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INTRODUCTION

You are at the Oregon Department of Corrections (ODOC) Intake & Assessment Center located at Coffee Creek Correctional Facility (CCCF) in Wilsonville, Oregon. Over the next few weeks you will go through the Department of Correction's intake and assessment process. During this process you will not have access to programs or work assignments, but will be involved in a number of important activities resulting in the development of your individualized **Case Plan**. These activities include, but are not limited to:

- Tests
- Interviews
- Classes
- Medical and dental exams

It is important that you understand the importance of the intake and assessment process. It is also important

that you work with us so that we can make the best correctional planning decisions concerning your institutional placement, custody level as well as work and program assignments. IF YOU HAVE QUESTIONS OR NEED ASSISTANCE, ASK YOUR UNIT OFFICER OR COUNSELOR, ONCE ONE IS ASSIGNED.



Why am I here and what will be expected of me?

INTAKE CENTER OVERVIEW

The ODOC Intake & Assessment Center at CCCF is a short-term placement facility for individuals entering the Oregon Department of Corrections. All offenders sentenced to the state's correctional system go through the intake process, with the exception of those sentenced to death row.

Inmates on intake status will have NO access to canteen, personal visits, work or program assignments. You will be involved in a concentrated process designed to:

- Provide you with information that will prepare you for your incarceration,
- Target and prioritize, in a **case plan**, your criminal "risk factors" so that we can provide

- you with opportunities, as available, to address those needs, and
- Assist you, from the day you arrive, in acquiring skills for successful re-entry into the community.

REMEMBER, your full participation in the assessment process is important to your future success. While you are here you are expected to:

- Understand and follow the rules of prohibited conduct (located in your *Intake Packet*).
- Do what staff instruct you to do.
- Speak and act respectfully to ALL other inmates and staff.
- Take part fully in all intake and assessment activities.
- Read the information located in your Intake Packet and Intake Handbook.
- Read the bulletin board in your unit daily for call-outs and new information.



But..... All I did was violate my parole/probation/post-prison supervision!

EXTRADITIONS / ESCAPE MORRISSEY

If you violated your post-prison supervision and were picked up in another state, you are considered an

“extradition” or “escape Morrissey”. All extraditions/escape Morrissey’s are transported to the Intake & Assessment Center at Coffee Creek Correctional Facility for their Morrissey hearing. Although you will participate in the intake orientation, you will not participate in the intake testing groups. Your hearing cannot be scheduled until we receive your parole officer/post prison supervisor’s report along with their recommendation. It usually takes approximately 2 weeks for us to get this information after you arrive. Once the paperwork is received your hearing will be scheduled. Morrissey hearings are usually scheduled one day per week. After speaking telephonically with the hearings officer, they will add their report and recommendation along with any statements you would like to make on your behalf, to the recommendation of your parole officer or post prison supervisor. This information will then be sent to the Parole Board, who makes the final decision regarding your sanction. This process will take approximately another week or two. Every day that you serve here at CCCF will count towards the sanction you are given. Once the board makes a decision regarding your sanction, they will make arrangements for the county of your original offense to come pick you up and you finish the remainder of your sanction/revocation at the county jail. It is up to the

county when they will come and pick you up. You could be here at CCCF for a total of 30 days or more. Thank you for your patience with the process.

You will receive no paperwork regarding your hearing or sanction while you are here at CCCF. If you want copies, you may request them from your parole officer when you arrive at the county jail. You may also ask for the results of your hearing when you arrive at the county. We are not informed of your final sanction/revocation here at CCCF.

- **Sanction** is a sentence given to you for your violation. When you receive a sanction, your sentence of calculated supervision time keeps running.
- **Revocation** is a sentence given to you for your violation. However your sanction time stops and is added on after you serve your sentence, thus more time on post prison supervision PPS.
- Anytime you fail to report to your Parole Officer/PPS or leave the state, your calculated post prison supervision stops and a warrant is issued.
- Minimum sanction for an Extradition/Escape Morrissey is 60 days.

- If you do not have any new allegations of criminal conduct, the maximum sanction you may receive is 90 days jail (which is called a Technical Violation.) If you have new allegations of criminal charges you may receive up to 180 days (this is called a Criminal Violation.)
- Any time spent in another correctional facility outside this state will not be credited towards the sanction you will be receiving with the Parole Board.

OLD GUIDELINES

If you have a record of crimes committed prior to November 1, 1989, you were sentenced under “old guidelines.” If you fall under the old guidelines and you are here as a result of a parole violation (no new charges), the parole board is the only one who can adjudicate your parole violation. As a result, you are placed in ODOC custody while you await your future disposition hearing and you WILL participate in the complete intake & assessment process, including testing, etc. However, YOU WILL NOT STAY AT CCCF AWAITING YOUR FUTURE DISPOSITION HEARING. Once you have completed the intake process, you will be transferred to another ODOC facility where your hearing will take place.



I'm not 18 yet. Will I still go through this process?

JUVENILES

In most cases, if you are under the age of 18 upon arrival at CCCF, you will not go through the standard intake and assessment process. You are usually processed through Intake & Assessment within 5 business days and transported to an Oregon Youth Authority facility. You will participate in orientation and testing, however your movement will be restricted for your safety. During your brief stay at CCCF you will be housed alone in a cell or with another juvenile offender.

If you have further questions regarding the process for juveniles at CCCF, send an inmate communication form (kyte) addressed to “Intake Juvenile Caseload.”



Does my time here count as “state time?”

YOUR RESPONSIBILITY

Your “state time” begins the moment you arrive here at CCCF. You also need to be thinking about transitioning back into the community from the moment you arrive. Every choice you make *now*,

can affect your success *then*. While you are expected to fully participate in your assessment, this facility also upholds all of the department's rules on prohibited conduct. You are responsible for reading, understanding and following the ***Rules of Prohibited Conduct*** handout included in your intake packet. Any misconduct on your part can impact you in a number of ways, including but not limited to:

- Increased time in-cell
- Loss of "earned time"
- Change in release date
- Change in custody level
- Monetary fine
- Placement in segregation

If you do not obey the rules during your stay here, you will be held accountable. If your behavior rises to the level of a *major misconduct*, you will be placed in a temporary holding cell where you will remain until you have completed the intake process. If you receive a Disciplinary Report (DR) for your behavior, you may also be held here until you have your hearing.

YOU ARE RESPONSIBLE FOR ANY DAMAGE DONE TO YOUR ASSIGNED CELL. Once you are assigned to a cell, you are advised to check it out for

any damage, graffiti or vandalized areas. If you find any of the above, you will need to notify your unit officer as soon as possible. Unit staff will randomly check the cells and damage to your cell will be documented. You will be held responsible for any new, undocumented damage. If you have any questions regarding these issues, please address them to your unit officer.



What is the procedure on the housing units?

GENERAL HOUSING UNIT GUIDELINES

The following is a general outline of the housing unit schedule. Actual times may vary.

5:00 am	Special needs line.
5:30 am	Cell lights on.
5:45 am	Morning meal.
	AM Orderlies start time.
6:00 am	A-Unit Medical Triage Line.
6:15 am	B-Unit Medical Triage Line.
6:30 am	O-Unit Medical Triage Line.
6:45 am	Q-Unit Medical Triage Line.
8:00 am	Medication Line O/Q.
9:00 am	Medication Line A/B.
7:15 am	Dayroom clean up, food carts to corridor.

7:30 am Unit/Dayroom/Cell cleaning - all units. All bunks are to be made and cells will be ready for sanitation inspection.

7:30 am Morning Dayroom/Yard for inmates on juvenile status. Televisions may be turned on and may be on different channels.

8:30 am Dayroom for inmates with no restrictions (forty-five minute maximum per tier, odd days=bottom tiers first, even days=top tiers first).
Yard – weather permitting.

11:05 am Count – Inmates will be required to be sitting up on their assigned bunks for this count. Unit televisions will be off.

11:30 am Special needs line.

11:45 am Noon meal.

