

# Inmate Handbook

## Chittenden Regional Correctional Facility



## **Introduction**

The Chittenden Regional Correctional Facility (CRCF) was built in 1974 for 72 male and 8 female inmates. In 1983 the physical plant was expanded to meet the growing needs of the inmate population and had a capacity of 197. The mission of the facility was changed in August of 2011 and became the state's only women's facility with a program rich environment and a capacity of 175 women and a small number of beds for male detentioners.

This handbook is meant to be a reference tool for the inmate population. It outlines the intake process, programs & services, rules & regulations, and process for resolving conflicts. As the user of this handbook, your feedback for future revisions is valued and may be submitted to the Assistant Superintendent of Programs and Inmate Services.

## **Facility Management Team**

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<b>Theresa Jean</b>	<b>Assistant Superintendent-Inmate Programs &amp; Services</b>
<b>Theresa Stone</b>	<b>Assistant Superintendent-Security</b>
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**INTAKE PROCESS**

**1. Facility Intake Process**

a) Housing

Upon entering CRCF from the community, transports, or transfers you will be housed in Alpha, and/or Foxtrot units for an intake and assessment provided by DOC, medical, and mental health. The results of the assessments will determine the inmate housing placement in one of the following housing units (Echo, Delta, Bravo and/or House I & II).

b) Health Services

You will have a health services screen performed by a member of the Health Services Staff. It is important that you notify medical staff of any medical, mental health or dental problem that you may have. You will be given a Tuberculosis Test at the time of admission. If you have had a positive Tuberculosis test in the past please inform the health services staff at the time of your screening.

The medical and mental health intake process is mandatory. Failure to comply may result in limited privileges and/or administrative segregation status.

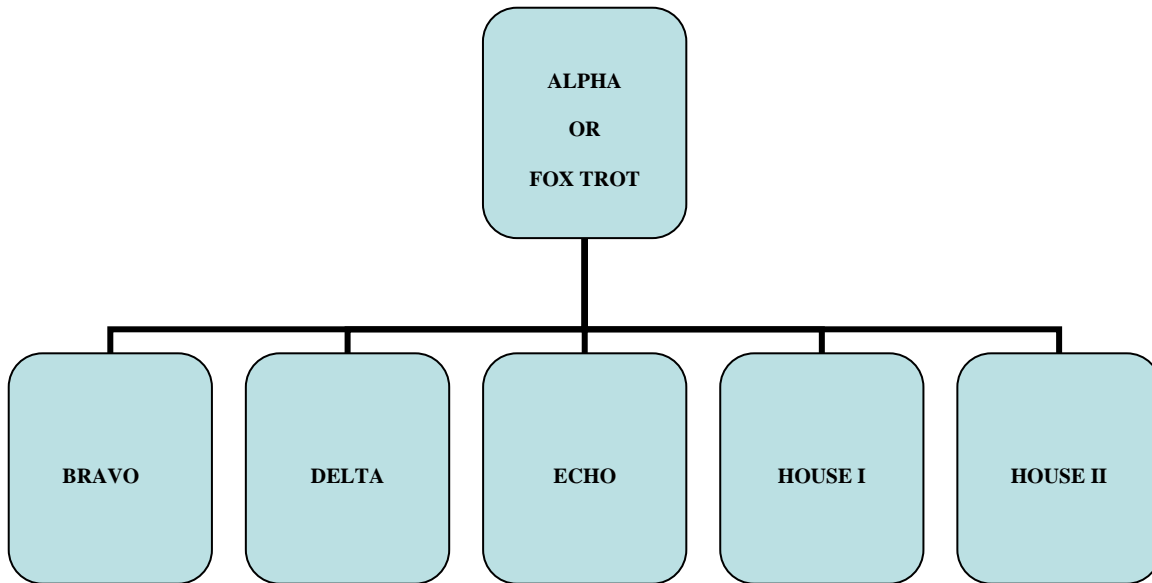
c) Correctional Services Specialist Assignment

You will be assigned to a Correctional Services Specialist on the first business day following your admission to the facility. Your Correctional Services Specialist will meet with you within 24 hours of being assigned your case to complete an orientation to the facility.

d) Intake Package

You will be issued an intake package upon admission. This intake package will contain 2 blankets, 2 towels, 2 sheets, 1 pillow case, and 1 laundry bag. You are responsible for returning these items undamaged upon exiting the facility. Any items returned damaged or missing will cause your account to be charged prior to a check being issued for the remainder of your funds.

e) UNIT PROGRESSION



**PROGRAMS / SERVICES / ACTIVITES**

**2. Correctional Services Specialist Services**

All new inmates are assigned to a Correctional Services Specialist the business day following their admission or court.

Correctional Services Specialists will meet with inmates assigned to them within 24 hours. They will complete an orientation with each new inmate.

If you would like to meet with your Correctional Services Specialist you must put in a written request form and deposit it in the mailbox outside the dining room. The Correctional Services Specialist will meet with you within 3 working days they get the request.

If you do not meet with your Correctional Services Specialist within the above time frame or receive a request back, you may request assistance from the Correctional Services Specialist Supervisor.

All inmates will meet with their Correctional Services Specialist at least twice per month.

Inmates requiring a lawyer call may submit a request form with the attorney's name and number to their Correctional Services Specialist, the Correctional Services Specialist will call the attorney and ask that they call in to the inmate on the attorney line.

### **3. Health Care Services**

#### **a) Medication Administration**

Medication is administered in the housing units by the nursing staff at the following times:

7 am and 7 pm

All medication is administered by a physician's order. Nothing can be administered from the health services without a doctor/providers order. If you do not take any medication that is prescribed for you by the physician you will be asked to sign a refusal. Some medications are ordered PRN (as needed) and you must tell the nurse in the medication line if you wish to receive medication ordered for you as needed. PRN medications are usually medications ordered to be taken for pain, nausea, etc. You will not be automatically placed on the medication list for PRN medications. Suboxone is only ordered if it can be verified and if your stay will be greater than 30 days – no exceptions are made. If you are caught diverting medication, it can be discontinued or if you are found to be taking illegal drugs in the jail, and these drugs can have dangerous interactions with the medications you are taking, those medications could be discontinued. Be advised that if you are prescribed medications and you refuse to attend med call, your medication can be discontinued for non-compliance. If you are prescribed a medication and wish to not take it any longer, advise the health services staff via a sick call slip.

#### **b) Medical Emergency**

If you experience a medical emergency notify your unit officer immediately and he/she will notify the health services staff.

#### **c) Sick Call**

If you wish to see a member of the health care staff regarding a medical, dental or mental health issue, please complete a sick call request form. The slips are kept in the housing units. Please place the white sick slip in the white box located outside the dining hall door. Keep the yellow copy for your records. Sick call slips are collected daily and triaged by medical professional. You will be seen within 48 hours during the week and within 72 hours on the weekend of the submission of your request.

#### **Specialty Care**

There are times, that outside specialty care occurs, for those with significant illness injury, please know that specialist are often booked weeks in advance, and getting one of these appointments can take several weeks – if your condition is deteriorating during the time it takes, you need to notify health services staff.

#### **Prophylactics**

Sexual relations whether consensual or not are not allowed in the facility. However as a precaution condoms (for men) & dental dam (for women) as well as educational materials are available from the health care staff upon request.

#### **d) Dental**

You will receive dental hygiene instructions at the time of your screening. Dental is on site 2 times per week. Dentures and other extensive care are offered in emergent situations and in the case of lengthy

sentences. All other dental care is: fillings, extractions, x-rays, exams and cleanings, all at the discretion/assessment of the licensed dentist.

### Hepatitis C

- If you self report Hepatitis C then you will be referred to see the physician. At that time your outside medical records will be requested with your consent and blood work will be done.
- At the next visit you will receive the results of your lab work and a treatment plan will be developed. If your blood work is normal or near normal then your blood work will be repeated regularly to track the degree of your liver function.
- If your liver tests are repeatedly elevated over two times normal over a period of six to eight months then further testing may be ordered by the physician in anticipation of treatment to include; an alpha-fetoprotein level, liver ultrasound, Hepatitis genotype and viral load/ Certain types of Hepatitis requires a biopsy for treatment.
- You must have a sentence length of greater than 2 ½ years to be a candidate for treatment within DOC.
- At any time you may request to be tested for HIV.

### Grievance Process

If at any time during your incarceration you have a complaint regarding medical services grievance forms are available in your housing unit. These complaints forms should be submitted through the facility administration process. These grievances will be logged and investigated. A written response should be returned to you within 14 business days of receipt. If you are not satisfied with the response you may submit a level three grievance.

### **IMPORTANT**

While you are residing within the community your personal doctor has final say over your health care plan. While you are incarcerated the facility doctor has final say over your health care plan and the medications you will or will not be receiving. You will not automatically receive the medications prescribed for you by your community doctor. The new law took effect 7/2010, that states we must provide the medication they are taking at the time of intake if it can be verified however, once a doctor sees them, the medication can be changed.

\*If your complaint is of an emergent nature, advise your unit security staff so that appropriate measures may be taken (i.e. summoning an ambulance, contacting medical staff, etc.)

### **4. Americans with Disabilities Act (ADA)**

The federal Americans with Disabilities Act prohibits state and local entities from discriminating against any qualified individual with a disability in their programs, services, and activities. The Vermont Department of Corrections and its contracted entities are required to make “reasonable modifications” to existing policies, administrative directives, and procedures in order to allow qualified inmates with disabilities the same opportunities as non-disabled inmates, unless to do so would be an undue burden on the Department or jeopardize the safety or security of staff, inmates or others at the facility, or would result in fundamental alteration in the nature of a program or activity. During medical screening from the health services, all inmates will sign for receiving ADA orientation.



For additional details regarding the Americans with Disabilities Act reference Directive #371.01.

### **5. Prison Rape Elimination Act (PREA)**

PREA was signed into Federal law in September of 2003 for the purpose of establishing a zero-tolerance standard for rapes in prison; making prevention of prison rape a top priority and developing national standards for detection, prevention, reduction and punishment of prison rape.

There are several ways in which an inmate can protect himself from becoming a victim of prison rape. These include, but are not limited to:

- Stay away from isolated areas such as closets, stairwells and isolated/unoccupied restrooms.
- Stay within eyesight of a correctional staff member whenever possible.
- Be aware of your body language; avoid conversations involving sexual topics, family relationships, sexual experiences or financial status.
- Do not get into debt (you may be expected to repay a debt with sex).
- Do not purchase large amounts of canteen items, you may give the impression you have money available to you (you may be strong-armed or approached to pay for protection, etc.).
- Know that victims are selected by stronger inmates seeking out those that appear weaker (both physically and mentally) and are frequently similar to domestic violence situations.

