areas of your body (such as your shoulders, neck, or arms) in which you are maintaining muscular tension. Being able to release this physical tension goes a long way towards reducing mental tension.

If you experience difficulty adjusting to the prison environment, significant anxiety/sadness, or sleep problems, you may benefit from improving your deep muscle relaxation skills through a group, class or practice on your own.

The basic concepts in this technique include:

- \* **Setting** - While it is not necessary (and often not practical in a correctional setting), it is helpful if possible to find a quiet place where you can lie or sit comfortably with your eyes closed.
- \* **Deep breathing** - Breathe in slowly and deeply as you unhurriedly count to 5; then allow your lungs to release your breath completely. Repeat this cycle 7 or more times letting yourself become more relaxed each time you let go of your breath.
- \* **Meditation** - Concentrate on a single word, object, or calming thought for several minutes.
- \* **Muscle relaxation** - Tense and relax muscles in all muscle groups (i.e., toes, feet, lower legs, upper legs, buttocks, back, shoulders, neck, jaw, forehead, chest, triceps, biceps, forearms, and hands) using the following method. Contract (tense) and relax the muscles in each area taking one group at a time beginning with your toes. When you tense a muscle group, hold the tension for five seconds (but not so tightly that you cramp the muscle) and then let the muscle relax as you exhale your breath. As you work through the muscle groups, you will be able to feel the difference between being holding and releasing tension.
- \* **Visualization** - Imagine a pleasant, peaceful scene or safe place, as you allow yourself to settle into relaxation. This is most effective with your eyes closed if possible. Some of the scenes that people have found helpful include visualizing clouds moving slowly over a blue sky, wind gently blowing over a field of wheat, raindrops lightly falling on a lake creating circles on the water, etc.

## Anger Management Tips

In a confined setting, it is not unusual for a person to find themselves on edge at times, more sensitive to slights ( and perceived slights), and feel a pronounced need to "hold their ground." In this regard, responding angrily to others is usually not the most adaptive strategy and frequently makes circumstances worse. When you feel your temper rising, you may want to consider:

- \* Not responding immediately, but giving yourself a few seconds to consider responses which will not escalate the situation. Escalating is usually not in anyone's best interest.
- \* Taking a time-out.
- \* Trying to relax (using the relaxation techniques as time allows).

- \* Talk with someone.
- \* Write down your thoughts.
- \* Thinking before you act.
- \* Come back to the situation when you are in better control.

### Warning Signs of Suicide

Entering prison is typically a time of significant adjustment and stress. We ask that you help keep everyone safe by being alert for signs of despair in not only yourself, but also others. Warning signs that a person may be thinking of harming themselves can include:

- \* Thoughts or comments of self-harm, The notion that "if a person talks about killing themselves, they aren't serious about it" is not true.
- \* Feelings of hopelessness - that nothing will get better.
- \* A cellmate telling you "Good-bye."
- \* A cellmate giving away belongings.
- \* A significant increase in energy level after a period of low energy and sadness.

### What to do:

- \* If you are thinking of suicide or of hurting yourself, tell someone right away. This can be an officer, a nurse, a mental health worker, caseworker, etc.
- \* Don't be afraid to ask someone if they are thinking of hurting themselves. Asking can save a life.
- \* If you think someone is going to hurt themselves, tell a staff member right away! Stay with the person until you can let a staff member know what is happening.

### Sexual Assault

Sexual assault is a zero tolerance event. If you ever are sexually assaulted or pressured for sex in this institution, report it to staff immediately. Make no mistake, the Department of Corrections is committed to the elimination of sexual harassment and assaults. Sexual predators make prison unsafe for everyone.

Reporting sexual predation is important for:

- \* Your safety.
- \* The likelihood of repeat offenses decreases for those who report and refuse to allow themselves to continue to be victimized.
- \* The likelihood of repeated victimization increases when not reported.
- \* The safety of other potential victims.
- \* The safety of every other individual in this prison as sexual offenses very often generate a cycle of violence that can impact others beyond the perpetrator and victim.
- \* The consequences of sexual assault can affect individual's health in many ways.
- \* Sexual assaults can impact an individual's relationships beyond the prison walls including those with family members.