12:45 pm Dayroom clean up, food carts to corridor.

1:00 pm Dayroom/Yard – weather permitting. Televisions are permitted to be turned on. Unit televisions may be on different channels.

1:30 pm Medication line O/Q

2:00 pm Medication line A/B

3:00 pm PM Orderlies start time.

3:30 pm Clothing exchange (Mon., Wed., Fri. & Sat.)

- 4:30 pm Count – Inmates will be required to be sitting up on their assigned bunks for this count. Unit televisions will be off.
- 5:15 pm Evening Meal.
- 6:30 pm Dayroom clean up, food carts to corridor.
- 6:45 pm Dayroom for all units, Yard – seasonal.
- 7:15 pm Medication line O/Q.
- 8:30 pm Medication line A/B.
- 8:45 pm General dayroom closed.
- 8:45 pm Evening dayroom for inmates on *juvenile* status.
- 9:30 pm Special needs line.
- 10:15 pm Count (not a sit-up count)
- 10:15 pm Cell lights out.

Inmate Attire - When not in your cell, you are required to wear issued clothing as it was designed and all inmates will be appropriately dressed before exiting their cells. Minimum appropriate attire consists of: scrub pants, socks, underwear, sandals and t-shirt. Your ID card must be clipped to your shirt somewhere in the chest area. T-shirts must always be tucked in when outside of your cell. This is required even if a scrub top or sweatshirt is worn over the top of the t-shirt. Scrub tops and sweatshirts are optional outerwear. Sweatshirts are not to be worn underneath any other garments. Not wearing

socks is permitted **ONLY** when proceeding directly to or from the shower area.

Leisure Books/Magazines/Newspapers – Each inmate is permitted two leisure-reading books in his cell. Book exchange is to be completed during open dayroom times. Inmates may have additional religious materials in their cells. Magazines and newspapers that are your personal property are to be kept in your cell and may not be passed around or shared.

Cell Inspections – You are to have your cell ready for inspection at 7:30 am daily. Whenever you leave your cell between the hours of 5:30 am and 10:00 pm, your bed will be properly made. You may reference the photos located on your unit bulletin board to ensure that your bed and cell are inspection ready. During the hours of 7:30 am and 7:30 pm, inmates are NOT permitted to be physically between their sheets. If you wish to be on the bunk and under cover, you may use the second blanket to cover yourself.

Dayroom – Inmates who miss their dayroom time due to call-outs or for various other reasons will NOT be given “make-up” dayroom time. The normal length of dayroom for each period is a maximum of

forty-five minutes. There may be several periods in a day. Loitering outside of another inmate's cell or at the unit windows at any time is prohibited.

Group Cell-in – When a large group of inmates are out of their cells and have been instructed to return to their cells (i.e. end of dayroom time or meal), inmates will proceed to their cell front and wait for the cells to open. Once the cells have been opened, inmates will enter their cells in an orderly fashion and the cell doors will be closed. Inmates that miss these line movements may be held accountable under CCCF guidelines for progressive discipline.

Meals - Cells will be opened at mealtimes and inmates will proceed to the dayroom. Food trays will be located near the beverage area. Inmates will have twenty minutes to eat their meal once the last inmate on the tier has received his tray. All inmates will return their trays, cups and utensils to the food carts before returning to their cells. Each inmate may take only one cup with their meal. Cups may NOT be taken back to your cell.

Toilets – Do not flush anything other than urine, feces and toilet paper down the toilet! This includes: fruit peels, paper, clothing, etc. If the toilet becomes clogged, you will be given a misconduct report. You

will also be charged for any items destroyed and/or any equipment damaged.

Line Movement – Anytime you are traveling down a corridor within the facility, you are expected to walk along the wall on the right side of the hallway. Loitering outside another inmate’s cell during line movement or at any other time is prohibited. You may be written up for being in an “unauthorized area.”



How can I get my questions answered?

INMATE COMMUNICATION

Anytime you have a question, you should first attempt to get an answer face-to-face from staff.

If you are unable to get an answer, you can fill out and send in a written inmate communication form, sometimes referred to as a “kyte.” These forms are available on your unit.



There are several things to remember when filling out an inmate communication form:

1. **INCLUDE** your name, SID, bunk assignment and housing unit on both sides of the form.

2. State your question as clearly as possible.
3. Write neatly.
4. Be respectful.
5. Do not send an inmate communication to more than one person, at the same time, addressing the same issue.
6. Wait 3 to 5 days for a response.
7. Save your answered inmate communication forms as a record.

You may use the list below to determine who best to send your inmate communication form to. Once you have completed the form, drop it in the “Kytes/Grievances” slot in the large green mailboxes on your unit. Your “kyte” may be directed to any of the following:

Legal Library: *Need access to legal material or envelopes for required court and parole board filings.*

OISC Records: *SID number requests and questions regarding sentence calculation and detainers. YOU ARE REQUIRED TO WAIT 30 DAYS from admission before sending a kyte to the Records office with questions regarding sentence calculation and detainers. Inmates on intake status will not be provided a copy of their facesheet.*

Central Trust: *Questions regarding your Central Trust Account.*

Diversity Coordinator: *Grievance or discrimination issues/questions.*

Intake Sgt.: *Questions/concerns regarding your cell, clothing or ID card.*

R&D Sgt.: *Questions/concerns regarding personal property brought with you at the time you entered the facility.*

BHS/Mental Health: *Questions/concerns regarding your mental health.*

Chaplain: *Questions/concerns regarding access to religious materials.*

Intake Notary: *CD28s, or need to have legal documents notarized. (Please DO NOT sign any documents needing to be notarized until notary is present and tells you to do so.)*

Intake Coordinator: *General questions regarding the intake process, orientation, or obtaining additional envelopes AFTER you have been here for 30 days, 45 days and 60 days.*

Intake Counselor: *Specific, time-sensitive questions regarding your case. If possible, hold your questions until your interview. Release date information will not be available prior to your interview.*

Intake Lieutenant: *Questions/concerns regarding safety & security, conflict issues or other security*

related issues, which you have been unable to resolve with your unit officer or other security staff.

Intake Operations Manager: *Questions/concerns regarding inmate transfers or your case, which you have been unable to resolve with your counselor.*

If you need to contact Health Services, you will need to sign up to see the triage nurse. The sign up sheet is posted on each unit, seven days a week. If you sign up to see the triage nurse, you are then required to attend triage line the following morning at the designated time for your housing unit. Triage line is run 7 days a week. To request a refill of your medication, please send an inmate communication to Health Services by placing your request in the “Health Services” slot in the large green mailboxes on your unit. This is also where you should place kytes addressing mental health issues.



What’s my “SID” number and why do I need it?

INMATE IDENTIFICATION

Your “SID” number is your State Identification Number, usually seven or eight digits long. You will need this number for several reasons throughout your incarceration. It should be included on ALL inmate communication forms, incoming



mail, and most of the tests and forms that you will fill out during the assessment process.

Your SID number is located on the ID card you are issued while at CCCF. This card is to be worn on your shirt, in the area of your chest, with your photo facing outward. Staff will request it at various times throughout the intake process and it is important that you have it available. If you have not received your ID card within a few days after arriving at CCCF, let your unit officer know.

If you need to obtain a replacement ID card, you will need to submit an inmate communication form to the “*R&D Sergeant/ID Replacement.*” You should explain why you need a new one (lost, wrong information on card, cracked, broken, etc.). Have your unit officer verify your need for a new card by having he/she sign off on your inmate communication form. If it is determined that this facility should pay for a replacement, your request will be forwarded to the records office and a new one will be issued. If it is determined that you are responsible to pay for its replacement, you must fill out and submit a CD28 in the amount of five dollars.

INTENTIONALLY DAMAGING OR DESTROYING YOUR ID CARD WILL RESULT IN APPROPRIATE DISCIPLINARY ACTION.



What is “count time”?

