



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS

MONROE CORRECTIONAL COMPLEX

INTENSIVE MANAGEMENT UNIT/ SEGREGATION UNIT OFFENDER HANDBOOK



(Revised) September 2010

THIS HANDBOOK SUPERCEDES ALL PREVIOUS UNIT HANDBOOK

Rev. 09/10

MCC 310.000 Attachment 5

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INTRODUCTION

This handbook is for your use while housed in the Intensive Management Unit (IMU)/Segregation Unit at Monroe Correctional Complex (MCC). You are responsible for compliance with the instructions contained in your IMU handbook. Any changes, additions, or corrections to this booklet will be distributed to each inmate. The information contained in this booklet will answer your questions concerning the IMU/Segregation Unit. If after reviewing this booklet you have further questions, you may submit your inquiries to appropriate staff via an Inmate Request Form (kite). Failure to comply with the rules contained in this booklet, or failure to follow any lawful order given by a staff member will result in appropriate action being taken, and could result in your failure to gain increased privileges through progression in the IMU/Segregation Unit management level program.

ADMISSIONS

All personal property that was taken from you during the initial strip search into the unit will be inventoried on a Record of offender Personal Property form (DOC 05-062). The personal property will be held in storage until you are released or transferred from the IMU/Segregation Unit.

Only the following personal property will be allowed in the IMU/Segregation Unit:

- Eyeglasses, contact lenses, and a minimum of personal hygiene materials.
- Telephone/address book
- One small plastic religious medallion that is no more than two inches in size. (String attachment only)
- One medicine bag no more than 2.5 x 2.5 inches in size. Search of inmate medicine bags may be conducted per MCC 560.200.
- One wedding band without stones having a maximum value of \$100.00.
- Medical alert bracelet or medical equipment as authorized by Health Services at MCC if not a threat to safety and security of the unit.
- Medication as directed by MCC Health Services staff. (Medication that exceeds daily dose will be secured)
- Bible or Koran or other religious material.
- No more than five personal photographs in the cell.
- Upon entry into your assigned cell you will be issued a "start up bag". This bag will contain paper, envelopes, kites, pen, cup, IMU/Segregation Inmate Handbook, and a roll of toilet paper.

Once you are processed into the unit you will be provided a personal hygiene kit consisting of one comb or pick, one tooth brush, ten (10) packets of toothpaste, ten (10) soap /shampoo packets, and 10 packets of deodorant. This is a one-time issue from the IMU/Segregation Unit. It will be your responsibility to purchase replacement personal hygiene items from Inmate Store. All store orders are to be turned in by Tuesday evenings.

INMATE STORE, CLOTHING, AND LINEN

Inmate Store:

All offenders in the unit will be provided the opportunity to order store items as outlined by the store catalog. **Limit for level 4 offenders is \$5.00 for food and \$10.00 for hygiene and correspondence related items only.** To avoid stockpiling of excess items in the cell, offenders may have no more than the following items listed below. Any items found to be in excess of the limit as outlined below, will be confiscated or disposed of. Items may be placed in personal property storage per MCC 420.375.

- One toothbrush, one tooth paste, two bars of soap, one comb or pick, and one deodorant.
- One address book and one paperback dictionary.
- You may purchase up to 10 pre-franked envelopes, one writing tablet of 100 ruled sheets, one tablet legal lined, and 50 sheets of typing paper.
- One pair of shower shoes as issued by the IMU/Segregation Unit.

Clothing and Linen:

When admitted to the IMU/Segregation Unit, offenders will be issued the following clothing:

- One set of overalls
- One T-shirt
- One pair of under shorts
- One pair of shower shoes
- One pair of socks

Upon admission to the IMU/Segregation Unit, offenders will be issued the following bedding:

- One mattress and one pillow
- Two sheets
- Two blankets
- One pillow case
- One towel

If you are an IMS offender, you may be issued one pair of shorts for use during recreation periods. Those shorts are IMU property, and will be retained in our stock should you release.