### **6. Unit Progression/Unit Management**

All living units at the CRCF are assigned a Correctional Officer One and/or Two for the purposes of unit management and supervision of daily operations and other issues within the living units. The main focus of the living units is to keep them safe, secure, orderly, and clean.

### **7. Education**

“All persons under the custody of the Commissioner of Corrections who are under the age of 23 (have not reached their 23<sup>rd</sup> birthday, per policy) and have not received a high school diploma, shall participate in the Education Program...” per state statute.

- All Under 23 year olds inmates (U 23's) that do not have a high school diploma are required to attend classes. The Education staff will determine any exceptions to this rule except for the following excused absences.
- Excused absences: court, sick slip (resident is confined to bunk for the day), special visit, medical call, or other institutional/security requirement.
- If they refuse to attend class, they will lock in until the next class. If they refuse again, they lock in until 3:30 headcount is secured. They also have early lock-in that night.
- Two or more unexcused absences during the week may result in loss of canteen the following week and/or movement to the Foxtrot unit.

Inmate movement: Each unit will go as a group and return as a group. If a student is late leaving the unit, he will have to stay in the unit and it will be a miss. If a student has to return to the unit before the end of class, the Correctional Instructor/Staff will notify the unit CO that the student is returning. The CO will ensure the student returns to the unit as directed...

### **8. Inmate Employment Opportunities**

There are work opportunities available by submitting an application to the Asst. Superintendent of Security. The paid jobs that are available are kitchen, facility cleaning/maintenance, and laundry. Reasonable accommodations will be made for inmates with limitations and disabilities.

Inmates who work past 22:00 hours will be allowed reasonable sleeping hours. Night workers are required to keep their beds made at all times other than when they are allowed to sleep. Room inspection for night workers is the same time as for other inmates. The only allowed difference is that the inmate may be in bed if it is less than ten hours after his return from work or from job end. The room must meet all other specifications to pass.

Employment at the Chittenden Regional Correctional Facility is a privilege. Inmates may be terminated from any facility job at any time for reasons including but not limited to: poor job performance, failure to follow facility rules, risks to safety and/or security, or other behavioral or attitude concerns.

### **9. Volunteer/Recreation Department**

The CRCF Volunteer Program is broken down into four categories:

1. Religious Services: one on one counseling, and various religious groups.
2. Substance abuse programs: weekly AA group meetings.
3. Education: parent/child visits, parenting workshops, CPR courses ECT.
4. Recreation and Leisure: library, playing cards (gambling not allowed), board games, sports, movies, bingo tournaments, etc. There is also a weight room, a gym playing area, and an outside recreation yard.

Please refer to your unit bulletin boards for the weekly activity schedules. Recreation food is also made available for inmates to purchase on a weekly basis. Indigent individuals may request hygiene items through the process outlined in the property directive.

### **10. Inmate Recreation Committee**

The primary unit CO and/or unit Correctional Services Specialist will appoint an inmate to serve on the facility recreation committee. This committee will meet at least once a month with the Facility Recreation Coordinator to address recreation, leisure issues, and community donations from the inmate recreation fund. Request for unit supplies (playing cards, envelopes, board games, sports equipment etc.) need to be submitted to the unit rec. rep. who will then forward it to the Facility Recreation Coordinator.

**11. Outside Recreation Schedule**

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
0900-1030	E, H1, H2, B	Delta	E, H1, H2, B	Foxtrot A	Foxtrot B	No Rec	E, H1, H2, B
1300-1445	E, H1, H2, B	E, H1, H2, B	E, H1, H2, B	Delta	E, H1, H2, B	E, H1, H2, B	Delta

**Outside Recreation Rules**

- Inmates are not permitted to share ear-buds/headphones
- Inmates are not allowed to interfere with the local wildlife (i.e. insects, frogs, birds, etc.)
- At the officer's discretion, large groups of five or more inmates loitering/congregating will be separated.
- Inmates are allowed to sit or lay on the grass in a designated area around the basketball court or as directed by the recreation officer.
- When lying in the grass, inmates must maintain an "arms distance" (approx. 36 inches) between them and the other inmates.
- Inmates are not allowed to talk to inmates through the windows.
- Clothing must be appropriately worn
- Inmates are not allowed to litter in the yard.
- Inmates are not allowed to sit, stand or lay within 2 Feet of the fence and are prohibited from any contact or touching of the fence.
- Inmates will continue to adhere by the no touch policy while participating in outside recreation.
- Intentional damage to fences, buildings, grounds, recreational structures etc. is prohibited and may be subject to a disciplinary report and or/criminal charges.
- No items from outdoors are allowed to be brought into the facility (example: plants, sticks, dirt, etc...).

Inmates may bring the following items to the yard (all items are subject to inspection by staff):

- AM/FM walkmans
- Clear ( see through) drinking containers

## **12. Meal Schedule**

### **Breakfast: 0500-0700**

Alpha/Booking/Foxtrot  
Delta  
House I  
House II  
Bravo  
Echo

### **Lunch: 1045-1300**

Alpha/Booking/Foxtrot  
House I  
House II  
Bravo  
Echo  
Delta

### **Dinner: 1545-1745**

Alpha/Booking/Foxtrot  
House I  
House II  
Bravo  
Echo  
Delta

## **13. Visits**

At the CRCF there is opportunity for family and friends to visit per VT DOC Directive 327.01. Prior to any visitor entering the facility, they must be cleared by the facility.

Inmates who want to receive visitors at CRCF must submit a visitor request form with a maximum of ten family members and one non family member. The list will include the exact addresses and date of birth for all visitors. The form will be submitted to your assigned Correctional Services Specialist for review and screening. Once approved by the Correctional Services Specialist the form will be sent to the front office for processing.

Requested visitors who are currently under the supervision with the VT/DOC or the Federal System will not be allowed into CRCF to visit unless given prior approval from the Superintendent.

Additions or changes to your approved visitor list may be made at the beginning of each quarter.

a) Visitation by inmates under DOC Supervision

Those inmates currently under supervision of the Department of Corrections may only visit under the following conditions:

- The visit must be approved by the inmates P.O.
- The visit must be approved by the Asst. Superintendent of inmate services
- The visits are non-contact only.

Requests to visit by those persons recently released from any form of supervision will be under the following conditions:

- The visit must be approved by the Asst. Superintendent of inmate services
- The visit will be non-contact only for the 6 months following discharge of all supervision
- Following 6 months of supervision visits may be changed to contact only after the review and approval of the Asst. Superintendent of inmate services

b) Visitation Guidelines

Inmates who are residing in Alpha Unit are eligible for visiting. They need to submit a request to the Supervisor of Security (SOS). Once the SOS has reviewed and approved the request, the resident will be advised as to the date, time and place of the visit. These visits will be held in non-contact only.

All visitors are required to present picture identification upon entering the facility. Acceptable forms of identification will include a valid photo driver's license and state issue non driver identification or passport.

All visits will be held in the visiting room or non contact visiting.

Any visitor under the age of 18 must be accompanied by a parent or legal guardian. The court or legal guardian may authorize an adult to escort the minor into the facility by court order or by the parent/guardian signing a notarized letter. That letter must identify the inmate to be visited, the adult who is to accompany the minor and the full name and birth date of the minor. This letter must be accompanied by a certified copy of the minor's birth certificate or legal documentation identifying the author of the permission slip as the legal guardian.

All visitors must pass security clearance. All items entering or leaving the facility are subject to search and/or monitoring by security staff. If the supervisor has reasonable suspicion that a visitor is carrying contraband, the visitor will be turned away. Inmates may only visit those persons approved by CRCF.

Inmates and visitors are subject to legal prosecution if they are responsible for contraband (drugs, alcohol, weapons, tobacco) entering the facility.

Visitors will not be allowed in the building if they are under the influence of alcohol or drugs.

No food or drinks, including canteen items, are permitted in the visiting room.

Inmates may not bring any items to or take any from the visiting room.

Any visitors entering the facility must be properly attired. Male - trousers, shirt, and shoes. Female - dress or slacks, blouse, bra and shoes. At minimum clothes must cover the body from the chest to at least to the knee. No tube tops or strapless garments will be allowed. Visitors can wear shorts if they cover the leg to an inch below the knee. Coats, jackets, pocketbooks, keys and tobacco related items must be locked up and may not enter the facility. Inmates must abide by the dress requirements outlined above. Jogging or sweat suits and shorts will not be allowed.

The facility will not assume responsibility for lost or stolen property.

All inmates are limited to three (3) visitors, including children, at any one time in the visiting room. The Shift Supervisor may grant exceptions to this rule; however, the number of people in the visiting room will not exceed 60.

All children must be kept under control. An officer will warn the visitor once if the child is presenting a problem. If the problem continues, the visit will be terminated.

Inmates will sit on one side (Center isle) of the visiting table and visitors on the other. All visitors and inmates must keep their hands above the table at all times. All inmates and visitors must keep their feet on the floor at all times. Inmates and visitors are not allowed to physically touch each other. Failure to abide will result in termination of the visit.

Any disruptive behavior will be grounds for immediate termination of the visit and possible disciplinary action.

Visitors may use the ladies or men's rooms in the lobby with the permission of the visiting room officer. The adult responsible for the supervision of the child at the visit will accompany children to the bathroom.

Inmates are not allowed to use the bathroom once they enter into the visiting room for visitation purposes.

Inmates are not permitted in the visiting room unless they have a visit. A visitor may only visit one inmate at a time.

At no time will an inmate be allowed into the visiting room before the arrival of his/her visitor.

Inmates are responsible for keeping the visiting area clean.

c) Visiting Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
0800-0900	Foxtrot RM 1	Foxtrot RM 3	Foxtrot RM 5		Foxtrot RM 7&8		
0900-1000	Foxtrot RM 2	Foxtrot RM 4	Foxtrot RM 6		Foxtrot RM 9		
0815-1000							Delta
1315-1500						House I	Bravo
1830-2030						House II	Echo

d) No-Contact Visiting

As contact visiting has been shown to be a major avenue for the introduction of contraband, particularly drugs, the following rules on contact visiting are for those who receive a disciplinary conviction for the use or possession of drugs will be applied:

- Any inmate who receives a conviction for possession of or the use of drugs, or refuses to submit to a drug test will have their contact visits suspended for 30 days from the date of conclusion of segregation time.
- Any inmate, who is convicted for the second or subsequent use of or possession of drugs, will have their contact visits suspended for 60 days from conclusion of segregation time.
- Any inmate with a third or more conviction for possession of or use of drugs will have their contact visits suspended for 180 days from conclusion of segregation time.

