

MISSION CREEK CORRECTIONS CENTER FOR WOMEN

# Offender Orientation Handbook

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Supplement to the Department of Corrections  
Offender Orientation Handbook

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Name Date

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## SECTION E: ADMISSION TO MCCCW

### Introduction

Welcome to Mission Creek Correction Center for Women (MCCCW)! This handbook contains information specific to MCCCW operations. It is intended to supplement the information in the Department of Corrections (DOC) Statewide Offender Orientation Handbook. You are responsible for knowing and complying with its contents. All items covered in this supplement are subject to change.

The mission of MCCCW is, "To promote community safety by ensuring a secure environment and preparing women offenders for re-entry." Here you have the opportunity to address the issues that caused your incarceration and make an individualized plan of action for successful re-entry to the community. MCCCW is a MI2 facility that offers educational and self-help programs. Programming has been created to enhance your employment and life skills. You are encouraged to take advantage of all work and learning opportunities.

Copies of rules, DOC policies, procedures and MCCCW operational memorandums are available for viewing in the living unit resource rooms on the computer. Many of the rules for each area of MCCCW are presented in New Offender Orientation and are posted in the corresponding areas. Changes to DOC policy, operational memorandums and/or procedures are initially posted on the living unit bulletin boards. It is your responsibility to become familiar with these documents.

You will receive an orientation to MCCCW within the first 48 hours of your arrival. You will be provided with a copy of the handbook and you will be expected to sign a receipt for it, which will be placed in your central file.

#### All offenders are expected to comply with the following:

1. Adhere to DOC policies and procedures and MCCCW local rules.
2. Complete re-entry planning with your assigned Classification Counselor.
3. Maintain and exhibit acceptable standards of personal hygiene.
4. Satisfactorily complete all work/education programming assignments.
5. Attend all mandatory meetings.

### Prison Rape Elimination Act (PREA)

DOC is committed to your safety and the safety of staff. Sexual assault and custodial sexual misconduct are against the law, and DOC has a **ZERO TOLERANCE** for this type of behavior. Sexual assault compromises everyone's safety. DOC is committed to investigating every allegation, getting services to every victim, and punishing every perpetrator. If necessary, assistance from law enforcement and prosecutors will be requested. You have the right to serve your sentence with dignity.

If you need to report a PREA incident, you can report it at any time to ANY staff person. You may also call the PREA hotline at 0-800-586-9431. These calls are not recorded or monitored at the facility.

### **Offenders with Disabilities (DOC 690.400)**

If you are disabled or become disabled while at MCCCW, please contact medical staff to discuss possible accommodations in your housing or program assignment.

### **Access to Translation Services (DOC 450.500)**

MCCCW provides translation services as needed. If you need assistance or have a concern about another offender's need for translation services, please kiosk your Classification Counselor or see the Shift Sergeant. Mail received that is written in a foreign language will be interpreted before being issued to the offender.

### **Communicating with Staff - Kiosk**

The kiosk is your primary means to communicate with staff at MCCCW. Offenders must refrain from sending messages to multiple staff members regarding the same issue. Allow time for one staff person to answer before forwarding your message to another party. Staff will respond within 48 hours of receiving your kiosk message. Do not approach staff for routine concerns or questions as they are walking throughout the institution. If it is not an emergency, use the kiosk to message the appropriate staff or department.

Paper kites are only accepted for medical/mental health staff and will be placed in the "medical kite box." These will be handled by medical staff only.

It is important to follow the chain of command to address your issues. If it is necessary to directly contact the Superintendent or other administrative staff, do not hesitate to do so.

### **Standards of Conduct**

You are responsible for ensuring compliance with all policies and procedures at MCCCW. Your strict adherence to the following standards of conduct will positively impact facility operations.

1. Physical violence is not tolerated.
2. Profanity or verbal abuse directed towards staff, offenders or visitors is not tolerated.
3. Offenders will be dressed appropriately while in their assigned rooms. Changing of clothes will be completed in the restrooms only.
4. Offenders are to be fully clothed. Bras and underwear must be worn at all times underneath clothing. Nightclothes, pajamas and robes are only worn while in the offender rooms or between 8:00 pm and 5:45 am to go directly to and from the bathrooms. Robes must be tied and secured tightly. The only exception is in case of an emergency, fire drill or medical problem.
5. Offenders will report to their assigned program areas in state issued khaki pants and shirt. Proper shoes must be worn at all times. Sweat pants, sweat shirts and shorts are to be worn in the gym and living units only.