INSTITUTION COUNT

Throughout your incarceration you will be involved in daily institution counts. During these times, every inmate within the institution is accounted for. Of the many regularly scheduled counts that occur each day, at least two will require your active participation. These counts are referred to as “sit-up counts” and they take place at **11:05 am** and **4:30 pm** everyday. Please be advised, however, that sit-up counts may occur at other times as well. When they do, you will be notified. During sit-up counts you are expected to do the following:



- Remain seated, upright, on **YOUR** assigned bunk
- Remain quiet

If you do not follow these procedures you will be subject to progressive discipline. Another of the institution counts takes place at **10:15 pm** each evening. During this count you are required to be on your bunk. However, you do not need to be sitting-up.



*What's all this stuff they gave me
and what if I run out of something?*

ISSUED ITEMS

Upon your arrival at CCCF you were issued the following items:

- Intake packet (Intake Handbook, *Rules of Prohibited Conduct* handout and various other informational forms)
- Blank paper for letter writing (envelopes are issued in orientation within a few days of your arrival)
- 1 Ink pen
- 2 Bars of soap
- 1 Tube of toothpaste
- 1 Toothbrush
- 1 Comb (or pick)
- 1 Bottle of shampoo
- 1 Container of deodorant
- 1 Set of standard intake clothing (returned upon transfer out)
- 1 Bedroll (pillow case, 2 sheets, 2 blankets and towel; returned upon transfer out)

You are not allowed to share any of these items with another inmate. The toothpaste, shampoo and deodorant you are given is expected to last you throughout your stay at the intake center. Use them

conservatively as these items may not be replaced. If you have any problems with the items listed above or you did not receive them when you were processed through Receiving & Discharge (R&D), you need to contact the Intake Sergeant by filling out a kyte.

Replacement pens and toothbrushes can be exchanged on a one-for-one basis with the unit officer. Check with your unit officer to determine the days and times this is done. Additional blank paper can also be obtained from the unit officer.

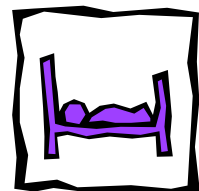
YOU ARE NOT ALLOWED TO SHAVE YOUR HEAD, even if you arrived with a shaved head. You will be held accountable for doing so. You are also not allowed to alter your razor in any way. Unauthorized or altered property is considered contraband and will be confiscated. Possession of contraband may result in significant disciplinary action. If you destroy any of the items you are issued, you will be charged for them.



I want a new “cellie!”

CELL ASSIGNMENTS

Upon arrival at CCCF you will be assigned a cell AND a bunk (A=above bunk,



B=bottom bunk). You may be assigned to share a cell with another inmate. The Oregon Department of Corrections does not cell individuals based on race, religious preferences or crimes committed. In short, **YOU MAY NOT CHOOSE YOUR CELLMATE** while at CCCF. It is your responsibility to get along with your cellmate and to treat him and all others with respect. Do not sit on the table in your cell, You will be held accountable for any damage to items resulting from your misuse. You should also not be communicating with other inmates through your cell door. And remember, **THE IN-CELL CALL BUTTON LOCATED ON THE WALL INSIDE YOUR CELL IS TO BE USED FOR EMERGENCY PURPOSES ONLY.**

INMATE CONFLICTS

It is your responsibility to report all serious **previous** and **current** conflicts immediately to the Intake Lieutenant by completing and forwarding an Inmate ***Report of Conflict Form (CD1473)***. This form can be found in your Intake Packet and on your unit.

It is also **YOUR** responsibility to provide the necessary documentation and/or assist DOC staff in obtaining documentation which proves you have an actual conflict with another inmate.

Examples of inmate conflicts may include, but are not limited to – serious threat to personal safety, history of assault with a weapon, history of serious injury requiring medical attention, serious incident in a county jail, a victim of a verifiable crime that occurred in the community, documentation showing the inmate provided testimony against another inmate in court or provided information to law enforcement authorities, and security threat/racial tension. **ALL** examples require documentation and completion of Inmate Report of Conflict Form (CD1473).

It is very important that you report your conflict as early as possible (including any conflict you reported during a previous custody) while on intake status and provide the necessary documentation in order to investigate your claim. **DO NOT** wait until you have completed the intake process, as reporting a conflict will **NOT** delay your transfer from intake and you could possibly be assigned to the same facility with your conflict until the issue has been investigated.



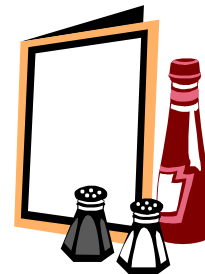
What about meals?

FOOD SERVICES

While you are housed at CCCF, you will be provided three meals per day. Meals are served at approximately the following times:

Breakfast 5:45 am
Lunch 11:45 am
Dinner 5:15 pm

Copies of the menu are located on your unit bulletin board. Next to the individual food items you will find a variety of symbols that will help you choose healthy foods. The meaning of each symbol can also be found on the menu. You will be given approximately 20 minutes to eat each meal. All meals will be served in the dayroom.



You are responsible for reading and following the *Inmate Rules and Regulations* for mealtimes. This information can be found in the Food Services handout in the intake packet you were given upon your arrival at CCCF. **DO NOT SHARE FOOD ITEMS.** No food is allowed in the dayroom except during mealtimes. Only one piece of uncut fruit per person is allowed in your cell.

Meat alternative trays and bean substitution trays are available daily for lunch and dinner. Meat alternative trays (veggie trays) contain fresh vegetables, steamed rice and beans. No dessert is included with a meat alternative tray. In a bean substitution tray, the main course of the meal is replaced with beans. So if a meal's main course is spaghetti and you order a bean substitution tray, you will receive the regular meal tray (including dessert) except you will get beans instead of spaghetti for the main course. You may choose a meat alternative tray, a bean substitution tray, or a regular meal tray, but you may not combine them in any way. Medically required or "therapeutic" diets are also available if ordered by Health Services. These must be authorized BEFORE your meal is prepared by Food Services. The CCCF chaplain must authorize any religious diets.



Can my family come visit me?

VISITING

You will not be allowed to have personal visits while you are housed at CCCF. However, YOU NEED TO KEEP YOUR FAMILY, OR OTHER SUPPORT SYSTEMS, INFORMED OF WHERE YOU ARE AND HOW YOU ARE DOING. You may do this by calling them on the phone during your dayroom time

or writing letters. Most likely, your incarceration is difficult for them as well. Keeping them informed will help everyone be more at ease.

The only exception to the visiting policy for Intake & Assessment at CCCF is legal or professional visits including those from:

- Attorneys
- Parole and Probation Officers
- Social Workers
- Law Enforcement
- Investigators

Legal or professional visits while at CCCF must be initiated and arranged by your attorney or other appropriate professionals. Once these individuals have contacted Intake & Assessment at CCCF and the request is determined to be appropriate, the visit will be arranged.

Although you're not authorized to have personal visits while involved in the intake process, you can complete and submit visiting applications while here. These forms are available on your housing unit. Be sure to follow the directions contained on the form very carefully. This will ensure the application is processed in the shortest amount of time. Incomplete

forms will not be processed. Visiting applications can take several weeks to process. Your family can also access the visiting application on our website: www.oregon.gov/doc/

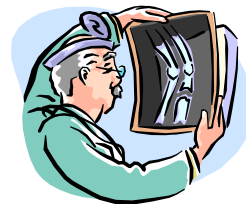


I think I need to see a doctor....

MEDICAL, MENTAL HEALTH AND DENTAL

Upon arriving at CCCF you met with a nurse in the R&D area. At that time you were asked a series of questions aimed at identifying immediate medical and/or mental health needs and given a TB (tuberculosis) test. You will be tested annually, throughout your incarceration, for TB. Other lab tests may be ordered depending on your personal physical exam results. You will also be offered the opportunity to start the vaccination series against Hepatitis A and B while here at intake.

In addition to your initial interview with the nurse, you will have a full medical and dental exam within a few days after arriving. During this time you will be asked about your medical and family history. Obtaining this information helps us to better plan for your physical care. This is the time to ask any questions you may have regarding your health.



