



MAIN INSTITUTION

OFFENDER ORIENTATION HANDBOOK

The Offender Orientation Handbook is an overview of facility guidelines that can assist you to better understand important processes and programs such as mail, visiting and property. It will also help answer other questions that may arise during your incarceration here at Airway Heights Corrections Center. DOC Policies and AHCC Operational Memorandums are available for review in the Law Library and may supersede the information contained in this handbook. All items covered in this handbook are subject to change and will be updated as policies and procedures are revised.

Signature on File

MAGGIE MILLER-STOUT,
Superintendent

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AHCC MAIN Institution

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SECTION I – GENERAL INFORMATION AND SAFETY

Limited English Proficiency (LEP) Language Services - DOC & AHCC 450.500 Language Services for Limited English Proficient (LEP) Offenders

Every reasonable effort will be made to provide you with effective interpretation service for:

- Medical appointments
- Disciplinary hearings
- Classification reviews
- Administrative segregation and
- Other formal meetings or hearings
- ISRB Hearings
- Grievances

Kites, appeals, and grievances can be translated from your language into English.

Americans with Disabilities Act (ADA) - DOC 690.400 Offenders with Disabilities

Offenders with a disability have the right to receive “reasonable accommodations” to make programs and services more accessible. According to the needs of disabled offenders, the Department of Corrections will:

- Make reasonable modifications in policies, practices and procedures;
- Remove barriers to access; and
- Provide auxiliary aids and services.

If you have a disability and need accommodations to programs, activities or other services, please advise your assigned counselor or medical provider. He or she will work with you to ensure that you have meaningful access to needed areas of the facility.

Prison Rape Elimination Act (PREA) - DOC 490.800 Prevention And Reporting of Sexual Misconduct

The Prison Rape Elimination Act is a federal law against sexual assault inside correctional systems. This law covers both male and female individuals incarcerated in prisons, camps, and work releases, as well as offenders on community supervision. This law also bans any form of sexual relationships between staff and offenders. You will receive additional information at orientation. If you have any concerns with this issue contact available staff. If you feel you have been a victim of sexual assault you may call toll-free Confidential Hot Line: 0-800-586-9431 and/or you can notify someone on the outside to call 1-800-586-9431 for you. These numbers are also posted in your Living Unit.

Safety and Emergency Information

Personal Safety -

- Use caution when walking from your unit to program areas, dining, etc. Walkways may be wet, icy, or contain uneven surfaces.
- Use care when walking in the dining area and showers as floors may be slippery or wet. Pay attention to all “Wet Floor” signs.
- If you see a hazard, notify staff immediately.

Industrial Safety - DOC 890.070 HAZCOM

If you are hired for an offender work program, you will receive training or instruction for the safety requirements and duties of the position. You will also receive Safety training relevant to your job. You are expected to wear all required safety equipment and to follow safety training expectations.

Fire Prevention - DOC 890.380 Fire Prevention Plan

To prevent the risk of fire and to prevent fire hazards:

- Immediately notify a staff member of any potential fire hazard.
- Ensure that the electrical equipment you are using is safe.
- Keep your living area clean.
- All hot pots must be unplugged when not in use. If you leave your cell, ensure to check that your hot pot is unplugged.

Fire Alarm, Drill Evacuation, and Emergency Procedures

You are required to attend and participate in all fire and emergency drills. During a fire or emergency drill, facility staff will provide specific directions to you. Follow all staff directions during any emergency or drill. Evacuation routes/maps are posted in all buildings.

SECTION II – OPERATIONS

Security

ID Wearing Requirements - A colored dot on your ID Badge will identify your Living Unit. The colored dot must be placed on the upper right-hand corner of your ID. Only the colored dot for your unit may be on your ID, or in your possession, or you will be infraacted. Unless you are in your cell, your ID name tag will be worn on your outermost garment, upper left chest area with picture facing out.

Do not alter your name tag or place stickers, pins or other objects on your ID name tag.

Replacing ID Cards and Clips - If your ID is lost or damaged, it can be replaced by sending a kite and a DOC 07-012 Offender Transfer of Funds to Records via the unit staff. A new ID will be made and \$3.00 may be charged to your account. If you still have the old card, it is to be retained until the new card is received in Records. If the old card has been damaged intentionally or lost, the above charge will apply.

If it is worn out from working, weather etc., there will be no charge and the money transfer will be destroyed.

You may be asked to get a new ID due to a change in your appearance. If your ID is less than two years old when you are asked to replace it, you may be charged \$3.00.

In the event of the loss of your Identification Card you are on Restriction of Movement.