- Any inmate with the fourth or more conviction for possession of or use of drugs will have their contact visits suspended indefinitely. The Superintendent will only allow contact visits upon review.

#### e) MOTHER/CHILD VISITATION

Mother/child visitation is a Program related activity offered to inmates that have children and who are part of the Kids-A-Part Parenting Program.

These visits are coordinated by the Kids Apart Parenting Program and inmates must be a part of that program and following all rules and eligibility criteria of that program to participate.

#### **HOW TO APPLY**

- Submit a referral to the KAPP and meet with their staff to determine program eligibility.

**Approval of Mother/Child visitation is at the discretion of the Superintendent or designee. Denial can occur based on available space, past or current inmate behavior, legal restrictions, inmate safety, child safety, or facility safety and/or security.**

#### **ELIGIBILITY RESCINDED & REAPPLICATION**

- Any instances of contraband being passed during Mother and child events or visits (will also be reported to DCF)
- Mother becomes inappropriate during the visits (administration will review)
- Caregiver is late picking up the child
- Mother becomes ineligible for regular contact visits
- Mother discontinues attending parenting classes
- Credible information is received indicating the father intends to smuggle contraband into the facility
- Mother is caught using child to smuggle in contraband ( may reapply by request to Superintendent/designee)
- Mother test positive on a Urinalysis

1<sup>st</sup> offense = 30 day suspension from conclusion of segregation time served

2<sup>nd</sup> offense = 60 days

3<sup>rd</sup> offense = 180 days

4<sup>th</sup> offense = indefinitely

#### **14. Laundry**

- Unit Laundry Schedule is as follows:
  - HOUSE ONE 1530-2330 (M,W,F) (Linen day-Mondays)
  - DELTA 2330-0730 (M,W,F) (Linen day-Tuesdays)



- HOUSE TWO 0730-1530 (T, Th, Sat) (Linen day-Saturday)
- ECHO 1530-2330 (T, Th, Sat) (Linen day-Thursday)
- FOX TROT/ALPHA 2330-0730 (T, Th, Sat) (Linen day-Friday)
- B/C daily in unit

## **ADMINISTRATIVE SERVICES**

### **15. Mail**

The mailbox is located in the hallway outside of the dining room entrance. Inmates are responsible for mailing their own correspondence. For inmates housed in Alpha and Foxtrot Units, the mail boxes are located in the living units.

#### **a) Outgoing Mail**

All outgoing mail will be mailed out within the next business day.

Inmates are allowed seven stamps a week. The stamps will be placed on the inmates' mail by the facility and a record shall be maintained of the amount used per week. No mail will go out unless there is a facility return address with the inmates' full names. Letters and or packages suspected of containing contraband or writing that is suspected of posing a threat to the safety, security of the facility or the public officials or the community may be inspected. Should such an inspection be warranted, the superintendent will notify the inmate of such inspection in writing.

#### **b) Inmate to Inmate Mail:**

Inmates are not allowed to write to another inmate who is committed to the custody and supervision of the Department of Corrections, whether in the same facility or a different facility. The only exception would be if the inmate is an immediate family member. An inmate to inmate correspondence form needs to be filled out and approved by the Facility Superintendent or designee at both sites.

#### **c) Incoming mail**

Incoming mail will be distributed each day it is delivered to the facility. All non privileged incoming mail will be opened and inspected by a staff member outside the view of the inmate prior to being delivered. Incoming mail deemed as privileged will be opened in front of the inmate.

All envelopes will be thrown away by the officer delivering the mail. The inmate may ask to write down the return address on the envelope.

All letters coming in must have a return address with a name or the letter will be sent back to the post office.

Any items for which postage is due will be returned to the sender.

d) Mail Limitations

An inmate may not:

- Correspond with a current Department employee, current Department volunteer, or contract staff person for purposes other than departmental business unless prior authorization is obtained from the Superintendent;
- Send correspondence containing threatening, harassing, or obscene materials;
- Send correspondence containing criminal solicitations or furthering a criminal plan;
- Use the facility address to fraudulently identify themselves as a staff member, agent, or representative of the facility;
- Correspond with any prohibited party through a third party;
- Send “bill-me-later” or free gift transactions;
- Send or receive any correspondence containing contraband;
- Send or receive correspondence written in code;
- Send or receive correspondence containing unsanitary or hazardous material;
- Send or receive correspondence that advocates the interest of a security threat group;
- Send or receive battery-operated greeting cards;
- Receive correspondence or homemade artwork in correspondence that has any item affixed to it with glue or other types of adhesives;
- Receive nude or sexually explicit photographs / drawings;
- Receive envelopes, blank paper, or stamps through correspondence;
- Send or receive plans for escape or how to introduce contraband;
- Receive materials that describe procedures for the brewing of alcoholic beverages or the manufacture of drugs;
- Receive Polaroid-type photos;
- Receive or send out maps, atlas descriptions, Internet depictions, or drawings that depict the facility or the local geographic region;
- Send out mail that violates Department directives or procedures.

e) Books, magazines, and newspapers:

Inmates will make requests for orders of books, magazines, newspapers, or periodicals in writing through a supervisor or Correctional Services Specialist designated by the Superintendent. That staff person will determine 1) that the inmate is able to pay for the desired materials, 2) that the inmate will be at the facility long enough to receive the publication, and 3) that the requested materials meet the requirements outlined in directive.

These publications will not be allowed into the facility if they:

1. Are not shipped directly from the publisher
2. Constitute a threat to the safety, security, or order of the facility
3. Feature nudity or sexually explicit material
4. Are in hard cover form
5. The publication could cause harm to the inmate

f) Forwarding mail

Any first class mail addressed to those inmates that have been released from custody will be returned to sender.

All first class mail that is delivered to an inmate that has been transferred to another facility will be forwarded to the inmate.

g) Lost Mail

Should an inmate not receive expected mail he should advise the sender to contact the local post office from which the mail was sent.

**16. Commissary**

Inmates may purchase food and personal care items from the commissary system. A menu of items available can be obtained from the unit officer. Orders must be placed by Monday 9:00 am through the commissary phone.

Inmates can order through the unit commissary phone only. When inmate orders phone debit through the commissary phone it is on the account within one hour.

Inmates may also have someone from the community order commissary for them by accessing the following website: [www.vermontpackage.com](http://www.vermontpackage.com)

Inmates living in Bravo, Delta, Gym, Echo, House I and House II Units will be allowed to order any items on commissary up to \$85.00; items will be confiscated over the \$85.00 limit, and donated to the Recreation Fund.

Inmates living in Alpha Unit will be allowed to order clothing items, hygiene items, and stamps on commissary menu up to \$40.00 (does not include debit calling). If your order is more than \$40.00, items will be confiscated over the \$40.00 limit, and donated to the Recreation Fund.

Inmates living in Foxtrot Unit will be allowed to order clothing items, hygiene items, miscellaneous items, and stamps on commissary up to \$40.00 (does not include debit calling). No food items are allowed to be ordered. If you order other items you will only be allowed to keep items that are allowable and the rest of your order will be confiscated. With this error on your part, confiscated items will be donated to the Recreation Fund and your account will not be credited.

Delivery of Commissary will take place on Thursday morning. Purchase amounts and items allowed vary to living unit assignment at the time the order was placed.

If a resident places an order, but is released to the community before the commissary arrives the resident will have 10 days from his/her date of release to arrange for the order to be picked up. If the order is not picked up the resident forfeits his order and it will be donated to the CLUS for inmates that do extra work at CRCF.

If an inmate has placed a commissary order and is transferred to another in-state facility before the order is delivered then the sending facility will forward the commissary package within the same week. The goal is to ensure that the inmate is in receipt of their order within the same week as they would have received the order had they not been transferred.

If an inmate places a commissary order and is transferred to an out of state correctional facility or out with federal authorities before the order arrives the order will be returned to the company. The inmates account will be credited and the money from the account will be mailed to the out of state correctional facility.

If an inmate has placed a commissary order and is transferred to another in-state facility before the order is delivered then the sending facility will forward the commissary package within the same week. The goal is to ensure that the inmate is in receipt of their order within the same week as they would have received the order had they not been transferred.

## **17. Money**

All inmates that enter the CRCF are required to surrender all funds. These funds will be placed into an inmate account in the inmate's name. The inmate account is designed so that if an inmate is transferred to another facility they will still have access to their money.

Inmates can have money sent to their account by having friends and family members mail a money order or bank checks only to Vermont Department of Corrections Inmate Trust P.O. Box 1344 Williston Vermont 05495-1344. Make payable to VT Dept. of Corrections, For the Benefit of (Inmate Name) with inmate ID# in the memo field of the money order or bank check. Along with the money order or bank check include a deposit form which can be obtained in the lobby of any State of Vermont Correctional Facility, online at <http://www.doc.state.vt.us/inmate>, or directly from the inmate. Inmate accounts are used for commissary ordering and debit calling. The CRCF does not provide private banking services for inmates. Checks from inmate accounts will only be issued with prior approval from the Correctional Services Specialist and the administrative staff.

Note all funds must be made out by the sender to the inmate's legal name. No funds will be processed if the funds are not made out to the inmate's legal name.

The following forms of currency are the only forms accepted to be deposited:

Social Security Checks

State and Federal Tax Checks

Treasury checks made payable to the resident only. Any checks with a second "made payable to" name will not be accepted.

Payroll checks (transition unit)

Outside Correctional Facility

Non acceptable funds:

Personal checks  
Cash

If cash is received the inmate will be issued one warning in writing and returned to sender. Subsequent receipts of cash after the initial warning will be seized, considered contraband, and turned over to the State's treasurer.

### **Other Money Transfers**

Money can only be taken out of an inmates' account for the purpose of commissary purchasing. If an inmate would like to make a payment on a bill he must provide the original bill and a request to his Correctional Services Specialist. Once the Correctional Services Specialist approves payment the request will be forwarded to the administrative office for further approval. The money will be taken from the inmate's account and the check will be made payable to the company name from which the bill was sent. The administrative office will mail the bill out with payment directly to the company. The inmate will be notified of payment and will be required to sign the documentation provided stating that the money was taken from his account.