During the next month, depending on your need, you may have additional healthcare appointments. It is **your responsibility** to check the daily callouts posted on your unit for any scheduled appointments and be ready at the time you are called out of your cell.

Dental x-rays will also be taken and the dentist will develop a treatment plan for you based on your needs. The Oregon Department of Corrections will address only URGENT dental needs while you are housed at CCCF.



Some of you will also receive additional mental health screenings while at CCCF. If you need to speak to a mental health professional, you may contact someone from Behavioral Health Services by completing an inmate communication form (place in Health Services Mail slot).

IF YOU ARE FEELING SUICIDAL, OR IF YOU SEE ANOTHER INMATE WHO YOU THINK IS ACTING STRANGELY OR YOU THINK IS GOING TO HURT HIMSELF, PLEASE NOTIFY A CORRECTIONAL OFFICER OR OTHER STAFF MEMBER IMMEDIATELY.

Medication lines are conducted 3 times a day. Your units will be called and cell doors opened when it is your turn for medication lines. You may be issued certain medications to keep in your cell and take on your own. You must assure these medications are kept secure in your cell.

Remember, you will not receive canteen while you are housed at CCCF. Aspirin, acetaminophen (Tylenol), ibuprofen (Advil) and antacids are available on your unit. Antifungal foot cream may also be available. You are only authorized to have 2 packets total of any of the above listed items. Check with your unit officer.

Emergency services are available at any time you feel your illness or injury requires emergency care. Report your problem to a staff member who will relay the information to Health Services staff. Emergency personnel will be dispatched if necessary. IF YOU ARE IN NEED OF IMMEDIATE MEDICAL ATTENTION, PLEASE NOTIFY A CORRECTIONAL OFFICER OR OTHER STAFF MEMBER RIGHT AWAY.

For other medical/dental problems, sign up to see the triage nurse. Triage occurs five mornings per week between the hours of 6 am and 7 am. The triage

nurse sign-up sheet is posted on your housing unit each evening. Ask your unit officer if you are unable to locate it. Each morning the triage nurse meets with those inmates who signed up on the triage sheet the day before. If you sign up for triage, you **MUST** show up at triage line the following morning.



What about legal matters?

LEGAL MATTERS

Access to legal library services is accomplished by filling out a *Legal Request Form* (ask your unit officer for a copy). Once you have completely filled out the form, put it in the inmate communication/“kyte” drop box.

Some common services that the library provides for inmates:

- Legal forms and packets (appeals, fast and speedy requests, child support packets, etc.).
- Legal envelopes: for **required criminal court and parole board filings only**, not general correspondence with attorneys or other entities.
or Ask your unit officer for law Jugs). *Envelope Request Form when you are ready to mail.* If we send the envelope to the unit and you are not ready to mail, the envelope will be returned to

the library and you will have to resubmit your request. **Legal correspondence other than required criminal court and parole board filings will require that you use one of the 5 envelopes you were issued upon arrival at CCCF.**

- Answers to legal questions and general research questions like addresses and phone numbers.
- Copies of laws, OARs, ballot measures and legal case summaries for you to read while you're here. You need to be very specific about what information you need when making this request.
- Photocopies of legal material (you must include a CD28 with this request). Copies are \$0.10 per page (double-sided copies cost the same as two single-sided copies).
- Legal typing request: only for converting from handwriting. Your request is typed **exactly** as **you** have written it. Typing requests usually take 3-5 WORKING days.
- Required filings are: Direct Criminal Appeal, Post Conviction Relief, Federal Habeas Corpus, Direct Judicial Review and Federal Civil Rights Actions.

Like all other inmates, you will need to fill out your legal forms yourself. If you have specific questions as you fill them out, you can ask the library questions

on the request form. Once the paperwork is filled out, you will mail it out directly from the unit.

Important things to keep in mind:

- Appeals must be submitted within 30 days of your sentencing hearing. Don't put off starting your appeal process.
- Although we fill requests as quickly as we can, the turn around time is at least 2, and sometimes up to 5 working days (one week). If you do not get your request filled after one week, have your unit officer call the library.
- If you need notary services, please send a regular inmate communication form addressed to the "intake notary." **DO NOT SIGN OR DATE ANY PAPERWORK REQUIRING NOTARIZATION UNTIL THE NOTARY MEETS WITH YOU AND INSTRUCTS YOU TO DO SO.**
- You can request a *Child Support Termination Packet* and begin filling it out in order to put child support payments on hold during your incarceration. Send the child support termination paperwork to the county in which the support order is filed.
- Male intake inmates are unable to schedule appointments of any kind in the legal library.



What's this about tests?

TESTING

Part of the intake and assessment process involves filling out several different questionnaires and participating in a number of tests and interviews. You will participate in this process regardless of your educational background. Each of these assessments is designed to identify your criminal “**risk factors**” as well as your strengths. An example of a criminal “risk factor” might be that you are unable to read or are drug addicted. An example of a “strength” might be a solid work history or a supportive family unit. You may hear CCCF staff refer to such strengths as **assets**. The Oregon Department of Corrections is equally as interested in identifying your assets and building upon them, as we are in identifying those areas where you may have specific “risk factors.”



Some of the tests that you may take while you are here at CCCF include *the Intake Reading and Math Appraisal* (IRMA), and the *Personality Assessment Inventory* (PAI), a mental health evaluation. The main purpose of the PAI is to screen for mental health issues. However, a few scales generated by

the PAI, along with a number of other factors, *could* affect your initial classification and potential for A&D treatment. Your behavior is a key component in determining future classification.

You may also be asked to participate in more in-depth, one-on-one testing. **IT IS IMPORTANT THAT YOU DO THE BEST THAT YOU CAN ON ALL THE TESTS YOU ARE GIVEN.** The results of these tests will be used to help create your **Case Plan**, which will in turn be used in making a number of decisions pertaining to the time you are serving with the Department of Corrections.

If you have been through the intake process at CCCF and completed the testing within the past **twelve months**, you will most likely not need to retest. Simply inform the instructor on the day of your testing and he or she will verify your information.



May I attend church?

RELIGIOUS SERVICES

The mission of Religious Services is to provide opportunities for inmates to explore and practice their faith or spirituality individually or corporately from intake through re-entry into the community. You may

obtain a variety of religious reading materials from the bookshelves on your unit or by sending a kyte to the “Intake Chaplain.” Also send a kyte to the intake chaplain if you have questions about specific religious accommodations while you are on intake. Some information that they have includes the Native American Handbook (services that are available to Native Americans in prison); and religious services rules, policies and procedures.

Periodically chaplains will make rounds on the units and they can also be contacted by kyte. You may also request your spiritual advisor to be placed on your visiting list, but beware that you will not be able to visit with him or her until you reach your next institution.

HGO

Home for Good in Oregon (HGO) is an award-winning re-entry program of the Department of Corrections. HGO works with inmates that are getting close to paroling who have a faith commitment. HGO will match inmates to a religious mentor who will help the inmate with transitioning to the community. If you have 18 months or less to release, send a kyte to the “Intake Chaplain” asking for more information about HGO. You may also get

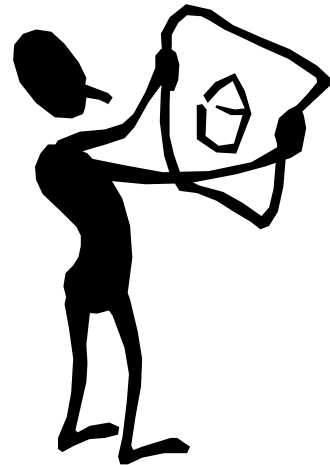
this information from the chaplain once you reach your next facility.



So, what if I have questions about my case?