- You are **not** allowed to leave your assigned dayroom side of the Unit, with the exception of Call Outs, Mainline, Work and/or Mandatory Programming. (NOTE THIS IS FOR REGULAR SCHEDULED PROGRAMS. NO SPECIAL EVENTS OR HAIRCUTS.)
- You **may** attend Mainline, Orientation, Visiting, Medical, Pill-Line, and one Religious SCHEDULED PROGRAM per week and required programming.

Count Times - Count times are 0620, 1610 and 2300. During formal count, you must remain on your bunk until officers have announced "count clear" over the P.A. system. If you are housed in an MI3 unit, you may utilize the bathroom for toilet use only, after your unit count has cleared and announced over the P.A. system. You must remain visible at all times during formal count.

All searches will be conducted in a professional manner, while recognizing privacy needs and avoiding unnecessary force, embarrassment, or indignity to the offender being searched. Cell searches will occur on an unannounced random basis at a minimum of once every 60 days. Pat searches may be required at any time.

Controlled Movement - The controlled movement schedule is posted in all living units, recreation and program areas.

At the end of the movement period all offenders are required to be present at the location they were moving to. Any offender not present at the location after the movement period will be returned to their unit and may receive an infraction.

Offender expectations during all movement includes remaining on the sidewalks at all times, no slow walking, taking an alternate route that is not the approved direct route to their destination, stopping to chat, or engaging in any activity that slows their progression to the destination. Consideration is given to disabled offenders to allow for their individual capability.

Offenders are expected to walk on the right hand side of the sidewalks to ensure that no person is forced to move off a sidewalk. This is a basic courtesy expectation.

Exceptions to any offender movement outside a normal scheduled movement period must be authorized by Shift SGT/Shift LT.

If you have a call-out that temporarily releases you from your job or program and you are released from your call-out between movement periods, you must report back to your job or program if it is during your hours of participation. If not, you must report directly back to your living unit.

Movement periods will be announced according to a specific location. Movement from one location to another does not occur until announced over the speakers by the

movement control officer. The movement control officer is located in the movement control booth in the courtyard.

Visiting Room staff will announce offender movement to the visiting room for offenders involved in family visiting.

Unit Pads - The religious use of the unit pads for smudging and the burning of incense as part of an authorized religious practice will occur only during non-movement times.

Pawsitive Dog Program

Offenders train local shelter dogs to improve the adoptability of the dogs from the shelter. The dogs are trained and live with their offender dog handlers for a minimum of 8 weeks.

The dogs wear colored collars to indicate the level of training and sociability.

Red collars indicate that the dog is in the beginning stages of training and they are not to be touched or petted by other offenders or staff.

Yellow collars indicate that the dog has had some training and with permission from the offender dog handler the dog can be touched. (Ask handler for instructions to touch the dog).

Green collars indicate that the dog has continued their training and with permission from the offender dog handler, offenders and staff can pet the dog.

Always check the color of the collar and ask permission before approaching the dogs being trained in our program.

SECTION III – PRISON LIFE

Unit Rules

Cleaning Supplies - Cleaning supplies are available in the unit.

Bedding/Linen - For more detailed information, see Laundry Services/Linen Exchange Section in this packet. All bedding is to remain in the cell at all times, except during mandatory weekly linen exchange.

Laundry Services - State issue clothing will be laundered by Laundry Services. Follow the schedule posted in your unit.

Boxes/Cardboard - No cardboard or makeshift shelves or toilet covers are authorized in cells. All boxes must fit in your cubicle area. Boxes are not allowed to be stored on the floor. Boxes are authorized as follows: one (1) box for curio/craft, one (1) box for personal correspondence only, one (1) box for legal materials only, and one (1) sacred items box issued from the Chaplain's office (refer to AHCC 440.000 Personal Property for Offenders, for correct sizes and storage).

Call Out - It is your responsibility to be aware of scheduled call-out activities. Normally, call-out lists for the next days' call-out schedule will be posted in each unit by 1700. You may be infraacted for failure to report to a scheduled call out.

Cell Assignment - When you are assigned to the unit you will likely be housed in a four-man cell. No personal property will be authorized in four-man cells except personal hygiene items. However, if you are housed in a four-man cell, you will be authorized two (2) religious books in the cell.

Cell changes are not automatic. Institutional need has priority over courtesy moves. You will be assigned to either an upper or lower bunk and are required to occupy the bunk assigned.

To request a cell reassignment, you may submit an AHCC 19-005 Cell Change Request.

During the same day you receive any Health Status Report (HSR) from Medical, you are required to inform your unit officers if the HSR creates a need to change any condition of your current cell assignment status (e.g. lower bunk, lower tier, etc.). HSRs disclosed after that time may require reauthorization from medical.