6. Offenders will attend meals dressed in state issued khaki pants, khaki shirts and/or sweat shirts. No sweat pants. During inclement weather, all offenders other than Mission Creek Unit offenders will be allowed to wear their coats in the dining room.
7. Shower shoes are not allowed outside of the living unit.
8. Sport shoes or state issued shoes must be worn in the gym.
9. Offender's picture ID will be worn on the outermost garment, upper left chest area with the picture facing out. Offender's picture ID must be worn at all times, except while in your assigned room.
10. Excessive noise is not permitted. Any noise that interrupts a program or staff duties is not acceptable.
11. Use of ear-headphones is mandatory while playing musical devices (i.e. radios, CD players, tape players or MP3 players). Television volume will be set at reasonable levels and must be turned off at curfew. Radios and MP3/CD players are not allowed in work areas.
12. Personal radios and CD/MP3 players are not allowed in the TV rooms.
13. The yard and covered patio/porch areas open at 8 am and close at sunset. Only phone use is allowed in the area. Phone calls may be placed until 10:00 pm Sunday – Thursday and 11:00 pm on Friday and Saturday. Phones are open for offenders housed in Bear Creek and Gold Creek units during all mainline. Curfew hours are 11:00 pm Sunday through Thursday and 1:00 am on Friday, Saturday and the day preceding a holiday. All offenders must be in bed thereafter, except when using the toilet. All overhead lights in rooms will be out at curfew. Individual clamp lights are acceptable.
14. Alcohol, drugs and tobacco are forbidden in the facility. Offenders will be required to take breathalyzer tests or provide random urine samples whenever staff suspects consumption of alcohol or use of drugs.
15. Gambling is prohibited.
16. Offenders will immediately obey instructions or directives of any staff member.
17. Offenders cannot borrow or loan anything (i.e., property, food etc.) to other offenders.
18. Offenders cannot talk or make gestures to other offenders through the windows.
19. Windows in your room will not be blocked with any hanging articles or unauthorized objects. Windows are to remain closed at all times and blinds will be opened during daylight hours (seven days a week), blinds are to be closed during hours of darkness.
20. Lights will be turned off if no one is in the room. Room doors will be closed and secured at all times.
21. Sunglasses will not be worn indoors unless authorized by a Health Status Report (HSR).
22. Hats/headgear will not be worn indoors (except for approved religious or medical reasons).
23. Offenders are not to exceed five library books in their possession at any given time.
24. State forms will not be used for personal use (i.e. games or scratch paper). Offenders may not keep a supply of state forms.

25. The Sergeants Station and Officer Station are off limits to offenders (unless it is an emergency or an offender has been called). Use the kiosk or medical kite system to make routine inquiries. Do not cross yellow line until instructed to do so by staff.
26. HSR's for lower bunk, extra pillow or mattress will be posted on the individual's bulletin board.
27. Furniture will not be removed from any room and chairs/furniture should not be taken outside for any reason.
28. Rearranging of any furniture is not authorized, unless approved and supervised by a staff member.
29. Offenders will not hang out or loiter in the unit restrooms or tier hallways.
30. During formal count offenders must be on their beds and visible for staff. Offenders must lay with heads facing away from the door for security reasons.

## **SECTION II: FACILITY OPERATIONS**

### **Safety and Security**

The safety and security of the facility, staff and offenders are of utmost importance to staff at MCCCW. Drills to practice the evacuation of the buildings and to practice emergency responses occur periodically and you are expected to comply immediately with all drills and staff orders.

The emergency evacuation plans with designated routes are posted in each area throughout MCCCW. The emergency evacuation plans tell you: (1) your location, (2) where the fire alarm pull switches are located, (3) location of first aid kits, and (4) fire extinguishers. You are expected to familiarize yourself with the plan for your living unit and areas where you may be working or programming.

### **Reporting of Safety Hazards and Accidents**

All accidents should be reported **IMMEDIATELY** to a staff member. If you are involved in an accident while assigned to work, you must complete the Accident/Injury Report (DOC 03-133) form. In addition, offender workers are required by state law to report any and all hazards to their work supervisor. An Offender Worker Report of Hazard (DOC 03-254) must be completed.

### **Health and Safety Expectations**

Staff members are responsible to maintain a safe, healthy environment in the facility, and staff is authorized to remove or correct any items deemed to be a health or safety hazard.

1. Smoking is not permitted.
2. Burning incense or candles is not permitted (except for approved religious reasons in specified areas).
3. Cooking is not allowed in offender rooms. Hot water faucets and microwaves (which will be cleaned after each use) are located in each dayroom for coffee, tea, soup, etc. Eating is allowed in the day room sitting areas and in offender rooms.
4. Offenders cannot eat or drink in the TV areas. Cups and bowls are not to be left sitting in the hotshot room or on tables, sinks and or counters.

5. All pictures, cards, etc., may only be placed within the frame of the bulletin boards or inside locker doors.
6. Locker tops will be clear of all items.
7. Offenders will not "horseplay" or "roughhouse."
8. Perishable foods beyond an amount for immediate consumption are not allowed in any offender's room. "Immediate consumption" amount will be determined by staff.
9. One piece of fruit may be taken from the meal tray to your room; it must be consumed prior to the next meal.
10. Offenders will not keep open or empty pop cans in their rooms. Recycle bins are provided and should be used.
11. Offenders are to walk, not run, in the facility or on facility grounds.
12. Only "weight" cardholders may use the free weights in the gym exercise area. Safety practices and caution should be used. The "buddy system" must be used at all times.
13. One offender at a time is allowed in a shower room or toilet stall. Chairs will not be placed outside shower rooms.
14. Offenders will not lean back on two legs of the chair in any area. Offenders will not prop feet up on chair or table. Offenders will not sit on tables or counters and are to use the chairs provided.
15. Offender footlockers will be stored underneath offender's bed and should not be used as furniture.
16. Roommates can braid or style each other's hair in their room. Other offenders may assist with hair care in the yard during daylight hours.
17. Hair cutting will be conducted at WCCW's Hair Salon by appointment only.
18. Hair curlers will be worn within the confines of an offender's assigned room.
19. Offenders may do their own hair in the restrooms. Doing another offender's hair is prohibited in the restrooms.
20. Visiting with offenders other than the roommates is prohibited in the room, doorway or hallway in front of the room.