YOUR COUNSELOR

Sometime after your arrival at CCCF and completion of the testing process, you will be assigned an intake counselor. Your intake counselor is responsible for reviewing your individual case, determining your **custody level** and creating your initial **Case Plan**. You should see your counselor at some point near the end of your stay at CCCF. Please be patient and remember that you are one of many inmates waiting to see their counselor. You will likely only meet with your intake counselor once during your stay at CCCF. Therefore, it's important that you keep a list of the questions you have for this person and ask them during your interview. When you do meet with your counselor, you will undergo a criminal risk assessment. The purpose of this assessment is to identify the root issues behind your criminal behavior. Research has identified several areas of risk in a person's life that are closely related to criminal behavior.



Your counselor will attempt to identify the areas in your life that put you at risk for reoffending following your release. This information along with your other testing results are used to develop your individualized Case Plan. Your Case Plan is the first step in the process of identifying the areas of your life that most actively contribute to criminality. If you are motivated to bring about a positive change in your life, your Case Plan is the key to beginning that process. By addressing the criminal risk factors identified in your Case Plan, you are reducing the chances that you will return to prison after you release.

The Oregon Department of Corrections also uses the *Automated Criminal Risk Score* (ACRS) to predict the likelihood an offender will return to prison following release. Offenders with higher ACRS scores are statistically more likely to re-offend and will be a higher priority for participating in evidenced-based programs. ACRS is coupled with the criminal risk assessment results to determine the proper programming for each offender. The Correctional Case Management (CCM) system utilizes a multidisciplinary team case-management model approach in order to target resources toward offenders most likely to reoffend upon release.

Your Case Plan will also highlight program recommendations based on all of the information obtained during the intake and assessment process. These recommendations may help determine what institution you are transferred to and what “opportunities for change” you are offered. Your counselor will be able to explain your individualized Case Plan to you and answer questions regarding:

- Your sentence
- Credit for time served
- Release date
- Custody level
- Hearings
- Alternative Incarceration Program eligibility
- Detainers/holds in other counties or states
- Sentencing guidelines and earned time credit
- Oregon Accountability Model
- Transition Planning

Again, we recommend that you keep a list of questions that you would like to ask your counselor. Bring this list with you to your interview. **YOUR COUNSELOR DOES NOT KNOW WHAT FACILITY YOU WILL EVENTUALLY BE TRANSFERRED TO.** Any requests for hardship or compassionate transfers need to be addressed to your facility counselor at your next institution. Where you

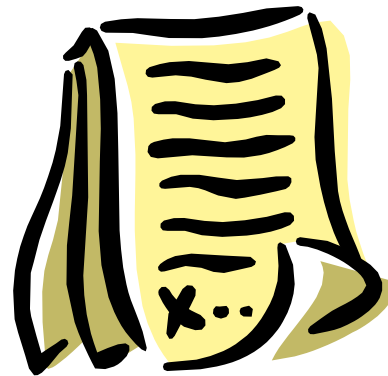
are transferred to from CCCF is dependent upon your custody level, Case Plan, available bed-space within the ODOC, and safety & security. You may not choose the facility to which you are transferred upon completion of the intake process.



How will I know I have an appointment?

CALLOUTS

Each evening, any appointments that you have for the next day should be posted on the “callout sheet.” The callouts are printed in alphabetical order by last name and it is **your responsibility** to read them and



be aware of any appointments you have coming up. A staff member will take or direct you to the appropriate location for your appointment, but you should be awake, properly dressed and ready to go (this includes using the restroom) before your cell is opened.

If your cell door opens and you are unsure whether you have an appointment, come to the door and listen for your name. **DO NOT STEP OUTSIDE OF**

YOUR CELL UNLESS YOU HAVE BEEN INSTRUCTED TO DO SO. THE DOOR WILL ONLY REMAIN OPEN FOR A FEW SECONDS. DO NOT ATTEMPT TO STOP A CELL DOOR FROM CLOSING! Remember, once you leave your unit you may not remove any clothing. So, dress appropriately prior to leaving your cell.



How do I know how much longer I'll be here?

INTAKE STAGES

While on intake status, you will proceed through a series of stages. The entire intake process takes an average of 30 days to complete. This means that some inmates will complete the process within a couple of weeks and others will take 40 days or more. There are a number of things that contribute to how long you will spend on intake status. It is important to remember that each offender will move through the process at a different speed, depending on their needs and how quickly their file is able to be compiled and processed. The following is a general description of the major stages that you will proceed through while here at CCCF:

Stage 1: This is the initial stage to which you are assigned upon arriving here at CCCF. Activities associated with this phase include: in-processing,

assessment testing and medical and dental exams. Once you have completed these activities you will move on to stage 2.

Stage 2: In this stage you may participate in any number of interviews and individual testing, based on the results of earlier testing. You may also be awaiting the completion of your hard file. This file contains such things as your face sheet, sentencing orders, and time computations. Once complete, your hard file will be assigned to a counselor and you will move on to stage 3.

Stage 3: During this stage, your counselor will begin “working up” your hard file. This means that he/she will be determining your custody level and recommending program assignments. All of this information will appear on your Case Plan and once complete, your counselor will call you out and explain it to you and answer any questions that you may have. After you see your counselor you will move on to stage 4.

Stage 4: Once you are at stage 4, you have completed the intake process and are awaiting transfer to your receiving institution. You may wait several days before transferring out.



Where's my mail?

INMATE MAIL

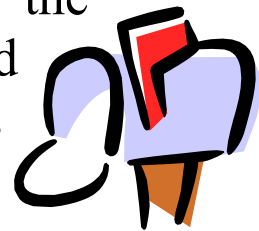
You may send and receive mail while you are housed at CCCF. This includes mail to and from other inmates housed within an ODOC facility. However, some facilities, other than ODOC facilities, will not allow inmates to send and/or receive mail from other inmates. Remember this if you are sending out mail to a county jail, federal prison, or a correctional facility in another state.

You will be issued 5 envelopes (those inmates on juvenile status will receive 2 envelopes) within the first few days of your arrival here at CCCF. It is your responsibility to write your name and SID number *in ink* on ALL 5 of these envelopes on the day that you receive them. Any blank envelopes found after that time will be confiscated and will not be returned to you. It is also your responsibility to use these envelopes wisely, as you will not receive additional envelopes until you have been at CCCF for several weeks. Specifically, you may receive an additional 2 envelopes on day 30, day 45 and day 60, should you be here for that long. Send a kyte requesting envelopes to the "Intake Coordinator" three days in advance of day 30, day 45 and day 60. Kyte requests

for envelopes sent prior to this time will not be responded to. Additional envelopes may only be distributed a couple of days a week. As a result, you may not receive your additional envelopes on exactly day 30, 45 and 60. Please be patient.

The postage amount on the envelope will usually cover 3 to 5 sheets of paper. If you put more than that in an envelope, it will likely be too heavy and will be returned to you by the post office. You cannot obtain additional postage by attaching a CD28 to the envelopes you are issued. The only exception to this rule is for Legal or Official Mail as defined by Mail (Inmate) Rule 131 or mail being sent to another country, and only while you are on intake status.

Certain kinds of “packages” may also be received if you have properly followed the package authorization process. **YOU MUST RECEIVE PRIOR AUTHORIZATION TO RECEIVE ANY PACKAGE** other than publications sent by the publisher/distributor. This means you must remember that anything being mailed to you in a package must be approved **before** the package is sent. You are only authorized to receive a very limited number of items while you are incarcerated. “Personal care packages” are not authorized.



Typically a package authorization is used to mail in glasses or other medically required items. You will need to check with the Intake Sgt. to ensure that the items you are having sent in are allowed.

All other incoming mail must be contained in an envelope no greater than $\frac{1}{4}$ inch in thickness and have a complete return address. Large envelopes, $8\frac{1}{2}$ x 11 inches, may also be received, but they too must not be greater than $\frac{1}{4}$ inch in thickness. All incoming inmate mail is opened and inspected, with the exception of Legal and Official Mail as defined in the Mail Rule. If any items contained in the envelope violate the department's mail rule including checks, money orders, unused stamps, blank envelopes or sexually explicit or gang-related photos/content, the envelope and all of its contents will be returned to the sender. Drawings or letters containing crayon, gel pen, lip stick, correction fluid, stickers, glue, tape or paint are also prohibited. Any cash or drugs found in the envelope will be confiscated.