## Probation and Parole

### ITEMS NOT COVERED BY THE PAROLE OFFICE:

1. Jail Time
1. Detainers/Letters of Incarceration
2. Sentence Structure
3. Custody Level

These above areas will be covered by the Institutional Records Officer or your Caseworker.

### **Parole Hearings/Parole Hearing Waivers**

Most parole hearing questions can be answered by reviewing the booklet and appendices given to you titled "Procedures Governing the Granting of Paroles and Conditional Releases". Any questions not answered in this booklet can be answered by your Institutional Parole Officer at a later date.

**Delegates** - If you are having a parole hearing in front of the parole panel, you will be allowed to have one delegate present at your hearing. Anyone attending your hearing should be on your approved visiting list. If they are not on your approved visiting list, it will be your responsibility to contact your case manager to request a special visit for the purpose of your parole hearing. This does not mean your visitor will be allowed to see you at any time except on the parole hearing day specifically for the parole hearing. There will be no exceptions to the procedure. **IF YOUR DELEGATE IS NOT AN APPROVED VISITOR OR APPROVED FOR A SPECIAL VISIT FOR YOUR PAROLE HEARING, THEN YOUR DELGATE WILL NOT BE ALLOWED TO ATTEND YOUR HEARING.**

**Hearing Day** - During your parole hearing, you need to be prepared to discuss several things with the parole panel. You should be prepared to discuss the present offense, prior criminal history, substance abuse history, medical and mental health concerns, institutional behavior issues, plans to address your personal goals and needs, and housing/employment options. This is your opportunity to present yourself as a good candidate for parole.

### **Parole/Conditional Release Violators**

**If you are a Board Holdover (Parolee pending a Board Decision)** - You will receive paperwork in institutional mail or you will be seen by an IPO, depending on the needs of your case, to ensure due process is carried out. If your recommendation is for Institutional Treatment, you will be screened for placement in the most appropriate program you qualify for. If your recommendation is for residential placement, a bed will be booked for you and you will be transferred to the appropriate facility on your scheduled bed date. If your recommendation is for re-release, the IPO will obtain a home plan and reporting instructions to have you re-released as soon as possible.

**If your parole/conditional release is pending revocation (Parole/Conditional Violator)** - If your supervision has been referred for revocation proceedings, you will be seen by an IPO as soon as possible. Most questions regarding revocation can be answered in the booklet you will receive (or have already received) titled, "Rights of Alleged Violator to Preliminary and Revocation Hearing".

**Court Ordered Programs** - If you are sentenced to a court ordered program pursuant to one of the Missouri State Statutes, please refer to reviewing the booklet and appendices given to you titled "Procedures Governing the Granting of Paroles and Conditional Releases". Questions about your case can be answered in the section titled, "Special Sentencing Cases". If you plan on living outside the state of Missouri after your program has been completed, please send your home plan to your IPO TODAY.

**Contacting your IPO** - Please send any questions through the inside mail on the approved P&P correspondence form. The correspondence forms should be available on the wings or through your floor caseworker.

**CONFIDENTIALITY** - We are forbidden by state statute from giving out information which is not public record. We realize there may be family members you would like to have more information on your case, but we CAN NOT give it to them. Please do not have them call to ask questions for you. The parole violations which brought you back are not public information. Intervention fee amounts are not public information.

**WESTERN RECEPTION DIAGNOSTIC AND CORRECTIONAL CENTER**  
**RECORDS DEPARTMENT**

**Sentence & Judgment papers:** You will receive a copy of your S&J papers with your out dates once you are interviewed by the caseworker. This includes New Commitments and any Returns with a new sentence. Do not write to the Records Office for this paperwork.