## **18. Savings / Checking Accounts**

### **Savings Accounts**

Any savings books brought in with inmates will be mailed out to an address provided by the inmate. If the inmate cannot mail the savings books out it will be kept in a locked safe in the Business Manager's office. If a resident wishes to have an active savings account, he can set one up via the mail with a bank of their choice. Any correspondence with said bank will be mailed out and paid for by the inmate.

Any inmate residing and participating in the transition unit who secures employment prior to securing a residence will be required to deposit their paychecks. A predetermined percentage, as determined by the transition unit team, will be saved into a separate savings account for housing purposes.

### **Checking Accounts**

Inmates at this facility will not be allowed to open checking accounts. Any active accounts held by an inmate will have to be maintained via mail at the inmate's expense. Funds from the inmate accounts will be available to them as stated in the previous section. "Other money transfers".

## **19. Telephone System**

The phone system at the CRCF is a collect call or debit calling system.

Steps for making a call from the CRCF are as follows:

- Submit a pin sheet via the inmate mail with the phone numbers you wish to call. A maximum of ten numbers are allowed to be submitted.

- After the numbers have been approved inmates will be assigned a 14 digit number that will be requested when making calls.
- Any changes to pin sheets are completed on daily.
- Emergency requests must be submitted to the inmate's assigned Correctional Services Specialist for approval.

Any issues regarding the phone need to be submitted in writing to the administrative staff in the front office.

Debit calling may be purchased through the commissary ordering process.

## **20. Marriage**

Inmates wishing to get married are to submit their request in writing to the Superintendent. Such a request should include the name, address, and other pertinent information about the prospective spouse. Additional requirements will be discussed with the inmate after the request has been submitted per VT DOC Directive 310.

## **21. Voting**

Inmates retain the right to vote by absentee ballot in a primary or regular election provided the person has otherwise fulfilled all voting requirements. To obtain an absentee ballot you must be a registered voter and request in writing from the Town Clerk of your town of residence an absentee ballot. Instructions and a ballot will then be sent to you. Your request should be made well in advance of the election, as absentee ballots must be returned to the Town Clerk before the election. Learning Center staff/Recreation Coordinator will also help you out in obtaining further voting information.

## **22. Fire and other emergencies**

All inmates will be informed upon entering the units of fire routes and should follow commands of staff during any emergency.

Inmates will be informed of fire or other emergencies by the most expedient means possible. This would include notice by fire alarm or voice command from staff. Upon receiving a voice command from staff you are expected to follow orders given you without questions. The safety of staff and inmates is of paramount concern and it is important that all remain calm and orderly during any emergency. Please review the fire evacuation plan posted in your units. It is imperative that you understand where to go in case of an emergency and what is expected of you.

Once in the designated area the officer will conduct a physical headcount to ensure that everyone is accounted for and safe.

## **24. Release of a Resident from the facility**

Upon release of a resident from this facility to the community, the balance of the residents account will be given to the resident via check along with a receipt form for the resident and corrections staff to

sign. In the event that the resident incurred a debt with the facility due to damaged linens or property that amount will be deducted from the resident's account total prior to the issuance of the check.

If the resident is being transferred to another facility the balance in the resident's account will automatically follow the inmate to the receiving facility as well as any debt incurred.

## **SECURITY**

### **25. Head-counts**

There are times throughout each day that all residents are physically counted. It is mandatory that each inmate is in his room, or bunk with the door closed where possible, unless otherwise authorized. Resident counts are as follows:

**03:00-06:45-0730-10:45-15:00-15:30-19:00-23:00-23:30**

When headcount is announced by staff all inmate movement will cease until the Head-count has been completed. Inmates participating in programs or institutional work assignments may be counted in their program or work location, and will not be required to return to their unit. Staff supervising said inmates will conduct a face to face verification of said inmates, call the respective units and inform the unit officer of inmates' locations.

The following is mandatory during all headcounts:

- Each inmate must be in his room with the door closed.
- Each inmate must be clearly visible to the officer doing the head-count.
- The door must remain closed throughout the entire headcount unless otherwise authorized.
- Gym Unit inmates must remain on their bed throughout the entire headcount.
- Any failure to abide by these rules may result in disciplinary action.

### **Property**

- During the booking process all property will be inventoried using new forms (Release of Liability/Declaration of Valuable Property form and the Inmate Property Receipt/Outside Purchase/Special Package Request form).
- Inmates will not be allowed to keep any item that has a greater value of \$50. Any inmate wishing to keep an item having a greater value of \$50 must complete a Release of Liability/Declaration of Valuable Property form.
- An inmate will not be allowed to inventory or pack the property of another inmate
- Please review the property matrix to view what is allowed. We will no longer allow in belts or wallets.
- **Storage of Property:**
  - Inmates cannot retain personal property in excess of 3.5 cubic feet.
  - Any property that does not fit in the box that is 3.5 cubic feet will be considered excess property and will be removed for disposal.

- **Special Package Allowance:**
  - During first 30 days of incarceration an inmate may receive 1 initial special clothing package containing the items listed below:
    - Undergarments
    - Pants
    - Shirts
    - Socks
    - Sweatpants
    - Sweatshirts (no hoods)
    - Sweaters
    - Coats- plastic zipper, no leather
    - Gym shorts
    - Sleepwear
- If an inmate is transferred from an out of state facility to a Vermont facility or a Vermont uniformed facility to a non-uniformed facility, they may have a special clothing package within the first 30 days of their transfer.
- The special package items may not exceed the allowable property limits that are on the Inmate Allowable Property Matrix.
- Special Packages must be approved by the assigned third shift Supervisor.
- Special Packages, other than those coming directly from a vendor or catalog source, may only be received from an individual on an inmate's approved visiting list.
- Packages may only be dropped off at the below times:
  - Tuesday- 0800-1100 and 1300- 1500
  - Thursday- 0800- 1100
  - Friday- 0800-1100
  - Wednesday 1800- 2045
- Vendor Catalog Orders- Items available through Commissary cannot be purchased through an outside vendor.
  - Inmates must request to purchase an item not available through commissary, in writing using the Special Package Request form. They can submit the request to the assigned third shift supervisor.
  - Ordering from a vendor does not count towards the initial Special Package that is approved within the first 30 days of incarceration.
  - Below is a current list of approved Vendors to order from:
    - Mike's Better Shoes**
    - RLS Clothing and Accessories**
    - JL Marcus**
    - Access (which is through Keefe Group)**
    - Azure Green (Religious articles)**
- **For the first 30 days from the transfer from male to female facility we will have added days and times drop off package.**
  - Monday- Friday 0800-1100 & 1300- 1500**
  - Wednesday 1800-2045**



**INMATE ALLOWABLE PROPERTY MATRIX**

Item	M	F	W	R	Comments
<b>Clothing</b>					
Athletic Supporter	1	0	1	1	Standard Design – Male only
Bras	0	5	7	7	No underwire – Female only
Underwear	7	7	7	7	Boxer Shorts, Briefs, Cotton/cotton blend. No thongs, G-string, or transparent fabric
Long Underwear	1	1	2	2	Standard two-piece set; top and bottom; no one-piece
Undershirts/T-shirts	4	4	5	5	Standard; short sleeved; plain white t-shirt, crew or v-neck
Pajamas/ Nightgown	2	2	2	2	Light colors only; no threat group colors. Nightgown – Female only, at least knee length
Robe	1	1	1	1	Standard tie waist; white or gray only; ¾ length only
Socks	7	7	10	10	Pair. Dress sock; standard crew or calf length; gym or dress
Handkerchiefs	3	3	3	3	White only
Shirts/Blouses/Tops	4	4	6	6	May not be low cut. Must be pull-over or complete closure covering shoulders. No "half shirts" or mesh type, no epaulets
Pants/Jean	5	5	6	6	Sized proportionately to the offender; straight leg or boot cut leg; no tight fitting; no invisible pockets on pant leg; no hip-huggers or low-rise; no carpenter
Shorts	2	2	2	2	No tight fitting; no cutoff or altered; no less than 6" inseam; no invisible pockets or reversible shorts; no open fly boxer style
Skirts/Dresses	0	2	2	2	No tight fitting; no cutoff or altered; at least knee length – Female only
Sweater	1	1	1	1	Knit pullover; crew or v-neck; snap, turtleneck, button front; plastic zippers only
Sweat Clothes	2	2	2	2	Top: standard long sleeve pullover; crew or v-neck. Bottom: standard drawstring/elastic waist; elastic or open ankle; no jogging suits. 2 piece set: cotton/cotton blend; pullover, crew or v-neck; plastic zippers only
Maternity Clothes Pants/Skirts/Dresses/ Shorts/ Tops	0	7	7	7	Same standards as listed above – Female only
Belt	0	0	1	1	Plain leather or cotton mesh; open buckle no larger than 2"x2"; unlined
Mittens/Gloves	1	1	2	2	No leather
Hat/Cap	1	1	2	2	1 Summer 1 Winter
Jacket/Coat	1	1	2	2	No leather, light lining; hoodless; plastic zippers only; waist Length
Rain Coat or Poncho	0	0	1	1	Clear plastic

\*\* Designates item must be engraved with Inmate name & DOB  
 Key: M = Male Facility; F = Female Facility; W = Work Camp; R = Re-entry Unit

**INMATE ALLOWABLE PROPERTY MATRIX**

Item	M	F	W	R	Comments
Coveralls	0	0	1	0	Insulated
<b>Footwear</b>					
Boots	1	1	1	1	No steel toe. W/C & RU must have boots. 6" or less from bottom of heel to top of boot. 1" or less heel thickness
Shoes	1	1	1	1	Closed toe - 6" or less from bottom of heel to top of shoe. 1" or less heel thickness
Sneakers	1	1	1	1	6" or less from bottom of heel to top of sneaker. 1" or less heel thickness
Slippers	1	1	1	1	For inside use only
Shower Shoes	1	1	1	1	For inside use only
<b>Hygiene Items – No Glass</b>					
Hygiene	No more than 2 individual items in each group (e.g., 2 hair conditioners, 2 toothpaste tubes).				Must be clear substances and in clear containers. Items not listed but sold in Commissary include: (Aftershave lotion, Bunion and Callus Pads (box), Lipbalm, Contact Lens Solution, Dental Floss, Denture Adhesive, Denture Cleanser, Deodorant (non-flammable, non-aerosol), Eye Wash, Hair Conditioner, Hair Dressing, Shampoo, Mouthwash, Toothpaste, Shaving Cream (non-aerosol), Skin Cream or Lotion (no baby oil), Soap, Foot Powder.
Hair Brush	1	1	1	1	Plastic only. 1 piece
Hair Comb	1	1	1	1	Plastic only, no rattail
Hair Pick	1	1	1	1	Plastic only, no rattail
Nail Clipper	1	1	1	1	Without file; commissary-purchase only
Sanitary Napkins/Tamppons	One month's supply				Commissary purchase except indigent inmates. Females only
Denture Cup	1	1	1	1	Plastic; no larger than 4"x6", one piece
Mirror	1	1	1	1	
Toothbrush	1	1	1	1	
<b>Make Up</b>					
Eye Shadow <sup>w</sup>	0	2	2	2	Non-alcohol, Non-aerosol. Must be from Commissary source only. Females only
Foundation Cream	0	2	2	2	
Mascara	0	2	2	2	
<b>Linens</b>					