Cell-in Time - You are not allowed out of your assigned unit after 2130, unless you are an authorized offender worker. Cell-in time is 2130 daily. You are required to remain in your cell from 2130, until the 0600 count clears, unless cleared by unit staff or using the restroom in MI3 units.

Between the hours of 2130 and 0600, NO showering or loitering will be allowed on the tier or in the bathroom area.

Do not leave your assigned wing prior to your tier being called for meals.

Cell doors are to remain closed at all times.

When leaving your cell, turn off your radio, TV, the lights, musical instruments, etc.; unplug all hot pots prior to leaving your cell.

Cell Key - Cell keys are to remain in your possession at all times. If the key is lost, you will be charged \$10.00 for a replacement.

Cell keys will be on a metal key ring with fob. No other item is allowed to be attached to the key ring. Cell keys are not authorized to be attached to ID Cards.

Day Rooms - Personal property will not be left unattended in the Day Room. Consumption of food items is not authorized in the Day Rooms.

You must remain seated while watching the Unit dayroom T.V.

Table games will be kept in the Day Room and played on tables provided. You must be seated while playing games and utilize designated game tables. Unit table game will not be taken out of the unit or into cells. There is no "slamming" of cards, dominos, dice or other game pieces allowed. Dominos and dice will be played on tables having game table covers only.

Destruction of State Property - Destruction of state property will not be tolerated and you will be held accountable for damage. This includes, but is not limited to, marking on walls, defacing furniture, altering clothing, destroying ID's or damaging cell keys. You are responsible for the condition of your cell. If damage is noted when assigned to a new cell, it is your responsibility to report it immediately to your unit officer.

Do not place your feet on the building walls or furnishings. Do not kick doors.

Dress and Hygiene - Hair braiding is only authorized in the gym and yard.

You must be fully clothed when out of your cell. Footwear is required to and from bathroom areas.

Fingernails will be kept trimmed, not to exceed ¼ inch from end of finger and cannot be filed to a point.

Do not wash your hair in the bathroom sink. Clothing may not be washed in the bathrooms.

You are expected to maintain acceptable hygiene standards and proper grooming. You are requested to shower daily but not less than three (3) times per week. Hygiene items are available through Offender Store.

If you are indigent, per RCW 72.09.015, you may obtain indigent hygiene items. These items will be sold at cost, with no markup, and a debt will be set against your offender banking account. If you are not indigent, but you do not have money available on your account, you may still purchase the items, available at a 5% markup. A debt will be established against your account. Hygiene items will be handed out with store orders, per the store disbursement schedule.

Clothing: A list of authorized areas for specific clothing attire is provided on the Appropriate Attire Attachment

The clothes you wear must be appropriate for the activity you are engaged in and the weather conditions. Layered clothing (i.e. two (2) pairs of pants, two (2) jackets, etc) is prohibited. This does not preclude an offender from wearing T-shirt, an outer shirt and/or jacket during appropriate weather conditions. You are expected to dress in accordance with the posted operational rules for the area in which you are present. You are expected to wear appropriate clothing at all times when out of your cell. Clothing will be worn with: shirts buttoned and tucked in, hats forward and shoes tied.

Safety attire and accessories (i.e., hairnets, gloves, protective equipment, etc.) required by the work assignment will be worn.

Language/Horse play - Rowdy, unruly or abusive language, including loud talking, is not permitted. Bodily contact and/or horseplay will not be tolerated.

Office/Counselor Access - There is no access to offices without permission from staff.

AHCC has an open door policy. If you desire a routine interview with your Classification Counselor or CUS, submit a kite or be available during your Classification Counselor's open door period.

While waiting to see your Classification Counselor, remain seated in the waiting area. If you feel that an emergency condition exists notify custody.

Unit Cell Cleanliness

Daily Cell Inspections- You are expected to be out of and have your bed made by 0730, unless you are on medical lay-in or are a graveyard worker (if you worked the night prior), Monday through Friday of each week.

Monday through Friday, you must have your cell cleaned and ready for inspection by 0800. You will be directed to exit your cell when the officer enters to conduct a cell inspection. Unit officer will normally inspect the cells for cleanliness between 0800 and 1100. You are expected to keep your cell clean and in accordance with the unit rules at all times. Any failure may result in a general infraction.

Saturday and Sunday, you must be out of bed and have your area cleaned and ready for inspection by 1030. Normally cells will be inspected between 1030 and 1330.

Bedding - Sheets are to be used on the mattress, and pillowcases on the pillow(s). Blankets will be covering the bed, pulled tight over the mattress and tucked in. If a second blanket is issued, it will be folded at the foot of the bed.

General Cleanliness - All floors will be swept and mopped daily. Refer to the Cell Inspection Sheet.

Windows, window ledges, cell doors, lights, air and window vents are to be kept clear, clean and unobstructed at all times.