**Jail Time Credit:** If you find you do not have your correct jail time credit, it will be your responsibility to write to the County Jail and request they check your time and send a corrected endorsement to the "Records Office" if necessary.

**Face Sheets:** All face sheets must be final formed by the Records Office. The face sheets are not final formed until a couple days prior to the offender's transfer to their assigned institution. Therefore, you may have to request a face sheet once you are received at your assigned institution.

**Pending Charges:** Please do not write the Records Officer for an NCIC warrant check or to process a 180 day writ on a pending charge. This process can only be done when and if this office receives a certified warrant. Once the warrant is received, your caseworker will be notified and the detainer can be placed. At the time of your caseworker interview you will be given the opportunity to file for the 180 day (speedy trial) writ.

**Personal Identification:** When you arrive, your personal identification, such as driver's license, social security card, MO ID, birth certificate, High School Diploma, etc., will be placed in your Sentence & Judgment file. You will receive these documents when you are released.

**LAW LIBRARY ACCESS**

WRDCC has a Law Library on site.

Offenders housed in the Diagnostic Center will not be allowed to physically go to the Law Library due to security concerns.

You may obtain a Qualified Legal Claim Form from the caseworker. Please fill out the form and return it to the caseworker. The offender will be required to prove that he has a qualified legal claim. (Any legal action which challenges your sentence conviction, or the conditions of your confinement.) This includes direct appeals of convictions, state or federal, Habeas Corp action, and civil rights complaints as defined in IS8-1.1. The Law Library will not accept any request unless a verified qualified legal claim is in existence. The caseworker will then send the request to the Library for a response. Please be as specific as possible on the material you are requesting. The Library has 7 business days to respond.

You will be allowed to keep legal material brought into the institution up to the amount that can be stored in your locker. Any excess material must be stored by the Property Room with a completed legal material inventory attached. You will be allowed to access the stored legal material anytime you can show written documentation that a court deadline exists (IS22-1.2) or a qualified legal claim exists. You may also request to trade out equal amounts of legal material once per month by notifying the caseworker in writing. The caseworker will make arrangements for the transaction to occur.

You will have access to legal mail. Both receipt of and mailing out. Legal mail will be given to you by a classification staff member. It will be opened in their presence to inspect for contraband.

You may, at any time you have access to the telephone, call your attorney. This will be a collect call. Should your attorney call us and request to speak with you, a call will be scheduled for them to call you using a case managers office phone.



**Legal Aid of Western Missouri for Kansas City Tickets Only!**

1. Legal Aid has 1 volunteer attorney.
2. Only one Judge in Kansas City hears these cases, and only hears 10 per week.
3. If you write and ask about the disposition of your case, they will not answer. They are short staffed and they do not answer questions.
4. It is going to take a long time for your case to be heard.
5. BE PATIENT.

The address is:

Legal Aid of Western MO.  
1125 Grande Suite # 1900  
Kansas City, MO 64106

**Notary Services**

Notary Services are available. Do not sign the paperwork until told to do so.

**WRDCC Library-Law Department-Information Sheet**

Request for Law Library materials must have a qualified legal claim verified. Requests must be submitted on the Qualified Legal Claim Form. These are available from the caseworker. The caseworker will send verified forms to the Library. Offenders may only submit one request at a time and loan materials are limited to five documents and/or a maximum of 100 pages. Materials on library loan must be returned in 8 days before more materials will be sent. Unclear, incomplete, illegible, or excessive requests may delay responses and will not receive a reply.

**Habeas Corpus:** If you have gone through the appellate proceedings, this format is used to get back into court. To file habeas corpus you must request a copy of 26 USC 2254 from the district court you will be filing. Western District Court, U.S. Courthouse, 400 E. 9<sup>th</sup> St., Kansas City, MO 64106.