Note: The only exception to the above property notations will be a valid HSR (Health Status Report) from the MCC hospital.

PROPERTY AND CLOTHING

Under shorts, socks, T-shirts, shorts, coveralls and a towel will be exchanged on a "one for one" basis three times per week, Tuesday's, Thursday's and Saturday's. Offenders may retain letters received while assigned to the IMU/Segregation Unit that do not to

exceed what can be placed into a small paper bag. Offenders may retain no more than five photographs in their cell. Photos may not exceed 3 x 5 inches. If displayed, they must be placed above the writing desk in a 24" X 24" square area. No sexually explicit, large posters or security threat group related photographs will be authorized. Newly received photographs may be exchanged on a "one for one" basis as they arrive in the mail. Excess photographs will be stored in the offender's stored property or mailed out by the offender.

STATE PROPERTY

State property allowed in your cell includes one towel, one of each item of state issued clothing, one flex pen, up to 10 sheets of writing paper, one cup, one plastic spoon, two paper bags (one for letters and pictures, and one to be used as a trash container), and one box no larger than 10 x 12 x 18 inches to store legal work.

CELL FEATURES, SANITATION, AND SEARCHES

Cell Features:

Your cell has an intercom that provides for communication between yourself and the unit booth Officer. **INTERCOMS ARE FOR EMERGENCY USE ONLY.**

Inquiries concerning support services should be directed to appropriate staff, via kite. Misuse of the intercom system will result in an infraction for the violation of WAC 103/558. Please contact your pod staff for routine in-unit needs and non-emergency inquiries.

Count lights will remain on at all times. Offenders may control the overhead light in their cell. At no time will anything be used to cover the cell light fixtures or smoke/fire alarm warning lights or window. Violations of the above will result in the offender being infractioned in accordance with WAC 600. Cell fixtures will not be moved, altered, or damaged in any way.

Upon arrival and prior to departure from an assigned cell, offenders and staff will inspect the cell for damage and cleanliness. Any damage done to the cell by you will result in an appropriate infraction being written.

Cell Sanitation:

Cleaning supplies are available two or three times per week based on staff availability. You are required to maintain your assigned cell in a clean and sanitary condition. Failure to do so may result in an appropriate infraction issued. The only food items to be stored after any meal is **ONE** piece of fruit. The piece of fruit must be consumed before the next meal. No food will remain in any cell overnight.

Medically required food such as diabetic sack lunches and food items are to be consumed with the evening pill line. The only exception to this will be a valid HSR, which states the food may be retained and consumed at an appropriate time, as designated by the medical staff.

Cell Searches:

Your assigned cell is subject to be searched at any time by the IMU/Segregation staff. The search will include all personal and state property. Your cell may be searched/inspected as a routine when you depart your cell. Unauthorized property will be confiscated and disposed of as contraband per MCC 420.375. Staff will prepare a search/evidence form and then will distribute in accordance with standard policies. Two staff will conduct all cell searches.

Tightly rolled paper or magazines will be considered as a potential weapon in the IMU/Segregation Unit. The item will be confiscated and the offender will be infraacted for violation of WAC 602.

GRIEVANCE PROCEDURE

You may request a Grievance Form and grievance envelope from the pod staff. Envelopes will be provided for your confidentiality. Any situation meeting the criteria of an emergency grievance, (life threatening situation), should be reported to the unit staff or the control booth officer. Emergency Grievances will be delivered directly to the Grievance Coordinator, CUS or Lieutenant. Falsifying an emergency that requires interrupting medical staff from their normal assigned duties may result in an appropriate serious infraction. You are encouraged to attempt to resolve any complaints/ concerns through the unit chain of command.

MODIFIED STRIP/STRIP SEARCHES

Prior to leaving your cell you will be required, at a minimum, to comply with a modified strip search. This search consists of you stripping down to your underwear, running your fingers through your hair, opening your mouth, raising your tongue, turning your head left and right to expose your ears, running your fingers around the waistband of your shorts while lifting the waistband away from your skin, and turning around and lifting your feet one at a time exposing the bottoms of your feet. At this time you will be directed to back up to the cuff port and place your hands through the port to be cuffed. At any time during the conduct of the search, the officer may require you to go through a complete strip search. This would require you to remove your underwear and comply with normal strip search procedures. If at any time you fail to comply with the officer's instructions, you will not be removed from your cell. This may be subject to an infraction for failing to stand for search.