### **Offender Movement (DOC 420.155)**

Structured offender movement at MCCCW occurs when the campus is closed. The early morning kitchen and shortline movements are as follows:

- 4:30 am - 4:45 am (Kitchen Crew)
- 6:40 am (Regular Unit)

Cease movements can occur at any time for safety and security reasons. Offenders are expected to comply with all cease movement directives.

Offenders are expected to comply with the callout system for work, school and other program assignments. Offenders should check the call out for all appointments scheduled for the following day.

## **Disciplinary Process (DOC 460.000)**

Violations of WAC rules will be reviewed during Disciplinary Hearing processes. Prior to the Hearing, you will be served a copy of the Infraction Report, Hearing Notice and read your Hearing Rights. It is your responsibility to familiarize yourself with WAC rules and the hearing process prior to a disciplinary hearing.

The Unit Sergeant conducts the General Infraction Disciplinary Hearings and a facility Hearings Officer conducts Serious Infraction Disciplinary Hearings. Serious infractions meeting the Negotiated Disciplinary requirements can be addressed in a Negotiated Disciplinary Agreement (NDA) between the offender and a staff negotiator to reduce sanction(s). If you decline the NDA, the staff negotiator will forward the paperwork to the Hearings Officer for a hearing to be conducted.

Sanction extra duty hours are only to be completed in the living unit and grounds maintenance in emergency situations. Tasks will be determined and assigned by the Unit Officer or Unit Sergeant. NO EXCEPTIONS.

**ON SITE ADJUSTMENTS (OSA):** Offenders will receive an OSA when staff members have reminded offenders of minor adjustments in behavior. OSAs for each offender are documented in a unit log book. Offenders will have the opportunity to sign an OSA. Refusal will not affect the validity of the OSA.

## **SECTION III: PRISON LIFE**

### **Visiting (DOC 450.300)**

The MCCCW visiting program offers each offender an opportunity to maintain ties with family, friends and the community by establishing reasonable criteria for personal visits.

The approved visiting periods are posted in the living units and are as follows:

Days	Check- In	Begin Time	End Time
Friday	5:30 p.m. – 6:00 p.m.	6:00 p.m.	8:30 p.m.
Saturday/Sundays/Holiday Mondays	2:15 p.m. – 2:45 p.m.	2:45 p.m.	5:00 p.m.
Saturday/Sundays/Holiday Mondays	5:30 p.m. – 6:00 p.m.	6:00 p.m.	8:30 p.m.

Visitors are expected to arrive at the facility at least 30 minutes prior to the appropriate visiting time to be processed. Admittance after the half-hour processing of visiting must be approved by the Shift Commander. Visits will not interfere with offender's work or school program schedules. Visitors are expected to use the vending machine debit card to purchase food items. Visitors can only bring money in to load onto their debit cards.

Offenders may receive visits only after visitors complete the proper visiting procedures. The Visitor Questionnaire (DOC 20-060) will be completed by the visitor and mailed to the Visit Sergeant for processing. The visitor and offender will be notified of approval or denial. Each offender may have up to three (3) approved visitors per visit. This does not include children



under 18 months old. Children under the age of 18 can only visit with a parent/guardian or approved escort.

In terms of clothing, offenders wear khaki shirts and jeans to the visiting room or their long sleeve sweat shirt during the winter months.

### **Special Visits Requests**

Special Visits are visits outside the normal visiting period. This generally includes family emergencies, family traveling at least 300 miles one way, and a need to communicate with clergy, social services or attorneys. You will be responsible for filling out the necessary forms, including all information asked about your visitors and submitting those forms to your Classification Counselor for review. If you meet the criteria and your special visit is approved, you will be notified by your Classification Counselor.

### **Extended Family Visit (EFV)**

There is a formal process for submitting and approving EFV request. Offenders and family members requesting an EFV must meet the eligibility requirements. If eligible all required application forms must be submitted to your Classification Counselor for review during Facility Risk Management Team (FRMT). Upon completion, FRMT recommendations will be forwarded to Superintendent for approval. Final approval must also occur at WCCW, since EFV's are held at that facility.

### **Video Visiting**

Video Visiting will be arranged and provided through the contracted vendor. All general rules and guidelines apply to video visiting. Video visitors must be on the offender's approved visitor list or approved for a Special Visit. You will be provided with the required equipment and connections to participate.