**180-Day Writ/Motion for Final Disposition:** An offender can file a 180-day writ request for disposition on all cases except for traffic infractions, tried offenses, and probation violations. This is done through the Records Office. **An offender can not complete this process themselves.** If the offender is in Housing Unit 10, they will need to request a 180 writ from WRDCC Records after being notified. If the offender is in Housing Unit 10, the notice of detainer will be done and sent back to the offender to be signed. When records receives the form back with the signature of the offender and any witnesses needed, the forms will be placed in the Record's file so that when the offender is transferred to his permanent housing, the request for disposition will be automatically done. If the offender has refused to sign the notice of detainer it will be placed in his records file for future reference and the 180 request for disposition will not be done. Please keep in mind that there are many offenders wanting to file a 180 and it does take time.

**MISSOURI RE-ENTRY PROCESS (MRP)**

**Missouri Re-entry Process Principles:**

- Offenders can change and be productive citizens.
- The Missouri Re-entry Process begins when an offender enters the institution.
- The Missouri Re-entry Process is a responsibility which is shared by the offender, their family, community agencies and the state.

- A variety of services should be in place for each offender leaving the institution to reduce future criminal behavior.
- Offenders should receive training, education, and treatment to better prepare them for transition to the community.
- Offenders who are better prepared to fulfill their obligations to their children can break the cycle of crime for future generations.
- Employment that provides adequate income is critical to the offender's financial stability in the community.
- Stable housing is one key component which impacts the stability of the offender in the community.
- Faith-based support can play an important part in an offender's successful reentry into the community.
- A healthy family support system can assist in the offender's re-entry to the community.
- Offenders should leave the institution as healthy as possible and have access to healthcare in the community.
- Victims must be allowed to participate in the Missouri Re-entry Process and be supported by it.

To better assist you in planning for your future release from incarceration and integration back into your community, the Missouri Department of Corrections in collaboration with other state agencies has initiated the Missouri Re-entry Process or MRP. Through MRP, it is our goal to assist you in becoming a self-sufficient member of your community.

While incarcerated, your case management team will help you identify your goals and accomplishments for successful integration back into your community. You and your team will then develop your Transition Accountability Plan or TAP. The TAP is a tool you and your case management team will use to develop a plan to address your liabilities while incarcerated. As you near your release date, you may be moved to a Transitional Housing Unit or THU. There you will work closely with your case management team to begin preparing for your release. Your team will assist you with applying for state benefits for which you qualify, obtaining identification, preparing for employment, obtaining appointments with mental health or substance abuse providers, locating safe housing or any other need that has been identified. In other words, your case management team will assist you with making a smooth transition back into the community.

After your release, whether you are under the supervision of Probation and Parole or not, the Department of Corrections, along with their partnering state agencies, community groups and faith-based programs, will continue to be there to support you.

### **HIGHLIGHTS OF THE MISSOURI RE-ENTRY PROCESS**

#### **Programs and Services**

**Anger Management**-learn constructive ways to express and control anger.

- Successful completion meets P&P stipulation

**Parenting Programs**-learn how to build stronger relationships with family.

- 4-H Life
- Inside/Outside Dads
- Storylink

#### **Education/Vocational Training**

- Missouri Vocational Enterprises
- Adult Basic Education

- Career and Technical Education
- General Education Development

### **Employment**

- Institutional Offender Jobs
- Division of Workforce Development-presentation and career center referral

**Restorative Justice**-victim focused approach allowing you to reflect on the harm caused and to be involved in reparative activities.

**InnerChange Freedom Initiative**-learn pro-social values from a Christian viewpoint; available at Algoa Correctional Center.

**Impact of Crime on Victims Class**-class to help you develop sensitivity to victims and prevent further victimization. (Mandatory)

**Pathways to Change**-cognitive thinking class. (Mandatory)

### **Substance Abuse Education/Recovery/Support**

### **Religious/Spiritual Programs**

### **Identification**

- Birth Certificate
- Missouri Identification Card
- Social Security Card

If eligible, the following services may be available:

### **Veteran Benefit and Service Presentation**

### **Medicaid pre-release application**

### **Social Security Income pre-release application**

### **Written Driver's License exam**

**United Migrant Opportunity Service:** employment services/education/training opportunity for those eligible who have worked in farm work in the past four years.