You are allowed to receive photos while on intake status. Make sure the envelope is no more than $\frac{1}{4}$ inch in thickness. This is approximately 22 photos if there are no other contents in the envelope.

Photocopies of pictures are also allowed. However, Polaroid pictures, sexually explicit pictures or pictures with tape or foreign substances of any kind on them are NOT allowed and will be returned to the sender. You will receive a "Mail Violation" notice from the mailroom should items that were sent to you be returned to the sender.

You must seal your outgoing mail. DO NOT DRAW OR WRITE ANYTHING (except name and address information) ON THE OUTSIDE OF THE ENVELOPE. Please tell those who will be sending you mail to include your name, SID number, institution address and their return address printed clearly and legibly on the front of the envelope. If any of this information is missing, your mail will be returned to the sender. Any mail received after you are transferred out of CCCF will be forwarded to your next ODOC facility. However, please do not submit an address change request to have current magazine or newspaper subscriptions sent to you at this facility. By the time a change of address goes into effect, you will most likely already be transferred to your next facility. Also, do not order subscriptions while on intake status. You will not be here long enough to begin receiving them. Please wait until you arrive at your next facility to order any subscriptions or books from a publisher/distributor. Postal

regulations prevent the Post Office from accepting or processing postal change of address forms for anyone incarcerated with the ODOC.

Our Address:

Coffee Creek Correctional Facility

Your name and SID #

24499 SW Grahams Ferry Road

Wilsonville, OR 97070



Legal/Official Mail as defined in Mail (Inmate) Rule 131 related to legal matters will be opened and inspected in front of the inmate to whom it is addressed. This type of mail must be coming in from or going out to an attorney, court, or court official and it must be clearly labeled “LEGAL MAIL” on the outside of the envelope. If you need to send out required court or parole board filings and you wish to request a legal envelope, you must send a kyte to the “Legal Library” requesting a *Legal Envelope Request* form or pick one up on your unit. When filling out the form, state specifically what it is that you need to mail and where the mail is going. If your request meets the requirements outlined in the *Legal Issues* section of this handbook, the legal library will send a legal envelope to your unit officer.

YOU will not be provided a legal envelope for matters other than **required court or parole board filings**, including letters addressed to your private attorney; you must use one of your personal envelopes for this purpose.

The Mail (Inmate) Rule is posted on a bulletin board in the unit.



Do I get to make a phone call?

NOTICE

DOC is currently (July 2011) in the process of changing telephone systems. There will be new procedures regardless of what vendor is awarded the contract. Because the contract process is ongoing, DOC cannot comment on what the new procedures for making inmate calls may be. DOC will make an announcement and publish the new procedures as soon as a new contract is signed. Until that time please follow the instructions below.

INMATE PHONES

In order to place a phone call from a DOC facility, you must first have been issued a **Personal Identification Number (PIN)**. PIN numbers, along with instructions on how to use them, are issued within a few days after your arrival. If you do not receive your PIN number within the first three days, you need to tell your unit officer or contact the *Intake*

Coordinator using an Inmate Communication form (kyte). Read **ALL** information on the PIN sheet carefully. Your PIN will transfer with you to each facility, but will not be active at the new facility until the day after you arrive there.

All numbers that you dial while incarcerated with the DOC, except for your attorney's number, must be registered with the DOC Phone Specialists. This does not apply



during your first 7 days at CCCF, however. During this time you will be able to use your telephone PIN to call *any* number that is not blocked by ODOC or the phone company. The phone system will retain these numbers until you've been here for 30 days and you will therefore be able to continue dialing them during that time.

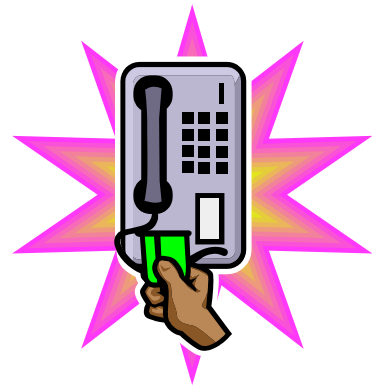
However, once this initial 30-day registration period ends, or your first call list form is processed, these numbers will be deleted from the system. **It's very important that you register any numbers that you wish to continue dialing, BEFORE this initial period of time ends.**

In order to register phone numbers, you must fill out and submit an *Inmate Call List Form (CD 1445)*

using the kyte system. Once the Phone Specialists receive your **first** completed form, they will add the approved numbers to your “Call List” and your initial registration period will be over.

Inmate Call List Forms (CD 1445)

are located in your Intake Packet and on your unit. You must submit additional Inmate Call List Forms in order to add or remove other numbers from your list. You will



be able to add or change up to 5 numbers each calendar month (a maximum of 40 numbers per year). In other words, you may only submit **one** form CD 1445 each calendar month. Up to 40 numbers are allowed on your list. You are responsible for keeping track of the numbers on your list.

DO NOT SHARE YOUR TELEPHONE PIN! It is against DOC rules for you to use another inmate’s phone account or to allow another inmate to use your phone account and all individuals involved will be held accountable for a rule violation. You may also be liable for any illegal activity that occurs while your account is in use. Keep your PIN in a safe place!

The phones are located both in your dayroom and on the yard and you may use them anytime you are out of your cell for open dayroom time or yard time. All calls made from this facility are collect unless you make the appropriate arrangements to add money to your VAC account. Information on how to set up this account will be provided with your PIN. Adding money to your VAC account often takes several weeks. It is possible that your VAC account will not be ready for use while you are housed at CCCF.

When dialing your PIN number, you **MUST** dial it **exactly** the way it appears on your PIN sheet. This includes any zeros that may be present at the beginning of the number. When making collect calls you must dial “0” then the area code and then the phone number. The phone company carrying your particular collect call has the option to refuse service to certain phone numbers or to certain local phone companies. If this is the case, you will hear the following message: *“This number is not authorized to accept collect calls.”* Your call will not go through if the person you are calling has any sort of a block in place on his or her phone line. This includes a block on collect calls, solicitor calls, blocks on caller ID and blocks on individual numbers. Once your call connects, your conversation can last for a maximum of 20 minutes, at which time the call will

be disconnected. “800”, “888”, “877” and “866” numbers as well as **CONFERENCE, FORWARDED and any type of 3-WAY CALLS ARE NOT ALLOWED.** Attempts to make these calls will result in the phone number being **permanently** blocked.

IF YOU ARE HEARING IMPAIRED AND NEED ACCESS TO TTY, send a kyte to the Intake Sgt.

Everyone that you call will hear a recording stating that the call is coming from an ODOC facility and they will be instructed on which button to press in order to accept the call or find out how much the call will cost. Once they indicate that they will accept the charges, you are able to begin speaking. On collect calls they are not being charged during the time that this recording is playing. Debit call charges begin when a call is connected, including calls to an operator or answering machine.

PLEASE REMEMBER THAT ALL CALLS ARE MONITORED AND RECORDED. Do not share phone calls.

Non-emergency legal phone calls CANNOT be arranged by your counselor or any other CCCF staff

member. These phone calls must be initiated by your attorney. If you need to make a legal call, you are responsible for either contacting your attorney in writing or by taking advantage of any specified days/hours that your attorney's office will accept your collect call. The phone number your attorney has listed with the Oregon Bar Association does not need to be included as one of the forty numbers you are allowed to have on your call list.

By contacting CCCF, your attorney can make the arrangements necessary for a legal call or visit. Emergency legal phone calls are those in which your counselor determines that there is no other timely method (ex. mail) of communication available. These instances are rare.

Some inmates believe they have a right to contact their attorney using a collect call. This is not true. Attorneys are subject to the same Phone Company **rates** and **restrictions** as other customers. As a result, many attorneys including most Public Defenders choose to restrict collect calls from their clients or not accept them at all.