\*\* Designates item must be engraved with inmate name & DOB  
 Key: M = Male Facility; F = Female Facility; W = Work Camp; R = Re-entry Unit

2 books and balance of magazines must fit in the 3.5 cubic sq feet bin

1 walkman type radio, no external speakers, no tape or CD players. (Must be used with ear phones)

**INMATE ALLOWABLE PROPERTY MATRIX**

Item	M	F	W	R	Comments
Towels	2	2	3	3	
Washcloths	2	2	3	3	
<b>Comfort Items</b>					
Photo Album	1	1	1	1	Photos only; no metal binder; not for newspaper or magazine clipping; not to exceed 8 1/2" x 11"
Plastic Bowl	1	1	1	1	
Plastic Mug	1	1	1	1	
Plastic Spoon/Spork	1	1	1	1	
Plastic Soap Dish	1	1	1	1	
Wallet	0	0	0	1	
<b>Appliances/Electronic Devices</b>					
Alarm Clock	1	1	1	1	No radio; battery operated only
Batteries (AA & AAA)	4	4	4	4	Only if Inmate has battery-operated devices
Electric Razor **	1	1	1	1	Battery-operated; Non-rechargeable only; as authorized by facility; no hair trimmers
Handheld Game ** (e.g., Game Boy)	1	1	1	1	Clear view; only 10 games; no Internet capability
Headphones	1	1	1	1	
Electric Fan **	1	1	1	1	12" or less; plastic only
Handheld Radio **	1	1	1	1	Clear view only
Combination Lock	0	0	1	0	
<b>Stationery Items</b>					
Envelopes					Limited to the amount that will fit into property box size limitations
Greeting Cards	1	1	1	1	Box of 12
Pen	2	2	2	2	Commissary purchase only
Pencil	2	2	2	2	
Postage Stamps					Limited to \$20.00 in total value
Stationery					Limited to the amount that will fit into property box size limitations
<b>Medical Supplies</b>					

\*\* Designates item must be engraved with inmate name & DOB  
 Key: M = Male Facility; F = Female Facility; W = Work Camp; R = Re-entry Unit

**INMATE ALLOWABLE PROPERTY MATRIX**

Item	M	F	W	R	Comments
Prescription Contact Lens	6	6	6	6	Pair; contacts will be clear, disposable/non-disposable, as prescribed
Prescription Eye Glasses	1	1	1	1	Pair
Prescription Contact Lens Case	1	1	1	1	
Prescription Eye Glasses Case	1	1	1	1	
Sunglasses	1	1	1	1	Non-reflective type; non-mirrored
Hearing Aids	1	1	1	1	1 hearing aid per each ear & 1 replacement battery
Hearing Aid Batteries	1	1	1	1	
<b>Medications</b>					
Antacid					Pack
Cough Drops					Bag
Acetaminophen					Pack
Vitamins					Pack or container approved by medical provider
<b>Recreational Materials</b>					
Books, Magazines, Newspapers					Equal to the amount that will fit into property box size limitations; No more than 2 library books
Playing Cards	1	1	1	1	Deck - Standard and Pinochle
Board Games	1	1	1	1	Dominoes, Chess, or Checkers only
Colored Pencils	1	1	1	1	Set
Musical Instrument	1	1	1	1	As authorized by each facility
Sketch Pad	1	1	1	1	
<b>Jewelry</b>					
Watch	1	1	1	1	Time, day, date, alarm, and stopwatch functions only; no gems/stones
Wedding Ring	1	1	1	1	No gems/stones; only authorized if the offender is married
Medallion	1	1	1	1	1.5" wide or 1" in diameter; no gems/stones; religious item

\*\* Designates item must be engraved with inmate name & DOB  
 Key: M = Male Facility; F = Female Facility; W = Work Camp; R = Re-entry Unit

2 pens and 2 pencils

**INMATE ALLOWABLE PROPERTY MATRIX  
RESTRICTIVE HOUSING STATUS**

ITEM	DISC-SEG	AD-SEG I	AD-SEG II	P/C **	C/C	COMMENTS
Underwear	7	7	7	7	7	Boxer Shorts, Briefs, Cotton/cotton blend. No thongs, G-string, or transparent fabric
Bras	1	1	1	2	2	No underwire – Female only
Shorts	0	0	1	1	1	No tight fitting; no cutoff or altered; no less than 6" inseam; no invisible pockets or reversible short; no open fly boxer style
Palamas or Nightgown	1	1	2	2	2	Light colors only; no threat group colors. Nightgown – Female only, at least knee length
Pants or Jumpsuit	1	1	2	2	2	Sized proportionately to the offender; straight leg or boot cut leg; no tight fitting; no invisible pockets on pant leg; no hip-huggers or low-rise; no lanyard; no carpenter
Shoes or Sneakers	1	1	1	2	2	Closed toe - 6" or less from bottom of heel to top of shoe/sneaker. 1" or less heel thickness
Shower Shoes	1	1	1	1	1	For inside use only
Socks	2	2	3	4	4	Pair. Dress sock; standard crew or calf length; gym or dress
Sweatshirt	0	0	1	1	1	No jogging suits. Standard long sleeve pullover; crew or v-neck. Cotton/cotton blend only. No hood
Sweatpants	0	0	1	1	1	No jogging suits. Standard drawstring/elastic waist; elastic or open ankle Cotton/cotton blend only
Undershirts/T-shirts	3	3	3	4	4	Standard; short sleeved; plain white t-shirt, crew or v-neck

Hygiene & Snack Items Per Administrative Directive #410.06, Attachment #3

\*\* May be limited based on Protective Custody Safety Plan

e) Lost, Missing, or Damaged Property:

Any personal property that an inmate retains shall be brought into the facility at the inmate's own risk. The Department of Corrections is not responsible for retained personal property.

An inmate who claims to have property that has been lost, missing, or damaged due to a staff member's negligence will be eligible for an investigation.

- i. The inmate making a claim will fill out the top portion of the *Report of Lost or Damaged Property* form and submit it to the Security & Operations Supervisor (SOS).
  - ii. Only those items on the approved *Inmate Property Receipt* form(s) for which the inmate has proof of ownership, may have a claim investigation value. As such, the SOS will need to verify ownership by checking the inmate's property file.
    - a) If ownership cannot be verified, there will not be an investigation and the form will be returned to the inmate.
    - b) If ownership is confirmed, the SOS signs and dates the form acknowledging receipt and confirmation that the claim is eligible for an investigation.
  - iii. Once signed, the facility has a fifteen (15) business day timeline to investigate and resolve a claim of lost or damaged property.
  - iv. If the claim involves another facility, the time period for resolution may be extended an additional fifteen (15) business days.
  - v. The Superintendent or designee will assign the investigation to a staff member.
  - vi. The investigating staff member will complete the investigative summary on the *Report of Lost or Damaged Property* form before forwarding their findings to the Superintendent.
  - vii. The Superintendent will make a determination to either approve or deny replacement or reimbursement at the estimated value or less.
- A copy of all lost or damaged property reports must be retained by the facility where the claim was settled.
  - All claims that are found to be valid by replacement or reimbursement need to be finalized by having the claimant inmate sign along with a staff witness, concluding the issue.

f) Disposal of Property

Staff will give an inmate a receipt for all property to be disposed of.

- I. An inmate who chooses not to have excess property mailed out or picked up by a designated person may have the property donated to a charity, or destroyed.
- II. In no case will excess property be used by, or given to, Department staff, including volunteers and contractors.
- III. Failure of an inmate to choose one of the disposal options noted below will represent a forfeiture of any claim to the property after thirty (30) calendar days.
- IV. Unclaimed property will be disposed of by:
  - a) Designating it for use by the facility;
  - b) Donation to a charity;
  - c) Designating it for use by an indigent inmate;

- d) Transfer to another State agency or department;
- e) Being destroyed.

g) Contraband

There are a wide variety of items that are considered contraband in a correctional facility. It is the responsibility of officers to be aware of what is considered contraband, and make continual efforts to prevent contraband from entering the facility and removing such items from the facility.

Contraband is anything that is in the possession of an inmate contrary to the rules and regulations for the facility. Anything that is not on the allowed property list is, by definition, contraband. Contraband will also cover allowed items that are received through unauthorized channels.

Possession is meant to include anything on the inmates' person, in his clothes, living unit and any place where there are reasonable grounds to believe it is in the inmates' custody and control or an area that the inmate exerts control over.

Contraband will include, but no limited to, the following:

1. Any type of weapon, whether commercially manufactured or fabricated by hand, which can inflict any degree of bodily harm. Examples: Any firearm or item resembling a firearm, knives, explosives, ammunition, blades, blackjacks, clubs, and pieces of glass, wire or rope.
2. Any intoxicating beverage, including those which can be fermented. Examples: liquor, beer, wine, and homebrew.
3. Any drugs, prescribed or otherwise.
4. Any paraphernalia which could be used to take illicit drugs. Example: rolling papers, syringes or pipes.
5. Excess items of clothing, food, or supplies in addition to those allowed by facility regulations.
6. Any item in possession of an inmate who is not the actual owner and any property being passed from one inmate to another.
7. Any literature that is detrimental to the safety of the security of the institutions, for example, how to build homemade explosive, zip guns etc.
8. Any literature which demonstrates how to inflict bodily harm to another, i.e. martial arts handbooks.
9. Chewing Gum.
10. Glue, fasteners of any type including nails, screws, rivets, wire, tape etc.
11. Toxic or corrosive substances, poison of any kind.
12. Tools of any kind, whether homemade or manufactured, including scissors.
13. Electrical appliances.
14. Plants of any kind.
15. Tobacco products of any type.
16. Cigarette lighters, matches, flints, or other items used to light fire.
17. Aerosol products or any pressurized substance, including shaving cream and deodorants.
18. Any cologne, perfume, or mouthwash with an alcohol base.
19. Locks or keys of any kind.
20. Glass or porcelain items of any kind.