There may be other programs and services available depending on the site that you are placed. Your case manager can provide more information about programs and services.

### **Partnering Agencies**

Throughout your incarceration and community supervision, other private, faith-based and state agencies will be involved in providing necessary services. Your involvement with these agencies will be outlined in your TAP. These agencies are part of your case management team.

### **Discharge and Aftercare**

Prior to your discharge from incarceration or supervision, you and your case manager will establish an aftercare plan as part of your last TAP, to assist you with continued success.

### Tips for being successful while incarcerated

1. Be involved in the development of your TAP. These are your goals for your life. If you are struggling with a goal, talk to your case manager about support you need to reach the goal.
2. Obtain personal identification from home. Have your family send your social security card, driver's license, and birth certificate to the records office and notify your case manager. This will help with employment and eligibility for programming and services as you plan for your release.
3. Follow the rules of the institution. Bad conduct does make a difference and will negatively affect your program opportunities and may affect your release date.
4. Rebuild and/or maintain positive family relationships. Family can assist you with many aspects of incarceration and your future success including: a home plan, employment, transportation, and overall stability.
5. Take care of pending cases, fines and court costs. You don't want warrants and fines hanging over your head.
6. If you have a substance abuse problem, do something about it! Be honest with yourself and seek assistance. Talk to your case manager about available programs.
7. Learn how to work hard and do a good job. Make sure you are on time and at work every day.
8. If you need more education or a vocational skill, talk to your case manager about available opportunities.
9. Strive to complete any educational course you start while incarcerated. It is easier to attend classes and study while incarcerated than to juggle work and school in the community.
10. Strive to gain skills while incarcerated that may help you with employment after release. Take advantage of employment programs/classes and practice the skills that you learn at your institutional job assignment.
11. A positive attitude is key to success in life.

### CHILD SUPPORT INFORMATION

If you are able to, you can at least send a Green Check (at least \$1.00) to the Child Support Payment Center in Jefferson City. Let them know that you are currently incarcerated and that this all that you can afford at this time. This will show a good faith effort on your behalf.

Send it to:  
**Family Support Payment Center**  
**P.O. Box 109002**  
**Jefferson City, MO 65110-9002**

There are no programs in this institution that will help you with your child support. There is a Child Support Modification format in the library that you send to request that your payments be temporarily modified. Your child support will not stop just because you are incarcerated.

### **RELEASE CLOTHING/DRESS OUTS**

Discharge clothing may be sent to the attention of the property officer and clearly marked "**Discharge clothing**" on the outside of the package no more than 30 days prior to release.

- "Discharge Clothing" may consist of no more than 1 set of clothing to be worn upon release, to include the following items:
  1. 1 pair of pants/shorts
  2. 1 shirt/sweater/sweatshirt
  3. 1 under shirt
  4. 1 pair of under shorts
  5. 1 pair of socks
  6. 1 pair of shoes
  7. 1 coat/jacket
  8. 1 belt
  9. 1 headwear (stocking cap, ball cap, etc.)
  
- Offenders also have the option of purchasing "Discharge Clothing". Items available from Eastbay are shoes, shorts, and pants. All information on available products, prices and how to order can be obtained from your Case Manager.

### **LAUNDRY PROCEDURE**

Laundry for third floor will be collected by third shift custody staff on Monday night. Laundry carts will be staged on the third floor for pick-up by laundry personnel. A laundry count sheet with the total amounts turned in will accompany the carts. Laundry will be returned to the staging area on the third floor by laundry personnel with a verified copy of the laundry count sent/returned. Third shift will pick-up the laundry after assuming their post on Tuesday for distribution back to the offender population .