YARD, TELEPHONE, AND RECREATION

On your second day in the IMU/Segregation Unit, you will be offered an opportunity for a one-hour yard five days per week. Yard will be offered every day of the week with the exception of Monday and Wednesday. Offenders will be asked if they desire yard. Failure to respond clearly YES or NO will be interpreted as a refusal. You will not be permitted to change your mind. Offenders that have responded YES will be allowed one hour of yard time that day which will include use of the telephone. If you encounter problems with the telephone service, offenders will report trouble directly to the vendor by dialing 0+360-555-1212. Offenders, who have not been able to complete a telephone call during their allotted time in the yard, will not be allowed further telephone access that day. The CUS or IMU/Segregation Unit Sergeant must approve any exception. The time of inmate's yard/telephone access will be dependent upon staff availability, security issues, and the number of offenders that have signed up for yard. Isolation status offenders are not authorized yard/telephone access. The only exception is a legal call that has been approved 24 hours in advance by the counselor.

Rules in the Yard:

- No communication (signing, talking, etc) to other offenders.
- No pens, pencils, or any other items will be allowed in the yard
- Yard time is one hour. Be prepared to stay the entire hour
- Hitting on the glass window for any reason is not allowed
- Climbing the walls or door fixture is not allowed
- Spitting in the yard is not allowed

Violations of any of the above rules may be grounds for immediate termination of your yard privileges. You will be removed from the yard and appropriate infractions issued.

Note: All offenders will be pat searched when departing the yard. The yard will be inspected before entry and upon each inmate's departure.

SHOWERS AND HYGIENE

You will be offered a shower period of 10 minutes on Tuesday, Thursday, Saturday, depending on your housing assignment.

The only clothing that you will be allowed while being escorted to the shower is underwear, T-shirt, socks, coveralls, and your shower shoes. Upon your entry into the shower stall, you will be issued a shower roll. This will consist of a towel, underwear, socks, coveralls, and a T-shirt. The only items authorized at the shower point are soap, shaving gel, and shampoo packets. Containers of any kind are not authorized.

A razor and a pair of nail clippers may be issued unless conditions of confinement dictate otherwise. These items will be returned to the staff prior to exiting the shower stall.

Offenders are eligible for haircuts after being housed in segregation for 30 days.

MEDICAL/MENTAL HEALTH SERVICES

Should an IMU/Segregation offender experience an emergency medical situation, he may contact the pod staff or control booth officer. The officer will notify the unit sergeant and contact medical staff. Non-emergency situations will be taken care of at the next available sick call opportunity. Mental health services will be provided as needed. You may request mental health services by sending a kite to IMU mental health staff. The services of a medical specialist, including dental care, will be arranged through sick call only.

MEALS, SPECIAL DIETS

You will be allowed 20 minutes to consume your meal. Pod staff will return to your cell to pick up your tray. You are to return your tray along with any non-consumable items. You are not allowed to have more than two coffee packets in your cell at any time and no more than two juices.

Special Diets:

To request a special diet for religious purposes please submit a kite to the MCC Chaplain. To request a special diet due to a medical condition submit a kite to medical staff.

All special diets, religious or medical, must be verified and approved by the appropriate staff at MCC. Offenders arriving from other institutions that are in possession of a HSR, will be given seven days in which to have their HSR renewed and validated by MCC appropriate staff member (chaplain or medical). Failure to comply will result in the HSR being invalidated.