- Video visits are to be scheduled a minimum of 7 days in advance. Each visit will last a maximum of 30 minutes.
- If approved, the Unit Sergeant will place you on the callout.
- Video visits are only scheduled during the hours the dayroom is open to offenders, 7 days per week.
- You may only have one video visit per day.
- A maximum of 2 adults and 2 children are allowed to participate in a video visit.
- An adult must be present at all times during a visit involving children (under 18).
- The Unit Sergeant will monitor video visits during the visit and/or after the visit.

### **Offender Banking/Trust Accounts (DOC 200.000)**

Offenders are not permitted to possess any money/negotiable tender. Cash or personal checks received in the mail will be returned to sender. Only money orders and cashier's checks with the offender's DOC number on it will be accepted, with the exception of checks from other government agencies. Money found on any offender will be confiscated and placed in the Offender Betterment Fund. Offenders who have money in their possession will be inflected.

All funds must be receipted. Single institution checks that include funds for several offenders will require a receipt for each offender named on the check stub. All cash or personal checks

that are being returned to the sender will be logged on "Offender Mail Rejection" (DOC 5-525) form. The mailroom will transmit all receipted funds to the accounting office for deposit to the offender account.

The accounting office will deposit funds within 24 hours to offender accounts, not including weekends or holidays.

Requests to send funds out of the facility must be submitted through your assigned Classification Counselor. The offender must complete and sign Withdrawal Request (DOC 21-210) form and submit an addressed stamped envelope to the assigned counselor for approval. Approved forms are forwarded to the Accounting Office, where the request is entered into the offender banking system. The check is cut and sent out.

Payday is the 15<sup>th</sup> of each month for offenders whose last name begins with the letters A-M. Payday is the 25<sup>th</sup> of each month for offenders whose last name begins with the letters N-Z. Transactions between offenders will NOT be permitted. You can access your account through Kiosks in your unit. You can also send a kiosk message to the business office, if you have account questions.

### **Offender Store (DOC 200.210)**

Store orders must be submitted by 11:00 pm every Monday night. Order forms are located in the living units. There is a \$100.00 order limit. Orders under \$1 will not be honored, except for the purchase of pre-franked envelopes, personal hygiene items, and Over the Counter health care items per policy DOC 200.210.

Once you have placed an order, it will be processed and the money deducted from your account. Credits/Exchanges will only be given per policy DOC 200.210 for (Defective merchandise, unable to accept delivery, Orders or items lost before receipt).

Orders are distributed Wednesday through Friday, depending on your housing unit. Pass out days are Wednesday for Gold Creek Unit, Thursday for Bear Creek Unit and Friday for Mission Creek Unit. You will be expected to verify and look for defective items at the time of delivery. You will then sign for your order to acknowledge receipt of goods. You will be expected to ensure all items that need to be added to your property matrix are done so in a timely manner. Envelopes to be taken off of your postage account can be submitted on the same order as regular canteen. If you are unable to receive your order due to other programming (School, work or custody restrictions) on your pass out day, the warehouse will try and deliver your order on Friday of that week. If you are unavailable to receive your order on Friday it will be sent back to CI Store and credited per policy DOC 200.210. Any questions please kiosk the Store.

### **Property (DOC 440.000 and 440.050)**

Offenders will be supplied with state issued clothing, shoes, bedding and outerwear. The only personal property at MCCCW is personal shoes. Upon arrival, an inventory of your property will be completed and additional state issued property will be distributed, if needed. Each offender should maintain copies of the inventory form.

Prior to an offender's transfer or release from MCCCW, they will turn in all state issued property for inventory. This property will be reconciled with the inventory form on file. If there are any discrepancies, all items in question will be confiscated until the matter is resolved. Any borrowing, selling, or trading of property is not authorized. In addition, any unauthorized property or property not on the offenders approved property list will be confiscated.

When an offender is taken into custody, her personal and state issued property will be inventoried and placed/secured in the property room. The officer will keep a copy of this inventory.

#### **Disposition Options**

- A. Offenders shall be allowed to dispose of their own excess or unauthorized personal property by designating to ship to a non-incarcerated person by mail at the offender's expense or as designated by the offender on Property Disposition (DOC 21-139) form. Offenders have 30 days to accomplish this disposition.
  - 1. If the offender is without funds, refuses to pay the required postage or refuses to designate an individual to receive the property, such items shall be:
    - a. Donated to a charitable organization per WAC 137-36-040; or
    - b. Destroyed by staff per Contraband Management (DOC 420.375) Policy
- B. Any items found in the offender's possession that are not listed on the property form, with distorted or altered markings or that are substantially modified from the manufacturer's original configurations shall be considered contraband and disposed of per DOC Policy 420.375.
  - 1. Any property unclaimed within ninety (90) days after an Offender's departure from MCCCW will be donated to a charitable organization.
  - 2. Offenders are not entitled to tax credits as a result of such donations.

#### **Vendor and Monthly Packages**

MCCCW Operational Memorandum 450.120 – Packages for Offenders, authorizes you to order prepaid merchandise from vendors. Prepaid means you must pay for the merchandise, not a third party, e.g., family or friends. You may only order one vendor package per month. Only items not offered in canteen can be purchased using the vendor package process. Merchandise is not based on brand name, but product type. Reference the personal property matrix for MCCCW to determine what is allowable.