Cell Decorations - Walls will be kept clear of all materials, with the exception of authorized items at the foot of the bed. Items posted at the foot of the bed must fit within the bed frame. Cell and door windows will be clear and unobstructed at all times.

Property- All personal property will be stored in the designated wall cubicles. The cubicles are to be divided equally between the offenders assigned to the same cell. There will be no trading and/or sharing of cubicle space. The two (2) cubicles closest to the door are assigned to the lower bunk. The two (2) cubicles closest to the window are assigned to the upper bunk. Shoes will be arranged neatly underneath the cubicles. Nothing is to be stored between the bed and the wall or under the desk.

Televisions will be on the TV stand or desktop, if there are two. Radios may be stored on top of the desk or in your cubicle. No other items are allowed to be stored on the tables. When not in use, pens/pencils and supplies will be neatly stored in your cubicle.

Personal property is not authorized outside unit sliders unless authorized by staff.

You are responsible to secure your own property.

Musical instruments and hobby crafts are allowed in your cell only. Instruments are to be stored under the lower bunk in the room.

One (1) radio per offender is allowed in the cell. Refer to both DOC 440.000 Personal Property for Offenders and AHCC 440.000 Personal Property for Offenders.

Dining Room Rules - Offenders called to mainline have five (5) minutes to move from their assigned living unit to their assigned dining hall. The doors to the dining halls will be closed five (5) minutes after each tier is called. All offenders will be given 20 minutes of dining time each meal, at which time “trays up” will be announced ending the meal period. Assigned seating procedures will be designated by the officer assigned in each dining hall.

The dining room designated for your tier will be posted in the living units and posted in windows of the Dining Hall.

The serving area of the dining room is a “Blind Feeding Line”. Talking to anyone inside the preparation area is not allowed. If you have any questions or concerns about the meal that you have received, request assistance from the officer positioned at the serving line area.

Crowding and/or cutting in line and saving spaces in line or at a table is not permitted. Stay in single file through the serving line. Only one (1) offender at a time is allowed to pick up a tray. Do not move from table to table, before, during or after the meal. When you have finished eating, you are to leave the dining room to free up space for others.

The maximum amount of fruit that may be accumulated or stored in the cell is two (2) pieces per offender at any time. If fruit is served at a meal, one (1) piece of fruit may be taken from the dining hall. No other food or beverage may be removed from the dining room area.

Unless you have been assigned an Offender Health Aide, you are required to clear your own tray, cups, sporks, etc., from the table to the dish tank area. If you do not have a health aid, but require assistance due to the use of crutches, wheelchair, etc. discuss your request for assistance with the officer. Sporks and cups will not be removed from the dining room area. Trays will not be slammed or thrown. Throwing any object in the dining room area or on the floor is not permitted or tolerated.

Visiting Program: Personal Visits

Visitation will not occur during scheduled programming except for approved special visits, EFV, or professional visits.

Visiting Process - Visiting rules are available to offenders in their unit and for visitors at Public Access. AHCC 450.300 Visits for Prison Offenders is available in the Law Library. Family and Friends may download visit applications and view visitation rules and hours at: www.doc.was.gov/facilities/prison/ahcc

Dress Standards for Offenders - Offenders reporting to the Visiting Room must be appropriately dressed. Clothing shall be clean and presentable. Shirts must be buttoned, except for top two buttons, if button type. All shirts must be tucked in.

The following clothing **is** allowed:

Shirts with collars (tucked in);
T-Shirts (tucked in)
Pants;
Boots or shoes, and socks;
Unlined belts; and
Religious headgear, if previously approved in writing by the Chaplain.

The following property **is** allowed for offenders:

One wedding ring (band style), if married only;
One religious medallion;
One comb (no hair brushes);
One medical alert bracelet/necklace, if required;
One pair prescription glasses and
Offender ID and room key

Extended Family Visits (EFVs) - If you wish to participate in the Extended Family Visits (EFV) Program, please contact your classification counselor.

Central File Review – If you want to request a review of your central file, complete and sign DOC 05-066 Request for Disclosure of Records and forward the form to the Records office.

You may request to see specific items in the file or request to review the entire file.

Upon receipt of your request, Records personnel will reply within five (5) working days to schedule your review.

At the beginning of the file review, you will be directed to read and sign DOC 05-067 Denial of Disclosure of Public Records. This form lists the material pulled from your file that is not disclosable. The form also provides for an appeal of that decision, if appropriate.

Offender Banking - Requests to send checks out are done on form DOC 07-012 “Offender Request to Transfer Funds” Form. All requests must be submitted to the classification counselor for review and signature prior to being sent to offender banking. If your request is over \$100.00, approval is required from the CUS. Request for hobby items approval from recreation, and request for religious items approval from the Chaplain, in addition to the classification counselor.