LEGAL WORK AND LEGAL VISITS

Legal Work:

Offenders may have legal paperwork in their cells pertaining to cases that they are presently working on provided they have a valid court date. Limitations on the amount of paperwork related to legal cases are at the discretion of the unit sergeant. An offender may be directed to store excessive legal work in his property outside the IMU/Segregation Unit. Excessive paperwork in cells is considered a potential fire or safety hazard. All legal work will be stored in a container no larger than 10 x12 x18 inches, and clearly marked as legal paperwork.

Offenders housed in short-term segregation (30 days or less) may request specific personal legal documents/papers from their property stored in previously assigned housing units.

These papers/documents must be required to continue or pursue a specific legal matter. Should an offender have a verifiable court imposed deadline within 45 days of the start date of their current segregation time, he will be allowed access to legal material from the MCC Law Library by requesting such materials by submitting a kite to the Law Librarian.

Offenders housed in short-term (10 days or less) Isolation/Segregation will not normally be provided with their personal legal documents/papers or legal reference materials unless there is a verifiable court imposed deadline. Offenders housed in-long term Segregation/Intensive Management Status Units may request specific personal legal documents/papers necessary to prepare legal pleadings. Such allowances must conform to MCC 590.500 Offender Legal Access, and the property limitations of this housing unit.

The above listed access to legal materials may be limited by the Superintendent due to behavior of an inmate or security issue. Legal supplies may be requested from the Law Librarian via the kite system. Legal books may be requested from the Re-entry Sergeant. and may be retained for up to 7 days. A list of available legal books may be requested from unit staff. Any lost or damaged legal materials will be replaced at the expense of the last offender to have access to them.

Offenders may request to make a legal telephone via kite to the unit Correctional Counselor. This must be done 24 hours in advance. The offender must provide the name, address, and telephone number of the attorney they wish to contact. The counselor will then contact the Washington State Bar Association and verify that the attorney is registered with the Bar Association and that he/she will accept a collect telephone call from the requesting offender.

Offenders who desire to have photo copies of legal documents made must submit a kite to the Law Librarian. The law librarian will approve or disapprove the request and deduct the proper charges from the offenders account.

Legal Visits:

Visits from offender attorneys (or other legal representative) must be requested in writing by submission of a kite to the unit counselor or CUS. This must be done not less than 24 hours in advance of the proposed visit.

Only normal workdays (Monday – Friday) are considered in the calculation of 24-hour advance notice. Such visits will not conflict with meal service, count, shift change, or the regular IMU/Segregation visit program.

An attorney may request by telephone, a legal visit by contacting the unit counselor or CUS of the IMU/Segregation Unit. Approval requires a minimum of 48 hours (or two business days) advance notice, excluding weekends and holidays.

LAUNDRY

Sheets, pillowcases, coveralls will be exchanged on Sunday's. Blankets will be exchanged once a month. Exchanges of towel, T-shirt, socks, and underwear will be exchanged three times per week, Tuesdays, Thursdays, and Saturdays.

TELEPHONE

Telephones are available in the yard for inmate use only during a scheduled recreation period. The unit sergeant or the CUS must approve any use of the telephone outside of the scheduled yard time. These calls will be restricted to 15 minutes with no exceptions. Please note that with the implementation of the new inmate phone system, form 450.200 – Offender Telephone Action Form will no longer be accepted as the format for telephone complaints.

Offenders will report trouble directly to the vendor by dialing 0+360-555-1212.

COUNSELOR/STAFF CONTACT

Other than for an emergency, all staff members are to be contacted by submitting a kite to the staff member you wish to contact.

To contact your unit counselor, the Administrative Segregation counselor, CUS, Chaplain, medical staff, the library, education, or other departments submit a kite to the desired department or individual.

Offenders, who require interpreting or translating services for any reason, should request this service through the Unit CUS. Either a staff interpreter or a telephone translation interpreter will be provided for either verbal or written translation as necessary.

EDUCATION

An EDCC instructor will be coming into 2 days per week. This is to instruct the offenders who were registered in Educational classes prior to being placed in segregation. Not only is this a Department requirement, it is a valuable tool for behavior management and a step forward toward "Re-entry".