Offenders may receive one package per month through the CI Access SecurePak property program.

#### **Authorization of Flowers**

Offenders are authorized flowers one delivery/arrangement per quarter. The quarters are defined as December through February; March through May; June through August; and September through November. The flowers must be fresh cut flowers. No house plants, balloons, sucker bouquets, candy flowers or other substitutes (such as silk or dried flowers). Offenders should not share or wear the flowers. All flowers must be disposed of in 7 DAYS after delivery.

#### **Release Clothing**

Offenders may select a maximum of three outfits from the "Dress for Success" program to wear when they release or transfer to a work release facility. All state issued clothing will be returned, except for underwear. Offenders may have family send in one set of "going home"

clothes within the last 30 days prior to release. The Unit Sergeant will monitor for appropriate attire.

**Clothing Exchange**

Per OM 440.050 Offenders may only exchange clothing items once every 180 days. Fill out form MCCCW 19-001 and return to Unit Officer

Mission Unit will exchange clothing the 1<sup>st</sup> week of the month, Bear Unit on the 2<sup>nd</sup> week of the month, and Gold Unit on the 3<sup>rd</sup> week of the month. All clothing is exchanged on a one for one basis.

**Laundry**

Undergarments (bras, underwear, socks, t-shirts, towels and washcloths) are the only items that can be washed at MCCCW. All other clothing must be sent to Washington Corrections Center (WCC) Correctional Industries laundry services. If you know you are releasing, DO NOT send your laundry out to WCC.

All internal laundry is completed by the offender laundry workers. The internal laundry schedule is as follows:

Day	Time	Type	Tiers
Sunday	0600-0800	Drop-Off	C/D
Monday	0600-0800	Drop-Off	A/B
Tuesday	0600-0800	Drop-Off	C/D
Wednesday	0600-0800	Drop-Off	A/B
Thursday	0600-0800	Drop-Off	C/D
Friday	0600-0800	Drop-Off	A/B & C/D
Saturday	0600-0800	Drop-Off	A/B

Internal Laundry Pick-Up: Laundry pick-up will occur immediately after mainline in the afternoon and evening. The evening laundry worker will work with –any outside crew offenders so that they can pick up their laundry after work.

All external laundry is picked up and delivered by -WCC. The external laundry schedule is as follows:

Day	Time	Type
Monday	Between 6:00am – 6:15am	Pick-up & Delivery
Wednesday	Between 6:00am – 6:15am	Pick-up & Delivery
Friday	Between 6:00am – 6:15am	Pick-up & Delivery

\*\*External laundry will not be picked up or delivered on official State holidays.

**NOTE:** Staff members are not responsible for missing or stolen articles. It is the responsibility of offenders to label their items for identification. Each offender is responsible for securing consumable goods and store items with a lock in their living space.

## **Telephones (DOC 450.200)**

When having phone or IPIN trouble with the offender phones dial "0-360-555-1212" to report the problem. If no resolution is achieved complete the Offender Telephone Action (DOC 21-754) form and forward it to your Classification Counselor. The phones are monitored and restricted to 20 minute conversations. The MCCCW Personal Identification Number (IPIN) Coordinator is the Secretary Senior to the Correctional Program Manager.

### **Legal Calls**

Legal calls can be placed from any offender phone. The legal telephone booth is also available; however calls must be coordinated through the Unit Sergeant. The offender phone system recognizes the number as an attorney's phone based on information from the Washington Bar Association. Phone calls to attorneys are not monitored.

## **Religious Freedom (DOC 560.200)**

MCCCW acknowledges the inherent and constitutional protected rights retained by incarcerated offenders to believe, express and exercise the religion of their choice. The practice of religion is allowed as long as the safety, security, health and orderly operations of the facility is not violated or compromised. If a religious faith practice is not presently being provided, an offender can contact the Chaplain to learn the process for requesting a specific religious rite.

The MCCCW Chaplain is located in the Chapel/Education Building (D-Building). See the monthly religious calendar on the unit or in D-Building for the religious programs and Recreation/Chapel libraries schedule.

During the unit scheduled library times, offenders can ask the admin clerk for an appointment with the Chaplain; however if it is a process or administrative question, the admin clerk will address the issue first. If the offender has an emergency she may ask unit staff to see if the Chaplain is available.

The Chaplain will be available to aid, assist and counsel offenders. The following are services provided when volunteers or contractors are available:

- Worship opportunities and Religious Rites (i.e., communion, sweats, smudges, baptisms);
- Religious/spiritual instruction,
- Studies, seminars and spiritual teaching
- Spiritual counseling for individual growth; personal, family and marriage, and counseling issues; and
- Workshops/religious conferences/annual events

There is formal process for:

- Religious diet authorization
- Sacred items authorization and inventory;

**The following items can be addressed by the chapel clerks during library times:**

Religious Forms  
Religious Diets

Religious Events  
Religious Property

Chapel Operations  
Ordering Religious Materials

The Chapel and Recreation Library unit schedule can be found on the monthly schedule. The schedule may be cancelled without notice or may be rescheduled. Greeting Cards are free. Orders can be placed from the 1st – 15th of the month. Greeting cards are delivered to the units. Questions will be answered by the Greeting Card Clerk.