21. Colored lights or light bulbs.
22. Magic markers, paints, or other items that can be used to deface objects.
23. Any item that can not be thoroughly checked.
24. Spring loaded pens.
25. Cassette and CD players of any type.
26. Cassettes, DVD's and CDs
27. Any item that can potentially be used as a weapon or which an officer finds questionable.
28. Metal combs.
29. Recording devices.
30. External speakers
31. Any flammable liquid or substance, including candles
32. Cosmetics of any kind
33. Extension cords
34. Camouflage clothing or fabric
35. Bib overalls, suspenders
36. Pants with more than 5 pockets
37. Teabags
38. Electrical adapters
39. Any size battery other than AA and AAA batteries
40. Hooded sweatshirts or any jacket with a hood
41. Any clothing similar to or resembling officers' uniforms
42. Masks of any type
43. Shoes with heels in excess of 1 ½ inches
44. Belts
45. Any article of clothing or jewelry containing spikes
46. Spandex
47. Bandannas, and 'do-rags'.
48. Money, credit cards and licenses
49. Wallets, plastic cards of any type except inmate ID tag
50. Any item altered or used for other than its intended purpose
51. Cellular phones and chargers, pagers
52. Personal computers, palm pilots
53. Calculators
54. Sewing needles, pins, including safety pins, thumb tacks
55. Any item of clothing that has been altered from the original manufactured design.
56. Steel toed shoes.
57. Spandex or Lycra pants.

## **27. Unit Cleaning**

- The unit will be kept clean at all times.
- Assigned jobs are posted by rooms and will be inspection ready at all head-counts. If inmates in assigned rooms do not complete their unit assignments they may suffer restrictions on some privileges.
- Because the configuration of each unit is different, specific duties will be defined by the COII in each respective unit and will be posted.



- Each unit has a unit porter which is a paid inmate job. The unit porter is responsible for detail cleaning of the unit such as painting, pressure washer, waxing the floors, etc...

#### a) Room Inspections Maintenance of Living Quarters

Room inspections will be at 09:00 and 19:00. Inmates must strip their beds at least once a week and place them in the laundry. The officer will check the condition of mattress and pillow on laundry day. Each unit has their own laundry time.

#### The following are criteria to determine cleanliness for room inspections:

- Beds are made (on unit linen days the bed is to be stripped with linen at the foot of the bed.) **Inmates may not be under the covers once their bed is made until after the 1900 room inspection. Beds are to remain made through the next room inspection unless the inmate is a third shift worker or a medical exception is made. This does not apply to weekends and holidays.**
- The floors are swept and mopped.
- All other surfaces are dusted.
- Trash is emptied.
- Dirty clothes are kept in a laundry bag that is stored under the bed.
- Footwear is arranged neatly under the edge of the bed.
- Clothing is folded and placed in a storage box.
- Nothing is hung from the bunks.
- Nothing is hung on any outside wall, window and windowsill or between the desk and window.
- Letters and other documents are kept in a shoe box size container.
- Personal hygiene items are displayed on the shelf or desk.

Issue a minor # 11 disciplinary report for inmates failing room inspection.

#### **28. Dress Code**

- Inmates will be appropriately dressed at all times.
- Inmate clothing must be worn as intended by the manufacturer; i.e. pants must be worn at the natural waist and not rolled up to “low rise” or “hip hugger” fitting.
- Inmates must be fully dressed except during bathing, undressing, medical examinations, searches or when using the restroom.
- Inmates are not allowed to sleep in the nude. Inmates are not allowed to sleep in just their underwear and a bra; they must be appropriately dressed.
- Pajamas and sleeping attire are not to be worn outside the inmate’s room without a bathrobe on.
- Bathrobes must be at least knee length.
- Bathrobes, pajamas and slippers are not to be worn outside the living unit.
- Bras and underwear must be worn at all times, except when dressed for bed at night or when the inmate is on segregation status.
- Sports bras/bras must be completely covered.
- Shirts, blouses and/or sweaters must be long enough that they could be tucked in.
- “Off the shoulder” tops, “Plunging neckline” tops, halter-tops, tank tops or half-shirts are not allowed. No clothing that exposes cleavage.

- Skirts and dresses may be worn only if the hem is no shorter than the top of the knee. Shorts may be worn provided the shorts are mid-thigh length.
- All pants, sweatpants, shorts, and skirts shall be worn with the waist at the waistline. Boxer shorts are considered underclothing only to be worn as such.
- Clothing must be in good repair so it does not show underclothing.
- Foot coverings with hard soles (shoes that would be worn outdoors) are required at all times when outside the inmate's unit.
- Shower shoes are for showers only and may not be worn elsewhere except in extreme circumstances (women that do not have any other shoes).
- All clothing must be washed, clean and in general good repair.
- Inmate issued identification must be worn in plain view. The identification card must be clipped to the shirt up near the collar. It must be visible so that staff can read the name on the ID.
- Hats are not to be worn in the building unless approved by the Superintendent. All inmates may store hats and sunglasses in their footlockers to be used when they go on furlough or outdoor recreation.
- Jackets may not be worn inside the facility at any time.

### **29. Shaving and Razor Procedure**

There are two options available for shaving.

The first option is to purchase an electric razor by ordering one through the commissary company as an alternative to shaving with the disposable razors. Electric razors may be possessed by inmates and stored in their cells at all times after having the razor properly marked with identifiers (i.e. Name and date of birth) and used at their will – there are not designated shaving days for electric razors. Any device that is discovered altered will be considered contraband and will be confiscated in accordance with the Contraband Directive and will be subject to disciplinary action.

The second option is to sign up for use of a disposable razor. The process for use of disposable razors is as follows:

#### **General Population:**

- A. CRCF has designated Monday, Wednesday, and Friday as authorized shaving days when using disposable razors.
- B. In order to shave on these days, using a facility issued disposable razor, each inmate interested in shaving needs to sign up the day before a scheduled shaving day on the Razor Request Log.
- C. On shaving days, following the securing of 0730 headcount, the unit officer will issue disposable razors to those inmates on the sign-up log. Inmates will only receive one disposable razor per shaving day.
- D. No more than 2 inmates will be issued razors at one time. Two more razors will be issued one the previous 2 are returned and inspected.
- E. Each inmate will have 15 minutes to shave and return the razor with the cap on it to the Unit Officer one inmate at a time.

- F. Each razor will be inspected by the Unit Officer I the presence of the inmate as it is turned in to ensure all blades are intact and that the device was not altered in any way.
- G. Inmates who fail to return a razor or who turn in a disposable razor which appears to be tampered with will be issued a DR for a Major A #07.
- H. Shaving with any facility issued razor is for the removal of facial hair only – they are not to be used to shave any other areas of the body, to include but not limited to the head.

### **Alpha and Foxtrot Units:**

- A. For safety of these units will not be permitted to shave using disposable razors.
- B. Inmates who are housed in these units are only authorized to use electric razors – possession of a disposable razor in these units may result in disciplinary action.
- C. Inmates who choose to shave will be provided the opportunity to use the facility owned self cleaning razor.
- D. Shaving with any facility issued razor is for the removal of facial hair only – they are not to be used to shave any other areas of the body, to include but not limited to the head.
- E. Self cleaning razor systems that are damaged or destroyed in a malicious manner will result in disciplinary action and if found guilty, the facility will seek restitution for the cost of replacing the razor system as well as other applicable sanctions as directed in Directive 410.01.

### **Supervised Shaving:**

At any time where there is a concern of harm to self or others the shift supervisor or above can place an inmate on supervised shaving status. In this status shaving occurs in the presence of security staff so that staff can visually observe the inmate while they shave.

### **30. Facility Rules and Inmate Discipline**

These guidelines are for all violations, both major and minor. The attempt to, or formulation of a plan, or aiding or soliciting others to commit a violation is a violation and it carries the same sanction as if the violation had been committed by the individual who formulated or aided in this violation.

Sanctions A & N may only be used for those violations designated below. Sanction B May only be used for those inmates assigned to work camp status who have earned work camp good time. All other sanctions may be imposed for any violation.

The amount of allowable sanctions may increase upon repetitive violations within a 90-day period.

#### **APPROVED SANCTIONS**

- A. Placement in Disciplinary Segregation.
- B. Loss of “Good Time” as prescribed by law.
- C. Loss of privileges within an inmate’s classification for a pre-determined and specific amount of time never to exceed thirty (30) calendar days.
- D. Removal from program and/or group activity for up to thirty (30) calendar days.
- E. Change in living unit.
- F. Restriction to the area of the living unit (not just cell or room).

- G. Early lock-in.
- I. Temporary loss of the use of personal property for a pre-determined and specific amount of time never to exceed thirty (30) calendar days
- J. Institutional community service/reparation.
- K. Reprimand.
- L. Apology.
- M. Written essay concerning the infraction or participation in a structured activity pertinent to the offense.
- N. Make monetary restitution.