It takes approximately 4 to 6 weeks before your funds will arrive here from your previous institution. The funds will be posted to your account as soon as they are received.

AHCC accepts only Money Orders/Cashier's Checks/Western Union and wire transfers. They are posted to your account the following business day after Offender Banking receives them. Per DOC 200.000 Trust Accounts for Offenders: Sending funds to more than one offender, without prior approval of the Superintendent, may result in the funds being restricted and placed in the Offender Welfare Betterment Fund.

Western Union funds are posted to your account every evening. Western Union funds can only be deposited to your spendable account – No postage, education, etc.

Mandatory deductions from your deposits vary depending upon the type. Refer to DOC Policy 200.000 Deduction Matrix attachment to see which deductions pertain to you.

Statements of your banking account are printed on the 1st of every month for the previous month. Additional copies of current or past statements must be requested through the Headquarters Public Disclosure Office.

Legal Financial Obligations - Legal Financial Obligations are deducted in accordance with RCW 72.11.020 and DOC Policy.

The process the Department uses to collect and the percentage collected will remain the same. The 11/1/06 change will affect any offender currently not paying Legal Financial Obligation owed to their county of conviction, prior to that date. If you would like to make a voluntary LFO payment contact Offender Banking.

The only exception is Sappenfield, 138 Wn.2d.588, 980 P.2d 1271 (1999). A restriction on the collection of Legal Financial Obligations was set and compliance to the restriction will continue. AHCC cannot make changes to or issue refunds for Legal Financial Obligation. Contact the LFO/COS Unit, Olympia WA, 98504.

Indigency - RCW 72.09.015 - Indigency is defined as "an offender who has less than a ten-dollar (\$10.00) balance of disposable income in his or her institutional account on the day a request is made to utilize funds and during the thirty (30) days previous to the request." This includes funds posted to accounts at previous institutions.

Offender Banking Account Issues - Kite Offender Banking or your Classification Counselor if you have accounting questions, i.e., bank balances and savings account issues ONLY. You are able to email the Offender Banking Office through the kiosk and view your account activity for the last 2 weeks.

Trust Accounts – Payroll - Offender pay is posted to your account by the 20th of each month. All questions regarding your payroll should be discussed with your work supervisor and/or Classification Counselor. Your work supervisor is the only individual who can authorize correction to your pay. Family, friends and/or other individuals may not deposit to more than one offender's trust account without the Superintendent's prior approval. Attempts to deposit to more than one account will be investigated. The Superintendent may allow one offender to keep the funds and designate the other offender's funds as contraband. Contraband funds will be deposited to the Offender Welfare Betterment Fund.

Commissary - All Commissary orders must comply with DOC 200.210 Offender Commissary and with the property matrix in AHCC 440.000 Personal Property for Offenders.

Please refer to your unit bulletin board for store order deadlines and store delivery dates and times.

Kite Offender Commissary if you have a question about a product on the store list. If you were charged for something that you did not receive; it will be noted at time of delivery and a credit issued.

Ordering Commissary - Complete a Commissary Order Form. Incomplete orders will be rejected. (Both Sides) You must print your name, DOC Number, housing assignment (unit and bunk number), date and then sign the form. You are required to retain your stored food item receipts. You are not authorized to "stock pile" food. Items must be kept in their original container.

Hygiene items are offered to any indigent offender within the facility. Those Hygiene items offered in segregation are limited to a pre-approved number of items and are delivered once a week. Indigent items such as Pre-franked envelopes, pencils and lined paper are sold only to those offenders who are classified as indigent, but a non-indigent offender can order indigent items.

Pre Franked Envelopes - Offenders are required to write their name and DOC number on the upper left hand side of the front of the envelopes, within the first 15 minutes after receipt. The name and DOC number must be written with ink only. See Unit Staff if you do not have an ink pen. Envelopes written in pencil are not authorized and will be confiscated as contraband when found.

Recreation - The recreation area includes the weight room, gym, yard and ping pong and foosball. Refer to the Operational Rules posted in the recreation area and the Living Unit bulletin boards.

The recreation schedule is posted on the unit bulletin boards and in Recreation.

Fees for weight lifting: (\$7.00 per quarter per activity) will be assessed, consistent with RCW 72.09.470.

In Cell Music – A permit is required if you wish to purchase a musical instrument for in cell use.

The permit can be obtained following your units in cell curio walk in schedule. The schedule is posted in recreation.

In Cell Hobby - AHCC 540.005 Hobby Craft Program - You are allowed one (1) authorized in-cell hobby craft. If you desire to have an in-cell hobby you will need to purchase a plastic storage box. All hobby items are to be kept in the storage box, except for the items physically too large. Kite the Recreation department for sign up and program details.