### **Mail (DOC 450.100)**

Letters to offenders must have the offender's full name, DOC number and full address to include your room number of the sender on the envelope. If it does not, it is subject to rejection. When sending outgoing mail, please do not write "In Care Of" on your envelopes.

The address requirements for MCCCW are:

Offender Full Name, DOC Number and Room Number  
Mission Creek Corrections Center for Women  
3420 NE Sand Hill Road  
Belfair, WA 98528

Outgoing mail will be picked up daily Sunday through Thursday at 11:00 pm, and Friday Saturday at 1:00 am. Indigent offenders (see mail policy for the definition) will be allowed to mail ten standard one ounce letters per week. It should be noted that the facility will recoup the cost of indigent mail once the offender has \$10.00 or more in her trust fund account.

Incoming mail will be distributed by tiers at 9:00 pm, Monday-Friday.

Offenders are responsible for sending change of address forms for their mail prior to their departure from MCCCW.

Tips:

All transfer mail from WCCW arrives once a week.

Read and be familiar with the mail policy so your mail will not be rejected.

Mail information can be found on MCCCW website. You are responsible to inform family & friends of the mail process.

### **Program and Job Opportunities (DOC 500 & 700 Series)**

MCCCW facilitates opportunities for positive change and emphasizes offender accountability and re-entry transition planning. Offenders are required to dress appropriately in the program areas. Offenders will not wear sandals, shower shoes or flip-flops in the program or work areas. Food is not allowed in program and work areas. Offenders will not be excused to pick up mail or store while attending programs.

**Education**

Tacoma Community College (TCC) provides educational courses through an interagency agreement between the State Board of Community and Technical Colleges (SBCTC) and the Department of Corrections.

Adult Basic Education (ABE) is required for offenders who do not have a General Equivalency Diploma (GED) or high school diploma, or who have grade level scores below ninth grade in reading, math or language. The enrollment of ABE/GED programming is determined by administration of the Comprehensive Adult Student Assessment System (CASAS).

Business Technology and Interactive Media are full-time vocational programs. They are lecture-based programs with practical application consisting of 3 college courses per quarter (15 credits). Students will be required to attend 6 hours of class each day.

### **Recreation**

The recreation program provides opportunities for appropriate use of leisure time activities. "Family Centered" activities facilitated by recreation staff also contribute to strengthening relationships between mother, child and family. Fitness programs provide health benefits that translate into reduced medical costs while helping women develop a positive self-image.

See the calendars located on various bulletin boards around the facility for the schedule of events. Fees for weightlifting are \$7.00 per quarter. There are in-cell crafts which require you to purchase a craft box and materials through an approved vendor.

Appropriate sport shoes and socks must be worn in the gym at all time, khaki pants are not required, NO HATS and NO FOOD OR DRINKS in the GYM. The gym is not to be used for socializing or loitering.

### **Records**

The Records staff can provide notary services to offenders. If you have documents that require a notarized signature, you need to kiosk the Records Manager who will schedule a date and time for you to bring your documents to be notarized.

If you have any questions about your sentence structure or release date, or would like to review your legal file, you also need to kiosk the Records Manager. All kiosks to the Records Manager need to provide specific, clear and concise information.

The Records Office will assist you with obtaining social security cards, public disclosure, legal copies, release documents, notary services, answering questions regarding your sentence(s), outstanding warrants and jail credits. All legal forms will be provided to you by Records, please kiosk them for any legal documents.

### **Offender Work Programs**

Offender work programs provide an opportunity for offenders to develop marketable work skills and promote a positive work ethic. Offenders are assigned to food service, grounds keeping, clerk positions and maintenance. Outside work program includes Community Service Crews. Kiosk your COUNSELOR for the criteria for employment in these areas. You are placed on job wait lists upon your arrival to MCCCW.

Offenders may not volunteer to work in any area. Unassigned workers may be assigned to the Sergeants Crew to complete specific work as requested. Offenders can find out more about unassigned worker expectations by contacting their Classification Counselor.

If an offender is suspended or terminated from a work program for disciplinary reasons, the Classification Counselor will address this during FRMT and establish your work program status.

### **Chemical Dependency**

Chemical Dependency services offered at MCCCW include Therapeutic Community (TC) and Intensive Outpatient (IOP). The TC program is a 9-18 month in-patient program. IOP is a highly structured intervention delivered in a day treatment environment to meet the sentence, supervision and treatment needs of all offenders.

## **Room Inspections/Room Standards**

All offenders are subject to a search of their person, personal belongings or room at any time.

### **Room Inspection**

Room inspections begin at 9:00 am Monday through Friday, except holidays. Rooms need to be tidy and beds made. Offenders are to be out of bed and dressed by 8:00 am. Exceptions may be made for those working late night hours on scheduled work days. All other offenders will be out of their rooms until after room inspections are completed. If you have an HSR for a lay-in, you may or may not be asked to leave the room based on the circumstances.

Each offender is responsible for getting up on time and reporting to work and programming in a timely manner. Officers are able to wake you up for the first 45 days after arrival. After the 45-day period, alarm clocks must be purchased through the Offender Store. Staff members are not responsible for waking you up for programming.