### Major “A” Violations

1. Killing any Person. **A02** (A, 30 days)
2. Assault, physically attacking another person with or without the use of an object or substance. **A01E** (A, 0-30 days)
3. Assault on a Department of Corrections’ employee, contractor or volunteer. Intentionally striking or attacking a Department of Corrections employee, contractor or volunteer with or without the use of an object or substance, or behaving in such a reckless manner that one’s actions cause a strike of a Department employee, contractor or volunteer. **A01F** (A, 30 days)
4. Sexual Assault. **A01B** (A, 0-30 days)
5. Fighting where bodily injury is attempted or carried out. **A01D** (A, 0-30 days)
6. Escape from an institution **A03A**, armed escort **A03B**, Correctional Officer custody, to include intentional absence from a furlough from a correctional institution. **A03C** (A, 0-30 days)
7. Creating disturbances that threaten the order and safety of the facility including, but not limited to, riots, work strikes and hunger strikes. **A06** (A, 0–30 days)
8. Possession, manufacture or introduction of any item that constitutes a danger to the order of the facility including, but not limited to, weapons, dangerous instruments, escape tools, or communication devices (e.g., cell phones). This also includes possession of any unauthorized weapon while in the custody of the Commissioner of Corrections outside a correctional facility (e.g., at Court, a hospital, etc.). **A07** (A, 0-30 days)
9. Possession, introduction or use of any alcohol, narcotics, depressants, stimulants, hallucinogenic substances or marijuana (any plant material, extract or resin of the genus cannabis) or related paraphernalia not prescribed for the individual by the medical staff. **A19** (A, 0-30 days)
10. Refusing to submit to a breathalyzer, alco-sensor or any method of testing for drugs, alcohol or intoxicants. **A20** (A, 0-30 days)
11. The introduction, or attempt at introducing, tobacco of any amount into or onto the grounds of a correctional facility, to include being found to be in possession of any amount of tobacco in excess of one cigarette. **A18** (A, 0-30 days)
12. Giving false information/making a false allegation – Inmates are prohibited from intentionally and/or knowingly making a false allegation against any staff person or any person under contract to the Department of Corrections, and/or intentionally misleading staff in the course of their official duty. **A21** (A, 0-30 days)
13. Arson – Inmates are prohibited from setting a fire or causing an explosion. **A08** (A, 30 days)
14. Security Threat Group Affiliation – Inmates are prohibited from possessing or displaying any materials, symbols, colors or pictures of any identified security threat group or engaging in membership in or in behaviors uniquely or clearly associated with a security threat group. **A22** (A, 30 days)
15. Unauthorized use of the mail or telephone; to include, but not be limited to, making a call to a person on your authorized phone list and having them forward the call to someone not on your authorized list. **A23** (A, 0-30 days)

16. Tampering with fire alarms, fire safety apparatus (such as extinguishers, air pacs, sprinkler heads, hoses, fire blankets, etc.) or any other safety equipment. **A24**  
(A, 0-30 days)
17. Unauthorized Use of a Computer – using, accessing or viewing a computer or computer terminal in any manner that is not authorized by departmental personnel; using accessing or viewing a computer or computer terminal for gaining access to the Internet; using accessing or viewing a computer in a fraudulent manner or for a fraudulent purpose; introducing, installing or using any software, utility, application or any other digital media that has not been authorized by departmental personnel. **A25** (A, 0-30 days)

### Major “B” Violations

1. Tampering with locking or security devices **B01A**, making holes in walls, damaging windows **B01B** or wearing a disguise or mask. **B01D** (A, 0-15 days)
2. Counterfeiting, forging, altering or reproducing any document, article of identification, money, security or official paper without authorization. **B02**  
(A, 0-15 days)
3. Adulteration of any food or drink with the intent that it be consumed to cause harm. **B03** (A, 0-15 days)
4. Assault **B05A**, or fighting where serious bodily injury was not carried out. **B05D**  
(A, 0-15 days)
5. Making sexual proposals to another person. **B06** (A, 0-15 days)
6. Indecent Exposure. **B07** (A, 0-15 days)
7. Unauthorized absence from headcount. **B09** (A, 0-15 days)
8. Threatening another with harm, bodily injury or an act with adverse consequences. **B10** (A, 0-15 days)
9. Stealing, taking another’s property without consent or being in possession of stolen property. **B11** (A, 0-5 days)
10. Failure to carry out any disciplinary sanction order (whether from informal or formal resolution). **B12**  
(A, 0-5 days)
11. Destruction or damage of state property or property of another valued at more than \$50.00 **B28A** or second or subsequent destruction or damage of state property or property of another valued at \$50.00 or less within 60 days. **B28B** (A, 0-5 days, M)
12. Extortion, blackmail or protection in return for money or anything of value. **B16** (A, 0-15 days)
13. Engaging in sexual acts or activity without use or threat of force. **B17** (A, 0-10 days)
14. Interfering with an officer in the performance of duties or any disobedience or refusal of an officer’s instruction or order that threatens or disrupts institutional security or interferes with the taking of an official institutional headcount. **B18** (A, 0-15 days)
15. Giving or offering a bribe to a state employee, volunteer or contractor. **B19** (A, 0-15 days)
16. Conduct which disrupts or interferes with inmate safety or security or the orderly running of the facility. **B21** (Only to be used if another Major “B” violation is not applicable) (A, 0-15 days)
17. Making a derogatory comment to another person, staff or inmate, regarding race, gender, ethnicity, religious affiliation or sexual orientation. **B29** (A, 0-5 days)
18. Three or more convictions, in a 90 day period, of an **M44 DR. B26** (A, 0-5 days)
19. Being in possession of any amount of tobacco in excess of the amount contained in one cigarette. **B27** (A, 0-15 days)
20. Misuse of authorized medication. **B30**
21. Tattooing or possession of tattooing tools, or the recipient of a tattoo. This rule pertains only to recipients of “new” tattoos and not to tattoos previously acquired. **B31** (A, 0-15 days)
22. Failure to abide by transition furlough (from facility) conditions. **B32** (A, 0-10 days)

### MINOR VIOLATIONS

1. Passing or possession of contraband items other than as described in the Major Disciplinary category. **M02**
2. Refusing to work. **M03**
3. Refusing to obey the order of a staff member other than as described in the Major Disciplinary category. **M04**
4. Unexcused absence from any work assignment. **M05**
5. Gambling. **M08**
6. Agitating or provoking staff, volunteers, members of the community or inmates. **M09**
7. Failure to maintain proper hygiene. **M10**
8. Failure to maintain sanitary and orderly housing conditions. **M11**
9. Destruction or damage of state property or property of another valued at \$50.00 or less. **M45 (M)**
10. Engaging in minor disruptive behavior that interferes with normal facility operations or interferes with the program or living environment of other inmates. **M16**
11. Defacing or misusing state property. **M17**
12. Malingering or faking an illness. **M18**
13. Possession of unauthorized clothing, food or books. **M20**
14. Using abusive or obscene language or making obscene gestures in the presence of staff, volunteers or others. **M22**
15. Unauthorized use of mail or telephone other than as stated as a Major A violation. **M24**
16. Conduct in violation of visiting rules. **M25**
17. Failure to abide by central and/or facility unit rules not listed in Major categories. **M26**
18. Driving a motor vehicle of any type without prior approval of Department of Corrections. **M33**
19. Possession or use, to include being in the presence of, of tobacco smoke, of a small amount of tobacco; i.e., an amount equal to or less than the amount of tobacco contained in one cigarette. **M44**
20. Engaging in excessive horseplay. **M27**

**For more information about Facility Rules and Inmate Discipline or Due Process, see Directive #410.**

a) CRCF Facility rules

To assist in the orderly running of the facility, the following represent basic rules governing offender conduct facility wide.

- CRCF is a tobacco free facility. All tobacco products, matches and lighters are contraband.
- **There is zero tolerance for inmates having any type of physical contact with any other inmate in any way. An inmate is allowed to braid another inmate's hair in the dayroom with the unit officer's permission.**
- Loud talking, yelling horseplay and/or other forms of inappropriate behavior are not permitted.
- Trash and rubbish must be deposited in the waste cans, bags or other receptacles provided for that purpose.
- Inmates will approach and address staff with respect and courtesy. Derogatory remarks to/or about staff will result in disciplinary action.

- Inmates may not retain possession of their medications without specific written permission of the Site Health Center Administrator or his/her designee and the Superintendent of the facility.
- No running is permitted in the corridors, sally port or other areas within the facility other than the gym or the recreation yard. Inmates must walk at a normal pace and in an orderly manner directly to the designated area.
- Spitting is not allowed in any way in the facility or on the grounds.
- Inmates will follow orders given by facility staff. The orders will be followed promptly and properly.
- Inmates will immediately give their name to any staff who requests it.
- Inmates will submit to a pat search or a strip search when ordered.
- Inmates must prominently display their ID at all times. The ID must be clipped to the shirt up near the collar. It must be visible so that staff can read the name on the ID.
- Inmates are responsible for the condition of their ID tags. Any alterations to, destruction of or loss of ID tags will result in disciplinary action with monetary restriction of \$1.85 to be withdrawn from the inmate's account. Nothing should be taped or affixed to an inmate ID or lanyard.
- Sheets and clothing are to be changed/laundered weekly per facility laundry schedule.
- Legal papers must be neatly stored in your property bin. Legal work exceeding the facility limit must be stored in property. The amount of legal material that may be retained in a cell will not exceed what will fit into a 12" x 10" x 18" box.
- At no time are inmates allowed to wear any type of hat, cap, head covering or headband within the building other than those exceptions approved by the Superintendent. You may wear a baseball cap or a winter hat during outside recreation only. Inmates working in the kitchen must wear designated headwear while they are working in the kitchen.
- The only time inmates will be allowed to bring liquids or walkman out of their living area are: gym time, outside recreation, doing facility laundry or other facility job.
- All inmates pending a Major/Minor DR are not allowed to participate in outside recreation, inside recreation or movie night.

### **Living Unit Rules-**

1. Instructions from staff need to be followed at all times.
2. When instructed to lock-in, the inmate(s) in question will go into their cell and shut the door behind them.
3. ID's, shirts, pants or shorts and footwear must be worn in the dayroom. When leaving the unit socks must be worn with all footwear.
4. Inmates may not enter another inmate's cell to include standing in the cell doorway.
5. Only one plastic storage bin is permitted per inmate. All possessions need to fit in this bin. Bins must be kept under your bunk; they may not be used as tables or shelves. All bin lids must be kept on the bin and not used for other purposes such as a back board. Bins are not allowed to leave the units.
6. Sharing, swapping, gambling, or selling property is not permitted.
7. Abusive, profane, or vulgar language is not permitted.
8. Cells are to be clean and at room inspection standards at all times.
9. No nudity or sexually explicit photos are allowed.