All orders for supplies/materials must be made by you and approved by the Recreation department. Orders for materials purchased by outside people will not be allowed. Notification will be sent to you when your order arrives and you can pick it up following your units in cell curio walk in schedule.

Finished hobby items must be mailed out through the recreation department. Completed hobby items must be mailed out following you're in cell curio walk in schedule,

No Washington State property, including scrap materials, may be used in making Arts and Crafts.

Barbershop - The Barbershop is open five (5) days a week. The Barbershop is first-come first-served and is located in the gym area.

Religion

Celebrations - You may participate in only one (1) religious celebration/annual event each year. If visitors are authorized, they must be on your current visitation list. Children must be with an approved escort. When the appropriate celebration is announced, you must sign up by kite to include your name and visitors' name, as they appear on the visitation list.

Services - All services and activities in the Religious Activity Center require-you to request you be placed on callout. Please kite the RAC to be placed on callout.

The Religious Activity Center is open to those scheduled by unit, provided a volunteer is present to supervise. See schedule posted in your unit for movement and unit time.

Cultural Celebrations - Offenders at AHCC have the opportunity to propose a Cultural/Diversity event. Proposal forms along with the time frames will be posted in the December. All proposals will be approved or denied by the AHCC Diversity Committee. If approved, an Offender Planning Group will be recruited to assist the Diversity Committee in the planning of the event. Details regarding the approved Cultural/Diversity event will be posted in your Living Unit.

Mail – DOC and AHCC 450.100 Mail for Offenders

Any mail not meeting mailing requirements, including complete address, will be returned and/or will be restricted. All incoming mail/packages must include the sender's first and last names and a return address.

Offenders may appeal mail rejections. DOC 450.100 Mail for Offenders specifies specific timeframes for submitting appeals and the process for submitting an appeal. The offender is required to notify the mailroom of appeals. Failure to do so, or exceeding timeframes will result in the disposal of the rejected mail. Once timeframes have been completed as per policy, the rejected mail will be disposed.

JPay eMessaging System: Electronic mail is available through JPay. You should wait at least one working day after transfer before checking your email. Your account may be frozen if you log in before the system knows that you have transferred.

JPay letters are processed during normal working hours Monday through Friday, excluding holidays or non-working days for the mailroom staff.

Change of Address/Unit Change - It is your responsibility to notify correspondents of any unit change or change of address to or from Airway Heights Correction Center.

Program and Job Opportunities - Work assignments are an important program element at Airway Heights Corrections Center and include Correctional Industries (Food Factory, Textiles, Optical Lab, Laundry, Upholstery, and Commissary), janitorial, food services, maintenance, recreation, clerical, library and on-site grounds keeping.

Specific information regarding job descriptions and/or qualifications can be obtained from your assigned Classification Counselor or by kiting the Jobs Coordinator.

Chemical Dependency Program

Screening - You may be screened to determine if an assessment for chemical dependency is appropriate. If you have completed treatment prior to July 1995 you will need to provide documentation that the required treatment has been completed.

Programming - Intensive Out Patient (IOP): This is a 12- week program that meets three (3) days a week for three (3) hours each day. During these 12 weeks you will not be transferred. Our program works with the 12-step AA/NA format and during treatment you will be required to attend two (2) AA/NA meetings a week in conjunction with the group.

Continuing Care: A follow-up to IOP, this 24-week program meets once a week for two (2) hours. This program also follows a 12-step format. During this time you will be required to attend two (2) AA/NA meetings a week. For questions and/or a referral please contact your Classification Counselor.

Education Programs/Requirements - The Community Colleges of Spokane provide both basic skills and vocational programs. The basic skills classes consist of Adult Basic Education (ABE), GED, Vocational classes include Bookkeeping, Interactive Media (IAM) and Upholstery, Aerospace Composite Technician and Life Skills Computing. Stress/Anger Management class is also offered.

You will be enrolled in a GED class, unless you have a verified High School Diploma or GED.

A diploma or GED is required for all vocational courses.

SECTION IV – CLASSIFICATION - DOC 300.380 Classification and Custody Facility Plan Review

You are assigned a Classification Counselor upon arrival at AHCC. All questions about your case, funds, program assignments, etc., are to be directed to your assigned Classification Counselor.

AHCC Living Units are designated as follows:

K, L, M - Minimum (MI3 or lower) Custody
N, R, T - Medium Custody (or lower)

Administrative Segregation - You may be voluntarily or involuntarily placed in Segregation.

- If you have been determined to be a threat to other or to yourself.
- If you have been determined to be a threat to the security or to the orderly operation of the facility.
- If you are in danger from other offenders; and/or Pending investigation.