### **Room Standards**

- All beds will be neatly made with the excess covers neatly folded and placed at the foot of the bed.
- Beds have been placed in the rooms where they do not restrict the flow of traffic to and from the room.
- All clothing will be neatly hung or folded and stacked in the lockers where space is provided; dirty laundry bags should be placed inside the locker.
- All room floors will be kept clear. Shoes should be neatly placed under each bed/bunk.
- All trunks will be stored and, completely pushed under the bed/bunk.
- All room floors will be kept clean: Mission Creek Unit is expected to vacuum the carpet at least every 3<sup>rd</sup> day and other Units are expected to mop at least every 3<sup>rd</sup> day.
- Windowsills, tables, beds, doors, windows, lockers, and light fixtures will be kept clear of any items. Windows will be washed a minimum of once a week.
- No pictures, posters, etc., will be posted on bare walls, windows, beds, or lockers. All authorized-posted material will be posted within the bulletin boards provided for each room. Nude or sexual pictures are not authorized. All pictures will have the Offender's name and DOC number on the back.
- Wastebaskets will be cleaned daily. Plastic wastebasket liners are not available to you.
- Cleaning materials can be obtained through the janitorial staff or unit staff.
- No food items (one fruit is the only exception and it must be consumed prior to the next meal) will be taken from the dining facility.
- All containers will be disposed of when empty; you may not use them for other purposes. All containers are to contain original contents.



## **Yard Expectations**

While in the yard, please comply with following expectations to ensure any exceptions made to provide environmentally comfortable living, will not compromise the safety and security of the facility.

- Offenders must wear shoes outside their rooms. They may also wear their own personal sandals when outside.
- During especially hot days (i.e. temperature exceeds 90 degrees), offenders will be allowed to wear shorts and summer footwear to programming areas and in the dining room.
- Hacky sack will be permitted in the yard.
- Offenders may not roll the waist bands or legs on their shorts/pants or their shirt sleeves. No sagging of shorts, pants, sweats, etc.
- Offenders may sit at the tables as designed; no sitting/lying on the table tops or seats.
- Offenders are responsible to protect themselves from the sun's damaging effects.
- Offenders may not use state issued clothing, personal property, towels or bedding to sit in the yard. Laying in the yard is NOT permitted.
- Offenders may take one book, cup and deck of cards and/or Walkman/MP3 outside. Food items are not to be eaten outside.
- The area between the education/chapel and the gym buildings and beyond the gravel walkway is out of bounds.
- Yard is closed during mainline.

## **SECTION IV: CLASSIFICATION**

### **Classification Information (DOC 300 Series)**

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

You will participate in an intake classification meeting with the Facility Risk Management Team (FRMT). The goal is to conduct your intake meeting within the first two weeks of arrival, providing there is no interference or unexpected events. Prior to your FRMT meeting, the Classification Counselor will schedule a meeting to develop and review your Intake Facility Plan. Subsequent MDFRMT meetings will be scheduled periodically to discuss re-entry planning, programming and behavioral adjustments.

## **SECTION V: HEALTH SERVICES**

### **Health Services/Clinic (DOC 600 Series)**

No offender will be denied access to medical, dental, or mental health care. Services provided will be consistent with the offender health plan.

There are three ways to access medical services at MCCCW:

1. **Sick call** - You must sign up for sick call in your living unit by 5:00 am. The sign-up sheet is at the officer's desk. Once you sign up, you should remain in your room until called to the clinic. Sick call is available to address sudden onset of acute health issues such as vomiting, diarrhea, fever, infections, and any other injury or illness that prevents work or interferes with your usual activities. HSRs for no work or school may be given for a short period of time. If you fail to sign up for sick call and miss work, HSRs will not be provided for absences prior to being assessed by clinic staff. If you sign up for sick call and don't report to the clinic when you are called, you will be considered a "no-show" and will be infraacted. Sick call is considered a charged service and you incur a co-pay as outlined in DOC policy 600.025.
  
2. **Health Services Kite (DOC 13-423)** – Kites are your way to communicate with the health services staff.
  - a. If you have a medical records question, you may kite medical records.
  - b. If you have a medication renewal or refill request, attach the sticker off your current cards and stick them on a kite. **Please allow 7 days for refills** as your medications are provided from the WCCW pharmacy.
  - c. If you would like an appointment with the medical provider, you may request an appointment. Please provide a general comment about what type of appointment you may need so enough time can be allotted to discuss your medical issues. If you request an appointment and no-show you will be infraacted. Please come and cancel the appointment if you decide you don't need to be seen. **When your name is placed on a medical call-out to be seen by a provider, attendance is mandatory. Failure to appear for your scheduled appointment will be recorded in your medical file and you will be infraacted.**
  - d. **Most medical, dental, and mental health services are charged visits and require a co-pay per DOC Policy 600.025.**
  
3. **Declare a medical emergency** – notify your nearest staff member that **you** need to declare a medical emergency. Assistance is available 24 hours a day, 7 days a week. Staff may declare a medical emergency if the offender is unable.
  - a. Offenders who establish a pattern of declaring "false" medical emergencies will be infraacted.
  - b. If an offender is having a true medical emergency she will be assessed by health service staff. If the emergency is after normal clinic hours, the medical officer on duty will be contacted and provided with your medical status. You may be transported to a community emergency department or to WCCW for further assessment and treatment

**Medication Management** -MCCCW conducts pill line in the Great room as follows:

Monday-Friday	6:30 AM (after count)	7:30 PM
Sat-Sunday	8:15 AM	7:30 PM

Medication will be delivered if you are in the SHU.