CHAPLAIN

Offenders in the IMU/Segregation Unit will be afforded an opportunity to practice their chosen religion per MCC 560.200 Religious Program and MCC 240.100 Food Services Program. This is providing that participating does not present a threat to security of the unit or the safety of offenders and staff.

IMU PROGRAM ACTIVITIES GRID

Offenders who have been placed on Intensive Management Status will receive cell items and unit privileges per the program activities grid below. This is based on the IMU and Segregation Unit level policy. Offenders placed in the Segregation Unit will be eligible for level 2 privileges based on the Intensive Management Activities Grid after 72 hours.

Program Activities	Level 1	Level 2	Level 3	Level 4
Showers (10 min.), 3 times per week	X	X	X	X
Out of cell recreation, 5 times per week		X	X	X
Telephone access	Legal call only	X	X	X
Eligible for radio			X	
Eligible for radio or television				X
Eligible for in unit work assignment				X
Up to \$10 weekly store order for IMU approved personal hygiene and related items only for levels 1 and 2. Level 3 may order \$10 weekly for hygiene items available to IMU offenders only. Level 4 may order \$15 weekly.	X \$10	X \$10	X \$10	X \$15
Receive first class mail	X	X	X	X
Non-contact visit with immediate family members. Number of hours per week.		1	2	3
Receive publications			1	2

Books, facility issue	1	2	2	2
Books, outside publisher		2	2	2
Number of personal photographs	5	5	5	5
Personal legal and reference material provided the offender has a validated pending court case.	X	X	X	X

Note: Offenders in the Segregation Unit on PHC or SDS will remain at Level 2. AD-SEG offenders must be in Segregation for a minimum of 30 days and must be infraction free to promote to level 3. They may not promote to level 4 unless they have been on level 3 for 60 days or more and are placed on IMS status.

NOISE

Yelling, screaming, and abusive language directed at staff members or other offenders will not be tolerated and will result in appropriate infractions issued with a subsequent loss of privileges or level status in the unit. In addition, disruptive behavior could result in the loss of yard or shower use as determined by the unit sergeant for that day.

VISITING

- Intensive Management Status offenders who achieve level four are authorized up to three one-hour non-contact visits per week. Upon review they may be considered for on three hour visit.
- Offenders who are level three are authorized up to two one-hour non-contact visits per week. Upon review they may be considered for one two hour visit.
- Offenders at level two are allowed one hour per week of non-contact visiting.
- Offenders who are level one are not allowed visiting.

Visiting will occur Friday through Monday with immediate family members only. Visits will be limited to one hour per day. Visiting will be behind glass and take place in a visiting booth. Loud talking will not be tolerated nor will any disruptive behavior. Offenders will be seated at all times. Maximum number of visitors will be determined by space available.

The IMU/Segregation Unit staff monitors visits. Staff will terminate a visit should your conduct or the conduct of your visitor(s) not be in compliance with any regulation or policy, including all visiting requirements.

STORE ORDERS

All offenders in the IMU/Segregation Unit will have the opportunity to purchase items from the inmate store in accordance with the store list. A store order form will be passed out to all offenders once per week. You are limited to the amount of items that you will be authorized to have in your cell at any one time. As such, you are cautioned not to order more than your cell authorization. Any items found in your store order that is in excess of your authorized allowance will be returned to the inmate store. Any items found in your cell to be in excess of your store authorization will be treated as contraband and disposed of per MCC 420.375.

CELL SUPPLIES, BOOKS/READING MATERIALS

Cell Supplies:

Cell supplies are issued three times per week on the third shift. These supplies include kites, Inmate Transfer of Funds Request Forms, Postage Transfer Forms, Pens, and cups. Non-expendable items will be exchanged on a one for one basis. Request to transfer funds outside the institution must be forwarded to the unit counselor for approval and forwarded to the Business Office.

Books/Reading Material/Mail:

Reading material (books) will be available from a book cart. Books will be available on Wednesday, and Sunday from Graveyard staff

Mail is to be given to the Officers when conducting unit safety and welfare checks. Mail is delivered daily to the MCC central mailroom Monday through Friday.