Voluntary placement requires that you provide a written request for protective custody which explains why you feel threatened. If you are involuntarily placed in Segregation you will be informed in writing of the reason for placement.

Following your placement in Segregation, a hearing will be held to determine if there is enough evidence to warrant keeping you in segregation.

If you are placed in segregation for a pre hearing confinement or disciplinary segregation, you will maintain your assigned Classification Counselor. If you are placed in Administrative Segregation status you will be assigned to the Admin/Seg Classification Counselor.

SECTION V – HEALTH SERVICES

Health Services/Call Out/Urgent Care

Medical staff will prepare the appointment schedule for medical call-out. This schedule will be included in the daily Master Call-Out. The next day's Master Call-Out will be posted by 1700 in each unit. Some appointments are made by regular and/or specialty health care providers in response to your kite, or for follow-up, lab or other needs. Some appointments are made far in advance. Check the call out daily.

AHCC 02-300 Urgent Care Sign-up Sheet (MAIN) will be posted in the Living Units allowing unrestricted access to offenders. Offenders signing up for the urgent care clinic will be placed on call out within 72 hours of signing up and will not be on lay-in status while waiting to be seen. Offenders are still able to declare a medical emergency if necessary.

A four (\$4.00) dollar co-payment will be assessed for all health care visits. Refer to DOC 600.025 Health Care Co-Payment Program.

Health Status Reports (HSR'S) - Lay-ins may be authorized by Medical staff for offenders who, for medical reasons, cannot work or require less activity than usual. You are required to comply with the instructions and restrictions indicated on the HSR. Upon issuance of a HSR you are required to notify staff immediately.

If Medical issues you medical equipment, i.e. crutches, bandages, etc, the prescribing Health Care Provider will issue you an HSR. Any equipment not authorized for long-term use must be returned to medical by the date specified on your HSR. If you feel you need the equipment for a longer period of time you must kite medical with your request. You may need to be seen for an assessment as to whether or not the equipment authorization will be continued.

Dental Services - Offenders in the Main Institution will sign up for dental care the night before. Two patients per unit/per day will be seen on Wednesday and Thursday. One patient per unit/per day will be seen on Monday and Friday.

Dietary Services - Send a medical KITE to your provider.

Optical (Eye) Services - If you have optical concerns send a kite to the Optical Department requesting to be seen.

Medical Records - You may request to review your medical record every six (6) months by following the procedure outlined below:

Send a kite, through your Unit's medical kite box to MEDICAL RECORDS.

During your call-out you may bring a pen/pencil and paper to write down any information you need from your medical record.

You may designate information from your medical record that you wish to receive copies of.

You may not ask for interpretation of medical information in your chart. If you have any questions regarding the medical information in your chart, you will be referred to the Health Care Professional who initiated the report, encounter or testing.

If you request copies of your medical record, the information you are requesting copies of will be noted on the DOC 13-035 Authorization for Disclosure of Health Information.

Copies are twenty cents (\$.20) per page. Medical Records must receive payment for the requested copies before they will be released.

Complete DOC 07-012 Offender Request to Transfer Funds and route the form to Offender Banking.

Offender Banking will forward the pink copy of the DOC 07-012 Offender Request to Transfer Funds to Medical Records.

You will be placed on call out to receive your copies. At that time you will be asked to sign the DOC 13-035 Authorization for Disclosure of Health Information again, stating that you received your copies.

Pill Line - There are some medications you will not be allowed to keep in your cell. Those medications must be administered at pill line. There are three (3) pill lines every day. For pill line times, refer to the bulletin boards in the Living Units. The pill line window is located on the east outside wall of the Infirmary Building (D5).

SECTION VI – RESOLVING CONCERNS

Grievances - Offender Complaint Forms are located in the Game Porter boxes, or, from your Unit Staff.

Frequently Asked Questions (FAQ's) is a comprised list of questions from various areas around the facility and may have the answer to your question. A list of FAQ's is available in the Game Porter Box. Offenders are strongly encouraged to attempt to resolve issues at the lowest level by speaking to Staff or kiting the area the issue is with. If you don't get any resolution submit an Offender Complaint Form by placing in utilizing in the grievance box located in each wing of your Unit. Explain in your written grievance the steps you have taken to try to resolve your issue.

Emergency Grievances - If you believe you have an Emergency Grievance i.e. threat to life, health or safety, complete your Grievance Form and write "Emergency" across the top.

Hand-deliver the Grievance Form to your Unit Sergeant or Unit Officer and alert them that an emergency exists. Attempt to resolve the issue prior to submitting your emergency grievance.

Legal Access

Access and Service - Access to the Law Library is call out only. To be placed on call out, utilize the Law Library access request form located in your living unit.