**All medications must be secured at all times. Please secure your medications as you are solely responsible for them and any suspected misuse could result in discontinuation of the medication and infraaction.**

- a. Please do not "share", loan, or borrow other people's medications. Taking medications that are not yours can be dangerous.
- b. Return empty medication cards to receive the refill of your "Keep on Person" medications. Remember, you will need to request a refill by kite at least 7 days before you will run out!
- c. Medications always have an expiration date on them. It is your responsibility to kite 7 days prior to the expiration date to request a renewal.
- d. Please do not attempt to discuss medical issues during pill line. All health services staff wants to protect your confidentiality so pill line or any other common area is not an appropriate place to discuss your health concerns.

**Dental** - Dental services and related appointments will be provided at WCCW dental clinic. If you have a dental issue, please Dental services will be provided as allowed by the offender health plan. **If you have acute dental issues, sign up for sick call. Do not use sick call for dental issues unless you have pain, swelling, drainage, or a new broken tooth.**

**VISION**- Routine vision screens are done at intake. If your vision screen qualifies you for an optical appointment you will be scheduled. The offender health plan does not cover reading glasses. The optometry program is subject to the limitations set forth in the offender health plan.

**MENTAL HEALTH CARE** - Please follow the kite procedure outlined in the medical section. Mental health services will be provided consistent with the offender health plan.

**If you are having a mental health crisis or feeling suicidal please contact the nearest staff member so you can declare a medical emergency.**

**OTHER HEALTH CARE SERVICES** - The health services team is here to provide each offender with quality health care during your incarceration. Please kite the health care manager if you have any concerns or suggestions. **Any offender has the right to refuse medical, dental, or mental health services, with a few exceptions.**

## **SECTION VI: RESOLVING CONCERNS**

### **Grievance Program (DOC 550.100)**

The Facility Grievance Coordinator is responsible for processing and attempting to informally resolve each complaint. If a complaint is not a grievable issue, you will be notified as to the reason why by the Coordinator. If a complaint cannot be resolved informally, it will be processed as a formal grievance (Level 1). Grievance appeals to level two or level three should be forwarded to the Grievance Coordinator. Impartiality will be maintained at all times to ensure a fair grievance process for offenders and staff.

In order to ensure the Offender Grievance Program is efficient and effective, it is important that you make every effort to resolve your concerns or issues at the lowest level prior to filing a formal complaint. If a complaint does not conform to guidelines or lacks information, it may be returned to you for a rewrite. The Coordinator will notify you in writing of the issues to be addressed. If the rewrite is not completed, the Coordinator may find the issue not grievable.

Emergency grievances are complaints that involve a potentially serious threat to life or health of an offender or staff member relates to severe pain being suffered by the offender or

threatens orderly operations of a facility, and its resolution would be too late if handled routinely. If you have an emergency grievance, it should be given directly to a Correctional Officer or the Shift Sergeant. For offender use, a Grievance manual is available in each living unit resource room. It must be maintained in the room.

If you have questions or concerns about the Offender Grievance Procedure, you may kiosk the facility Grievance Coordinator.

**Tips:**

- Only submit complaints on issues that are grievable. The list of grievable and non-grievable issues is on the back of the DOC 05-165 Grievance-Offender Complaint form.
- Do not submit grievances on behalf of another offender.
- Submit initial complaints within 20 working days of an incident, and submit appeals within five working days of receipt of response.
- Write a simple, straight forward statement of your concern(s). Multi-page complaints and plain paper continuations are generally not appropriate and the Grievance Coordinator will return them to be rewritten.
- Do not use legal terminology, citations of RCW, or case law.
- Do not base your grievance on hearsay (third party information).
- Do not cite multiple unrelated incidents or issues in the same grievance.
- Provide copies of documentation to support your allegations upon request of the Grievance Coordinator or investigator.
- Do not use the Offender Grievance Procedure to retaliate against staff.
- Use the Offender Grievance Procedure in good faith.
- Be reasonable in your expectations.

### **Legal Access/Information (DOC 590.500)**

An offender may temporarily transfer to WCCW to use the Law Library for legal needs regarding habeas corpus, civil rights actions, and/or challenges to her condition of confinement. The offender will be allowed full access to the Law Library as schedule allows or in compliance with emergency/priority access procedures. The procedure for requesting a transfer is as follows: 1) an offender submits a request for transfer for Law Library use to their assigned Classification Counselor and 2) The Facility Risk Management Team will review the request and make a recommendation for transfer to the Superintendent/designee.

Legal forms can be requested via kiosk to MCCCW Records. Offenders will be provided access to free Notary services.