There may be several reasons you are having trouble contacting a particular phone number. The back of the sheet that your PIN came on has a list of "Phone

Problems and Issues” to help you identify the problem. It’s important to remember that collect calls are controlled by the phone company used in making the call, not the phone company at the receiving end.

If you get the operator message “*This number is not authorized to accept collect calls,*” it means **there is a phone company billing issue**. DOC cannot do anything about this. The phone owner must contact VAC to work out a solution. In order for a collect call to go through, the phone companies at BOTH ends of the call must agree. Usually a “Billing Agreement” is arranged. The billing agreement allows for both phone companies to get paid. Many phone service providers are no longer interested in participating in collect calls. Cell phone companies, Voice Over IP providers (Vonage, Skype, etc.) and most small local phone companies do not participate in collect call programs. Even some large companies such as MCI, AT&T local services and Comcast do not participate or have limited collect call agreements. Inmates cannot call any of these companies collect unless the called party arranges to prepay for the calls. They can **all** be called using the “Debit” system set-up through VAC.

VAC has two programs to help families and inmates stay in contact, V-connect and Oregon Debit. V-connect is for **prepaid** “collect” calls. The money is specific to a phone number. When an inmate calls that number with a 0 (“Collect”) the call is “billed” through the V-Connect account. Any number can be set up for V-Connect. V-Connect accounts can be funded through Credit/Debit cards or MoneyGram. There is a service charge for either payment method. Have your family or friends call VAC at 1-800-786-8521 for directions.

Oregon Debit (also called V-Direct, or just Debit) is a program that works **like** a calling card. The inmate uses it by dialing “1” at the start of any number they wish to dial. Each inmate automatically has an account set up (The inmate phone account). However, in order to make a call using this system, the inmate or friends and family must deposit money into this account by contacting VAC. The money in the account becomes the inmate’s. Any number on the inmate’s calling list can be called “Debit” by dialing “1” and the number. This does avoid “billing” issues. It does not avoid DOC blocks. If there is enough money in the inmate’s phone account for a 3 min call the call will be dialed.

Unlike V-Connect accounts, Debit accounts cannot be funded through Credit/Debit cards. Friends and family can deposit money to an Oregon Debit account by money order, cashier checks or, MoneyGram. VAC does not charge for these deposits. MoneyGram is an independent service provider that does charge a fee. Your family or friends can call 1-800-786-8521 for directions on using a MoneyGram. If they choose to mail a money order or cashier's check directly to VAC, it must be payable to VAC and have the inmate's name and SID number on it. VAC's mailing address is:

**VAC
Dept 2430
PO Box 122430
Dallas, Tx 75312-2430**

Inmates can send money to VAC using a CD-28. Ask your unit officer if you are unfamiliar with the CD-28 process.

If you get the operator message "***This number is not allowed,***" it means **there is a DOC block in place.** The two most common reasons for DOC blocks are:

1. Customer requests their number be locked.

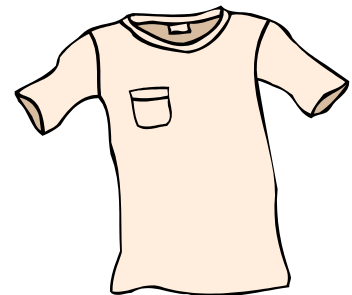
2. Violations of DOC phone rules.

a. Any number that is forwarded in any way, involves conference calling, or involves transferring the call beyond the number called in any way (3-way calling) will be permanently blocked.

b. An inmate's telephone services or individual telephone calls may be suspended when the functional unit manager/designee has reason to believe the inmate has used or may use inmate telephone services to engage in activity that violates department rule, state or federal law, or to engage in other activity that poses a threat or is detrimental to the security, safety, health, good order or discipline within a Department of Corrections facility, inmate rehabilitation, or that facilitates criminal activity.



Can I wash my clothes?



CLOTHING ISSUE

Upon your arrival at Coffee Creek, you will be issued a full set of clothing.

Clothing items, including your towel, are exchanged for a clean set two times each week. You will also be issued a set of linens (sheets and pillow cases) upon

your arrival at CCCF. These are exchanged one time each week.

If you have any problems with the items in your clothing or linen issue, please send an inmate communication form (kyte) to the Intake Sergeant. There is an Intake Sergeant on duty seven days per week. Remember that you must be dressed appropriately anytime you leave your cell and all clothing items must be worn the way they were designed to be worn.



Can I receive money in the mail?

MONEY

Any money you brought with you from the county will be sent to ODOC Central Trust. Throughout your incarceration, all funds received on your behalf will also be held at Central Trust. While you are housed at CCCF, you will only be allowed to access these funds for a limited number of reasons such as setting up your VAC account, for example.

As stated earlier, you will not have access to canteen while at CCCF. While housed within any Department of Corrections facility, **YOU MAY NOT RECEIVE OR CARRY CASH.** Any cash sent

directly to an inmate will be confiscated and put into the inmate welfare fund for use by all inmates.

If someone is going to send money to be placed in your central trust account while you are incarcerated, it must either be in the form of a **money order**,



bank check or a **cashier's check**. NO CASH and NO PERSONAL CHECKS are accepted. The cashier's check, bank check or money order must be made out to the "ODOC" with "*your name and SID number.*" For example, "ODOC for John Doe 1234567." You will receive a trust statement for any funds received by ODOC on your behalf. **YOU MUST HAVE FUNDS IN YOUR ACCOUNT BEFORE YOU CAN ACCESS THEM.**

Once your Central Trust account has been set up, it takes approximately 2 days after the funds are received at ODOC Central Trust to be credited to your account. If your family is interested in learning how they can send money to be placed in your account, they may visit the ODOC website at:

www.oregon.gov/doc/. This website is a great resource for members of your family and friends. They will find answers to a number of questions

regarding the Department of Corrections and its various facilities and programs.

ALL FUNDS SENT TO YOUR ACCOUNT MUST BE MAILED TO:

DOC Central Trust

Your name and SID #

PO Box 14400

Salem, Oregon 97309-5077

Family and friends also have the option to have funds deposited electronically to inmate trust accounts. DOC has contracted with Access Corrections, JPay and Western Union to offer this service worldwide to the public. Deposits are accepted by these companies via the internet, by telephone or through live agents located in most major cities. Electronic deposits are a fast and secure method for making deposits and can be more convenient than purchasing and mailing or delivering a money order. Provide your family and friends the links below where they can find more information on our deposit options:



<http://jpay.com/agencies/oregon/>



www.accesscorrections.com



www.westernunion.com



What is PREA?

PREA

In 2003 the federal government enacted the Prison Rape Elimination Act (PREA). The purpose of this law is to reduce the incidence of prison rape by creating common policies and practices for dealing with sexual assaults within correctional settings. The Oregon Department of Corrections fully supports the guidelines set forth in this law and remains committed to a zero-tolerance policy for prison rape and sexual assault.

There are some key things you can do, as an inmate, to protect yourself from becoming a victim.

- **Avoid Isolated or Secluded Areas**
- **Be Aware of Your Body Language**
- **Never Share Personal Information**

- **Never Borrow Canteen Items**
- **Never Accept Gifts From Another Inmate**
- **Be Cautious of Inmates Offering To Protect You**
- **Report All Acts of Violence Against You**

Despite your best efforts, you could still end up a victim. If you are the victim of a sexual assault or any kind of sexual coercion, your best defense is to report the incident as quickly as possible. There are multiple avenues for reporting abuse, including reporting anonymously.

- **In person to any staff**
- **Through an inmate communication**
- **Through the grievance system**
- **Inspector General Hotline, (503) 555-1234.** *(This line will be checked every business day. You or a family member may also contact the Governor's Citizen Message Line.)*

By reporting, you are not only accessing the treatment necessary to deal with the numerous consequences of being victimized, but you are also doing your part to prevent the perpetrator from victimizing others. You can be assured that the

information will be received in a confidential manner.

One of the most important things to remember if you are victimized is not to wash away the evidence.