For U.S. mail deliveries: Complete name and DOC number must be on all incoming and outgoing mail. Incoming Mail must have a return address.

The Address for the Washington State Reformatory Unit is as follows:

Washington State Reformatory Unit
Name & DOC number
PO Box 777
Monroe, WA. 98272

The Address for the IMU is as follows:

**Monroe Correctional Complex
Intensive Management Unit
Name & DOC #
PO Box 7002
Monroe, WA. 98272**

For United Parcel Service (UPS) the physical address is as Follows:
Monroe Correctional Complex/IMU

Name & DOC #
16700 177th Ave. S.E.
Monroe, WA. 98272

SMOKING/USE OF TOBACCO

Smoking/ Use of Tobacco is prohibited within all state facilities. Possession or use of tobacco will result in the inmate receiving an infraction for the violation of WAC Rule 606.

RESPECT

- Offenders in the IMU/Segregation will be treated with respect at all times. You will be treated fairly and all rules and policies will be fair and consistently enforced.
 - You will receive services which you are entitled to. Do not ask for any special treatment or services.
 - Do not ask the pod officers for coffee packets, juice, or any other item that you did not receive during the meal periods. If you did not receive the item in your tray, let the pod officer know at mealtime.
 - Do not ask the pod officers to pass any items to other offenders in the pod.
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FIRE SAFETY

Offenders and staff in the IMU/Segregation Unit are expected to comply with the requirements of MCC 410.380 Fire Preparedness and Response; MCC 600.000, Safety and Sanitation Inspections; and MCC 890.000, Safety Program. You are to follow all staff directives without hesitation. This is for your safety, as well as others in the case of an emergent situation.

Offenders may request to review these policies by contacting the IMU/Segregation Unit sergeant, counselor, or CUS. A copy will be kept on file in the sergeant's office and loaned out to offenders as requested.

ADDITIONAL INFORMATION

LEVEL REVIEWS

The MCC Intensive Management Unit Level Management Program is straight forward and easy to follow. If you have further questions about the program, kite the Re-entry Sergeant.

The program level management program will reward **positive behavior** by promoting offenders through a system of progressive levels. Offenders that are eligible to request a level review may submit their request in writing via the kite system. All eligible

requests will be processed and submitted for review by Unit team. Requests from offenders that are not eligible will not be processed.

Promotions, Demotions and Denials are not automatic and will be based on the following criteria:

- Overall behavior and attitude
- Observation reports, positive and negative feedback from staff
- Compliance with the Individual Behavior Management Plan, including acceptable communication with staff and other offenders.
- Infraction history
- Cell cleanliness
- Personal Hygiene

As outlined below, Intensive Management Status (IMS) offenders and offenders on Administrative Segregation (Ad-Seg) Status are eligible for level promotions up to Level 3. IMS offenders may promote to Level 4. Offenders on Pre-Hearing Confinement (PHC) and Sanctioned Disciplinary Status (SDS) or (D-Seg) are not eligible to promote above level 2.

1. Unless otherwise noted, all offenders are level 2 upon arrival.
2. After a minimum of 30 days on level 2, offenders may be reviewed for promotion to level 3. Offenders may begin their offender Change program at level 3.
3. After a minimum of 60 days on level 3, offenders may be reviewed for promotion to level 4. IMS offenders must achieve and maintain level 4 to complete their IMS program. Offenders will not remain on Level 4 if they do not complete or actively participate in an offender change program.

Promotions, demotions and denials will be documented and submitted to the offender in writing. Demotions and denials may be appealed to the Unit Supervisor within 48 hrs and a response will be generated within 5 working days.

Requests for level review and appeals may not be submitted more than once per week.

Issuance of Radio and TV remote:

Radios, TV's and remotes will be issued shortly after obtaining a level promotion. There are times when we experience shortages of headphones, available TV's cells or new batteries. Your patience will be appreciated. If you need to replace any of these items, notify unit staff, or send a kite to the Re-entry Sergeant.