If you require access to your legal video and audio-tapes that are in the approved format or from the court, the Law Library will provide access along with the means to view/listen to them. This must be arranged through the Property Room and the Law Library Staff. The stand-alone computer in the Law Library has limited software to view and/or listen to CDs/DVDs mailed from the court.

Contract Attorney - AHCC contracts with an Attorney to provide legal support/classes. The Attorney can be contacted by direct mail, telephone or by submitting a kite in the Law Library addressed to him/her. See the Law Library Supervisor for details, or refer to the posting in your unit.

Any requests not submitted following the process outlined above will be returned to the requestor for resubmission per WAC rules.

Notary Service - Notary Service is available in the Law Library.

Units K, L, M every Wednesday 0930

Units N, R, T, every Thursday 0930

Offenders may access the Law Library for Notary Services on the above days. If you are working or in scheduled programming, send a kite to the Law Librarian to be placed on the call out. There is no charge for this service.

**APPROPRIATE ATTIRE
AHCC MAIN INSTITUTION**

Recreation is defined as: Upon entering Recreation to the left are the gymnasium and the weight deck area.

E Bldg is defined as: Upon entering Recreation to the right are the multipurpose rooms. The class facilitators' for these areas have the ability to adjust the dress code for their classroom as necessary. The facilitators may be more restrictive but not less restrictive than the building dress code.

CLOTHING ITEM	DESCRIPTION	AREA AUTHORIZED ONLY
Safety attire	Hairnets, gloves, protective equipment	As required by work site assignment
Sunglasses		Outdoors only, unless when medically authorized for indoors
Baseball Hat	Khaki; offender store purchase only	Outdoors only
Belt	State issued only	When worn with trousers at all times
Coat; Winter weight	State issued only	Appropriate weather condition
Gloves	State issued only	Issued by work site
Handkerchiefs	White only; no larger than 12" x 12"	
Hat/Cap	Stocking	Outdoors only
Religious Headgear	Headband 2" max width	In-cell or ceremonial use only; RAC
	Kufi	Dining room, in-cell, work & program areas. Must be removed for any pat/strip search; RAC
	Yarmulke	Dining room, In-cell, work & program areas; must be removed for a pat search; RAC
Long underwear; Thermal tops and bottoms	State issued only	Appropriate weather/work conditions; Thermal tops- not allowed as an outer top. Thermal top & bottom not allowed in Recreation while participating in athletic/fitness/weightlifting activities
Raincoat	Purchased from offender store	Appropriate weather conditions
Shirts; Buttoned up and tucked in	State issued only	Units; Dayrooms – may be open IF worn with undershirt. May be un tucked from the waistband; All areas of Education Bldg; Dining rooms; Courtyard; Recreation- gym-may be taken off or un tucked when participating in a recreation activity; Yard – May be taken off or un tucked when participating in a recreation activity; E Bldg; E2 Bldg RAC; Visiting; Medical; Work assignment
Shoes/Sneakers	Sneakers/tennis shoes/dress shoes; 6" or less from bottom of heel to top of shoe/ sneaker; 1" or less heel thickness for all non-continuous soled shoes; tennis shoes are continuous soled shoes; all shoes must pass metal detector	At all times with socks
Shower shoes	Standard	To and from the shower area only

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AHCC MAIN INSTITUTION**

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Shorts	State issued only	Units; Recreation; Yard; E Bldg
Socks	State issued only	With shoes/sneakers
Sweat clothes	Sweat shirts	Units; Recreation; Yard; E Bldg; D5 Physical Therapy with HSR; (Pill Line and/or Mainline during the time period of October 15 th to April 1 st only)
	Sweat pants	Units; Recreation; Yard; E Bldg; D5 Physical Therapy with HSR
Trousers/Pants	State issue only	Units; Dining rooms; Recreation; Education Bldg; E Bldg; E2 Bldg Yard; RAC; Visiting; Medical; Work assignment
Undershirts	State issue only	All areas
Undershorts	State issue only	All Areas

Clothing will not be altered in any fashion. Altered clothing is described as clothing that has been changed from its original condition as manufactured. Examples of altered clothing include, but are not limited to:

- Removal of cloth portions such as sleeves, collars, etc.;
- Writing/painting of slogans, club designations, pictures, etc.; and/or
- Additional pockets, linings, items permanently affixed to the clothing article, or adding other compartments.
- No flagging is allowed in any form, to include any items extending from pockets.
- Clothing will be the appropriate size for you. Extra large clothing or sagging of pants is prohibited. Belts will not extend past the buckle more than 3”;
- Any display of gang related paraphernalia, signs, logos, either written or gesture, which promotes or portrays violence is prohibited.
- No rolling up pant legs.

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