The above procedure will be repeated on Thursdays and Fridays for first floor wings of Housing Unit 10.

### **GUIDELINES FOR ADJUSTMENT TO INCARCERATION**

Missouri Department of Corrections is committed to the custody and supervision of all offenders; however, circumstances may occur which may place you in a vulnerable, insecure predicament. Be aware of and avoid conditions which may put you in these situations. Please refer to The Offender Rulebook (green book), pages 63-66 for a listing of examples of these conditions and what to do if you need protection.

The Department is committed to the idea of a safe and secure environment for all. Each offender is responsible for cooperating with staff and for complying with all Department rules.

### **FIRE & SAFETY GUIDELINES**

#### **FIRE AND TORNADO**

Know the exits in the areas you live and work and get familiar with the posted emergency diagrams in your area. In the event of a fire or tornado, actual or drill, you will be expected to respond immediately to your officer's directions. You will remain quiet and move quickly but safely to your designated area of safety. Offenders at WRDCC will not fight fires.

### **ROOM AND WING SAFETY**

Rooms will never have furniture or other objects blocking the path of evacuation. Two (2) extension cords plugged together is a safety hazard. The cord will be confiscated and a CDV written. Excessive pictures or other paper products will not be tolerated on cell walls. This is also a fire hazard. Be cautious getting in and out of bunks. Bunks have metal frames and can injure you if you hit or bump them hard enough. Lockers are to be stored under the bunks when not in use and will be pulled out completely when used so the lid will not cause injury if it falls. Cardboard boxes are not allowed in rooms and paper sacks are not to be used as trash cans.

### **SHOWER AND BATHROOM AREAS**

Be watchful for wet floors. In an institutional setting, someone is usually always mopping floors. Mop floors correctly. Half (1/2) of the floor at a time, leaving a dry place to walk. Mop any spill immediately and be aware that restrooms and showers are often wet and slick. Don't rush in these areas, take your time.

### **ACCIDENT REPORTING**

If you are injured, report it to a staff member or officer immediately. Now, not later. He or she will complete an accident report and refer you to Medical for treatment, if needed. Reporting false information for any report including accident reports is subject to a CDV.

### **GENERAL SAFETY**

- Wall outlets are not to be tampered with. Any misuse that occurs and the plug will be disabled.
- No horseplay at any time
- Don't operate any equipment unless you have been instructed on its safe and proper use.
- Do not feed, pet, or approach animals in the institution. Cats, squirrels, or other animals can carry rabies.
- Help keep your area of the institution clean. This aids in insect and rodent control.
- Observe all smoking regulations.
- Upon being assigned a job, you will be given and required to sign more specific and detailed safety rules.

By following these simple safety guidelines, you can help protect yourself from needless injury and possible CDV's.

### **CANTEEN SERVICES**

Offenders will be able to select items from the approved HU-10 canteen list. Items you wish to purchase will be entered on the kiosk machine located on your wing. Canteen will deliver items to the canteen room located in C-dining.

### **CLASSIFICATION**

Offenders will be seen by a diagnostic case manager to discuss what their custody level will be. If you have other concerns you may fill out a "Line of Communication" located on your wing, to the case manager assigned to your wing or see them during their open door time.

### **COUNTS**

Custody counts will be at 8:00 AM, 11:00 AM, 4:30 PM and 10:00 PM. The 10:00 PM count will be a name and number count in which you must be standing with your ID in hand for the counting officers. Additional counts will be conducted at 1:00 AM and 4:00 AM.

### **JOB ASSIGNMENTS**

While assigned to WRDCC diagnostic housing you will not be assigned a permanent job. If you wish to work as a porter cleaning, you may speak to your assigned case manager.

### **GRIEVANCE PROCEDURE**

If you believe you are being treated unfair or have a concern regarding your incarceration you should speak with the case manager assigned to your wing. After discussing your concern, if you still feel you are not satisfied you may begin the Offender Grievance Procedure. If you are still not satisfied you may appeal the decision. A more thorough explanation of the grievance procedure can be found on pages 66-69 of the Offender's Rule Book.