10. All inmates will be required to be in their rooms for every head-count. Once the facility has secured the head-count, the inmates may leave their rooms area.
11. The day rooms will be used for unit meetings, television viewing, card playing, reading, recreational activities and telephone usage.
12. Noise levels will be kept at an acceptable level as determined by staff. Any noise that interferes with radio, telephone or other dayroom activities will be discontinued.
13. Room inspections are to be done at 09:00 and 19:00 Monday through Friday. Inmates must be up and beds made by 09:00. On weekends and holidays there will be one room inspection at 19:00.
14. Inmates may not be under the covers once their bed is made until after the following room inspection. Beds are to remain made through the next room inspection unless the inmate is a third shift worker or a medical exception is made. This does not apply to weekends and holidays.
15. Lock-in time for all units is at 23:00. All lights must be turned off at 2400 hours. After lights out radios may be played at a level that is heard only by the inmate listening to it. External speakers are not allowed, only approved headphones.
16. Nothing may be placed on the bunk, the windows or hung in the room so as to block the staff's view of any part of the room or its occupants.
17. No one is allowed outside their room/off their bunk after 23:00 without the unit officer's permission.
18. During lock-in hours, only one inmate is allowed to use the bathroom at a time.
19. Dayroom lights will come on in each unit at 0730.
20. Nothing will be stored on windows or windowsills.
21. Signs, pictures, paintings, or other items on walls are only allowed in authorized 2'X2 area. You may not post any material describing, suggesting or showing acts of sexual nature; a picture, photograph or drawing that is exposing the breast or buttocks, pubic hair and/or genitalia; any items that are found to be, or can be considered degrading, prejudicial, inflammatory, harassing or offensive.
22. The only places that towels may be hung to dry are chairs or on hooks provided in the room. (at no time will a towel be hung in such away as to shield the inmate from the officer's view.) No exceptions to this rule will be made.
23. Nothing may be placed over the lighting fixture in any room to alter the brightness.
24. Recreation/Leisure Skills property must remain on the unit for all unit inmates' use. When leaving the unit or facility, no inmate may remove recreation property, or library books together with their own property. To attempt to do so is interpreted as "taking another's property without consent," and subject to inmate discipline.
25. Each room will have an assigned television day; they will be able to choose which television programs they watch for that day.
26. Inmates may come out of their cells 30 minutes before breakfast. They are allowed to use the microwave, sit in dayroom and read the newspaper. The television and phone are not allowed to be used until 0800.
27. Inmates will present themselves and their environment in a clean and sanitary manner at all times. The requirement is one daily shower and neat appearance, clean clothes and sanitary habits that do not exhibit negative behavior.
28. Jackets may not be worn inside the facility.



29. Inmates are not allowed to cross the blue line around the unit officer's desk without the officer's permission.
30. Sitting, standing or lying on dayroom tables is not allowed.
31. Inmates may only sit on their assigned bunk.

## CONFLICT RESOLUTION/ASSISTANCE

### 31. INMATE/INMATE NOTICE OF RIGHT TO GRIEVE

The Department realizes that many complaints or issues that an inmate/inmate may have are resolved by talking to staff informally. We encourage you to continue to use this positive approach to problem-solving. Nevertheless, you do have the right to file grievances concerning alleged actions by the Department and its representatives. While you may write the Commissioner at any time, the inmate grievance system will be the administrative process to try to resolve conflicts or problems in a timely manner. If you wish to exercise this right, you must follow the procedures outlined below.

NOTE: You must attempt an informal resolution with staff and document that before filing a formal grievance. You may ask for help in filling out the *Informal Complaint & Plan for Resolution Form (Attachment 3)*.

With the exception of grievances that allege staff misconduct or criminal activity, all grievances investigated by the Department of Corrections will adhere to the timelines detailed below.

#### General Issues

- In Vermont facilities all forms relating to the grievance system are in the inmate law library, the main library and all living units.
- In out of state facilities all forms relating to the grievance system are in the inmate law library.
- In field offices, these forms are in the waiting area.
- You may ask Corrections staff for any grievance form, and staff will provide one by the end of the shift in a facility or the end of the day in the field.
- You may ask Corrections staff or a trained volunteer for help filing a grievance.
- No staff member may retaliate or threaten to retaliate against you for filing or withdrawing a grievance.
- You should report any time you believe you have suffered retaliation or the threat of retaliation regarding your use of the grievance system to the Superintendent /District Manager/OOS Supplemental Housing Manager, any supervisor, or the Agency of Human Services Investigation Unit as soon as possible.

#### a) Informal Complaint:

- **You must make an attempt at an informal resolution before filing a formal grievance unless the issue is an emergency or alleges staff misconduct.**
- It may be verbal or written.

- You must voice or file the informal complaint within 10 business days of the event or cause of the complaint. You write it using the *Informal Complaint & Plan for Resolution Form, Grievance Form #1*.
- **If a plan is agreed** upon, you must record it using the *Informal Complaint & Plan for Resolution Form (Grievance Form #1)* and have a staff member sign the form.
- If a plan to resolve the informal complaint is not agreed upon within 48 hours, you may proceed to the formal grievance process.

b) Formal Grievances:

- **You must make an attempt at an informal resolution before filing a formal grievance unless the issue is an emergency or alleges staff misconduct.**
- It must be written and filed within 14 days of the resolution of the informal complaint
- Only 1 grievance may be filed per incident
- Formal grievances will be answered within 20 business days
- Formal grievances may be resolved by the shift supervisor

c) Emergency Grievances:

- An emergency grievance is an issue that presents (1) a threat of death or injury, (2) a threat of disruption of facility or field operations, or (3) a need for speedy resolution because the time is running out when meaningful action is possible.
- You should file it immediately.
- Complete the *Inmate/Inmate Grievance Submission Form, (Grievance Form #2)* and
  - o write the word “EMERGENCY” on the top of the form
  - o tell correctional staff that you have a written “emergency grievance” to declare.
- You will receive an initial response within 8 hours.
- Final resolution may take up to 10 calendar days.

d) Appeals by the Inmate/Inmate:

You may appeal the Superintendent’s/District Manager’s/OOS Supplemental Housing Manager’s decision about your grievance. First, you would appeal to the appropriate Corrections Executive.

- Appeal to a Corrections Executive
  - o You must file your appeal to a Corrections Executive within 10 business days of the outcome of a formal grievance.
  - o You complete the *Decision Appeal to Corrections Executive, Grievance Form #5*
  - o The Corrections Executive will respond to you within 20 business days.

If you are not satisfied with the decision of the Corrections Executive, you may appeal to the Commissioner.

Appeal to the Commissioner

- o You must file your appeal to the Commissioner within 10 business days of receiving the appeal response from the Corrections Executive.

- You complete the *Decision Appeal to Commissioner, Grievance Form #7*
- The Commissioner will respond to you within 20 business days.
- Staff will screen appeals involving Emergency Grievances for as quick a response as needed.

e) Continuances:

- The Department of Corrections may apply continuances once during a formal grievance,
- Once during the Appeal to a Corrections Executive and
- Once during the Appeal to the Commissioner.
  - A continuance will not be longer than 20 business days.
  - You will be notified, in writing, of the length and reason for a continuance.

### **32. Law Library**

Law Library is open for inmates for a minimum of 20 hours per week there are cases that take priority they are: those who have active court cases with deadlines Inmates filing with Superior Court, Federal Court, and those who are Pro Se. In order to attend the law library you must fill out the law library request form located in your living unit and mail it in the inmate mail box located outside of the dining room. If you go to law library, do not take any books with you as they may be confiscated, as staff must ensure that no books are removed. You should not go to this activity unless you have legal questions. Inmates who appear to loitering or socializing will be sent back to their units. Any questions regarding the law library should be addressed to the Shift Supervisor in charge of the Law Library.

### **33. Prisoners Rights Address**

120 State Street  
Montpelier, Vermont 05602

### **34. Inmate access to their attorneys and representatives**

The following rules and regulations and procedures will apply to the inmates, attorney and or their representatives whenever they desire to visit the Chittenden Regional Correctional Facility in order to provide legal counseling to residents.

Inmates shall have access to their attorneys or designated representatives under the following conditions.

Attorneys or their authorized representatives may visit their clients Monday thru Fridays 08:00-11:00 and 13:00- 16:30. After hours visits with attorneys or their authorized representative must be approved by the supervisor on duty prior to the attorney or their authorized representative's arrival.

All legal visits shall be in the attorney rooms and/or visiting room. At no time will attorneys be allowed to the living units.

Upon arrival at the facility the attorney shall present proper identification (VT BAR Assn ID), have all bags checked for contraband, and sign the visitor log. No type of sound recording device or camera will be allowed in the facility without prior approval by the superintendent or their designee.

Incoming legal calls will be patched through an attorney phone between the hours of 8-4:30 pm.

Legal mail from the courts, lawyers, Vermont State or federal officials will not be subject to any form of censorship. This mail will be opened by an officer in front of the inmate.

### **35. Agency of Human Services Inmate/Inmate Hotline**

The Agency of Human Services and the Department of Corrections are committed to the promotion of safety and security for all inmates and staff. This means an environment safe from sexual abuse, discrimination, harassment, physical harm and threats.

All persons under Department of Corrections supervision will have the ability to contact the hotline for bringing concerns or complaints regarding themselves or others. All persons housed in a Vermont facility, will have access to this dedicated phone line when they are given access to the unit phones.

This designated phone line will at no time be recorded or monitored by the Department of Corrections. Complaints will be referred to the designated authority so that an investigation may be conducted, when deemed appropriate, regarding the concern, complaint or allegation. If you choose to intentionally provide a false statement of sexual abuse against an inmate or staff you may be charged criminally.

This phone will not replace the standing grievance process currently in place. You are encouraged to continue to use the grievance process, as you have in the past. Complaints regarding matters that are normally addressed by the grievance process will not be forwarded.

#### **Examples of APPROPRIATE calls:**

- Mistreatment to include verbal, emotional or physical abuse
- Violations of work rule, state policy and statute on the part of staff, contract employee and/or volunteer
- Any activity that causes an unsafe environment to you or staff
- Activity revolving around the use or sale of contraband to include but not limited to drugs, tobacco and weapons
- Discriminating or harassing behavior on the part of an inmate, staff, contract employee or volunteer
- Forced, romantic, sexual or inappropriate relationships on the part of an inmate, staff, contract employee or volunteer
- Physical assault or the threat of assault to you, your family or another inmate on the part of an inmate, staff, contract employee or volunteer

#### **Hours of Operation:**

Monday through Friday from 7:30 AM to 4:00 PM

Voicemail is available on the weekends and after hours

**To call from the unit phone:**

Press #1 English, #2 Spanish, or #3 French

Press #0 Collect

Then Dial 88888123456789

#55

**To call from the Community:**

1-877-360-2597 toll-free

**36. Request to see the Superintendent and/or Assistant Superintendent**

Request to see the Superintendent or Assistant Superintendent may be made by requesting this in writing and depositing your request in the mailbox outside the dining room hall.

**37. Commissioner and Deputy Commissioner of Corrections Address**

103 South Main Street

Waterbury, Vermont 05671-1001

Attn: Andrew Pallito, Commissioner

Attn: Lisa Menard, Deputy Commissioner