- **Don't Shower**
- **Don't Remove or Wash Your Clothes**
- **Don't Brush Your Teeth**

When it comes to sexual activity within a correctional setting, the Department of Corrections administrative rules are clear and prohibit any form of sexual activity. Beyond those rules, forced or coerced sexual behavior is a criminal act that merits criminal prosecution. All incidences are reported to the state police and an investigation is conducted to ensure that the perpetrator faces the full consequences of the law.

Be aware that Oregon has a law prohibiting consensual or non-consensual sex between staff and inmates. The ways and reasons staff sexual misconduct happens are complex, but regardless of the circumstances, sexual misconduct must be reported and investigated.

If you are an inmate who would perpetrate acts of sexual violence, you need to know that the department of corrections will take every action possible to hold you accountable, including prosecution resulting in additional time in prison.



How are grievance and discrimination issues addressed?

GRIEVANCE/DISCRIMINATION CONCERNS

Inmate Grievance System

The rule on Inmate Communication and Grievance Review System is available in the unit for you to read or by contacting the Library. The department's policy is to encourage you to address your concerns informally with appropriate staff and managers through either dialog or written communication using a kyte whenever possible. However, due to the complex nature of the correctional setting some issues/disputes between staff and inmates may not be resolved at an informal level. You may file a grievance using the forms provided on your unit. If you have any documentation to support your claim, it is recommended that you attach the documentation to the grievance form. The documentation will be returned to you. You may place the grievance in the secure Grievance mailbox on the unit. The Diversity Coordinator will pick up the grievances.

Inmates and staff will communicate in a civil and respectful tone and manner. This includes kytes and grievance forms. Inmate Communications or grievance forms containing profanity, threats, or other inappropriate language or comments will be returned to you with instructions to resubmit the communication using appropriate language that is civil and respectful in tone and manner.

What you can grieve:

- The inappropriate application of any rule or operational procedure
- The lack of a rule or procedure
- Unprofessional behavior or action directed toward you by an employee, contractor and/or volunteer of DOC, or an Oregon Corrections Enterprise (OCE) employee
- Any oversight or error which affects you
- A program failure, unless the program failure is a direct result of a misconduct report where you were found in violation
- The loss or destruction of property as designated by the DOC rule on Personal Property OAR 291-117-0130 (3)

What you cannot grieve:

- Actions/decisions not within the jurisdiction of the DOC

- Incidents/actions for which exists a separate internal review process
- Misconduct Reports, investigations leading to or arising from a misconduct report or disciplinary hearings, findings and sanctions
- Incidents/problems which you are not party
- Daily fails
- Conduct orders
- More than one person's actions/decisions on a single form
- Claims or issues that you are pursuing in pending litigation in state or federal courts
- Claims or issues for which the inmate has filed a Notice of TORT with the Oregon Department of Administrative Services, Risk Management Division
- Group grievances or acting as a spokesperson for other inmates
- More than one grievance regarding a single incident
- The same grievance on the same issue as was previously filed unless new information is available.

How to file a grievance:

If you feel the question or complaint cannot be resolved and you wish to file a grievance, you must use a CD117 form (keep the **bottom copy** for your

records) and place the grievance in the secure grievance box in the unit within 30 days from the time of the incident. The grievance will be reviewed against acceptable criteria and it will be determined if the grievance should be accepted, returned or denied according to the “Inmate Communication and Grievance Review System” Rule #109. If accepted, the Diversity Coordinator will send the grievance and a response form to the appropriate staff or staff supervisor for response. After recording, the Diversity Coordinator will send the grievance response to you and retain copies for the file. You should have a response back within 45 calendar days from the time the Diversity Coordinator receives your grievance (note: grievance receipts returned to you will have a stamp of the date the grievance was processed. 45 days will start from that stamped date.)

How to file Grievance Appeals:

Use the Grievance Appeal Form for first or second step appeals if you are not satisfied with the response(s).

First Step Appeal

You have 14 calendar days from the date the original grievance response was returned to you from the Diversity Coordinator (note: grievance responses will be stamped with the date the grievance response was

processed and returned to you. 14 calendar days will start from that stamped date). Attach the original copy of the grievance form and a copy of the response. Attach supporting documents that were originally sent and submit to the Diversity Coordinator. No additional information may be submitted unless the information was unavailable to you at the time of the original grievance and the information must directly relate to the alleged issue being grieved. The first step appeal will be forwarded to the Functional Unit Manager having authority to review/resolve the issue. The Functional Unit Manager shall respond to the appeal within 30 calendar days of the date the FUM received the grievance appeal.

Second Step Appeal

If you are not satisfied with the Functional Unit Manager's response, you have 14 calendar days from the date that the first step appeal response was sent back to you from the Diversity Coordinator (note: grievance responses will be stamped with the date the grievance response was received and returned to you. 14 calendar days will start from that stamped date).

Submit to the Diversity Coordinator the original grievance, attachments, staff responses and all documentation related to the grievance. The

Coordinator will process the second step appeal and forward it to the Assistant Director having authority to review/resolve the issue. The Assistant Director shall respond within 30 calendar days from the date the Assistant Director received the appeal. This response will be the FINAL decision and is not subject to further review. For further information refer to the “Inmate Communication and Grievance Review System” Rule #109 or contact the Diversity Coordinator for assistance.

Discrimination Concerns

The Diversity Coordinator is available for inmates who believe they have been discriminated against because of race, color, religion, sex, national origin, age, and physical or mental disability. You may file an individual complaint of discrimination if you believe you have been unfairly treated in these respects. A complaint must be filed within 30 calendar days of the incident giving rise to the complaint.

Send a kyte requesting to receive a complaint form from the Diversity Coordinator. The Diversity Coordinator will meet with you prior to filing a complaint to assure the issue falls under the discrimination rule and to assist with your questions.

A formal complaint must give specific information and be signed. You will not be denied a form.

Place the completed discrimination form in the secure grievance mailbox on the unit. The Diversity Coordinator will pick up the form. The coordinator will review complaints against acceptable criteria according to the “Discrimination Complaints” Rule #006. You should receive a response from the Functional Unit Manager within 60 days from the date the coordinator processes it. If you are not satisfied with the Functional Unit Managers response, you have 14 calendar days from the date that the response was sent back to you from the Diversity Coordinator to request a review (note: responses will be stamped with the date the discrimination response was received and returned to you. 14 calendar days will start from that stamped date). The response from the review will be the Final decision and is not subject to further review. Please review the rule #006 “Discrimination Complaints” for further information.



How can my family learn more about the Oregon Department of Corrections?

ODOC & Your Family

There are several ways your family can learn about Oregon Department of Corrections facilities, rules

and programs. One of the most common ways of doing so is to access the ODOC website: www.oregon.gov/doc/. The website is a great resource for members of your family and friends and will provide answers to many of the most commonly asked questions. If your family does not have internet access, they may also contact ODOC by phone.

Another way for your family and friends to learn more about the Department of Corrections is for them to attend one of the monthly orientations for families and friends of inmates incarcerated within ODOC. These meetings are a result of a partnership between ODOC and Oregon *Citizens United for Rehabilitation of Errants* (CURE). CURE is a non-profit organization of inmates' families, friends and other people who advocate for fair and effective corrections policies and programs.

The meetings are held monthly in Portland and in Salem and provide a great opportunity for your family to learn more about the mission and values of the department and ask questions of ODOC staff. Your family will be notified by mail on how to register to attend this orientation.



*So, what happens when I've finished
the intake & assessment process?*

TRANSITION

Upon completion of the intake and assessment process, you will be transferred out to another facility. However, the Oregon Department of Corrections believes that your transition back into the community begins the moment you arrive at CCCF. Since the vast majority of all inmates sentenced to the ODOC will eventually be released, your goal should be to complete your Corrections Plan and use this time productively.

**REMEMBER, YOU HOLD THE KEY TO
GETTING OUT AND STAYING OUT OF PRISON.**

So make positive use of your time, energy and opportunities, everyday.