### **GROOMING**

While incarcerated, maintaining proper grooming is important. Should you need a hair cut, you will need to complete a line of communication to your case manager. Once you have been assigned to WRDCC for a minimum of 30 days, you will be scheduled for a haircut. Haircuts are completed on weekends. Once you receive a haircut you will not be allowed another one for 30 days, unless scheduled for court outcount. Only standard haircuts will be given (i.e.: no mohawks, designs or shaving bald).

### **HOUSING ASSIGNMENTS**

Once an offender completes the diagnostic intake, you will be assigned to a housing unit wing with approximately 50 other offenders. You will be assigned to a wing based on your crime, length of sentence and physical attributes. There are no convenience room moves. If you are having issues on your assigned wing, you need to speak with a staff member immediately.

### **OFFENDER FINANCES**

You may check your personal account by using the kiosk machines located on your wing. If you owe money for house arrest, electronic monitoring, etc. the state will take money from your account. You will be allowed to spend \$5.00 per month and any money owed will be deducted from your account. All money for your account will need to be sent to Inmate Finance of Control Office in Jefferson City.

### **MAIL SERVICES**

Incoming and outgoing mail will be searched for content and contraband. All incoming mail should be addressed in the following manner:

**Offender's full name and number**  
**Western Reception Diagnostic and Correctional Center**  
**3401 Faraon Street**  
**St. Joseph, MO 64506**

Outgoing mail should have the same information as above placed in the upper left hand corner of the envelope.

### **MEDICAL SERVICES**

Offender needing medical services should complete a Medical Services Request (MSR) form, and place it in the MSR box on your wing. If you have a medical emergency, you need to notify staff immediately.

### **PACKAGES AND PROPERTY**

Any property you arrived with that is not allowable will be held in Receiving. You will be notified of the amount of postage needed to send the property out. You are responsible for state issued clothing. If you destroy or tear up assigned items, you will be held responsible and will have to pay for damages.

### **RECREATIONAL ACTIVITIES**

While assigned to Diagnostic housing, there is no outdoor recreation. There are board games assigned to each wing that can be checked out. The television on the wing will not be touched by any offender. Times and channel the television will be on is at the discretion of the Recreation Department. As you are not allowed to physically go to the general library, reading books may be checked out from a book cart. New books will be placed on the book cart when they become available.

### **RELIGIOUS ACTIVITIES**

If you need to see a Chaplain you should contact your case manager. Chaplains do make visits to diagnostic housing for walk-through tours. Chaplains may not be able to see all offenders wishing to visit with them. Diagnostic offenders will not attend organized meetings of their religion. They may observe sole practitioner for their religion.

### **STATE ISSUED CLOTHING**

Offenders are issued the following quantities of state clothing. You are responsible for what you are issued and if you damage something you will pay for damages.

2 pants, 3 underwear, 2 t-shirts, 1 footwear, 3 pr. socks, 1 sheet, 1 pillowcase,  
1 blanket, 1 bath towel, 1 wash cloth, 1 pillow, and 1 laundry bag.

### **VISITING**

All visits in diagnostic are no contact. Upon arrival you are asked to fill out a list with 5 immediate family members (1 significant other can replace one immediate family member). If your family members are not on this list they will not be able to visit you. You are eligible for a visit after you have been assigned to WRDCC for 30 days. You will need to send a visiting application to your family members and they will need to send it back in to your case manager for approval. You will schedule your visit with your case manager. The date of your requested visit may be changed due to availability.

### **PRISON RAPE ELIMINATION ACT**

During orientation you will watch a video regarding Prison Rape Elimination Act. This video will describe how rape occurs in prison and how to avoid getting into situations which may lead to being raped. Again, if you are a victim of an assault you need to report this to a staff member immediately.