

# **Monroe Correctional Complex Twin Rivers Unit**



## **OFFENDER ORIENTATION HANDBOOK**

**Monroe Correctional Complex – Twin Rivers Unit  
P. O. Box 888  
Monroe, WA 98272**

## **WATCH THE CALLOUT**

**Updated 6/27/2013/7/14**

**MCC-TWIN RIVERS UNIT (MCC/TRU)**

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### FORMAL COUNTS

Formal Count Times are daily 0300, 1050, 1550, and 2100. Officers are responsible for ensuring you are well and accounted for. If you are accustomed to sleeping completely covered, you may be woken or asked to move.

### WING RULES

1. No loitering at open cell doors, on the Tier or in front of the Wing Doors.
2. No "soft locking" of any cell or wing doors. This is considered tampering with a locking device. You could be subject to receive a WAC #600 (major infraction).
3. In order to spend time in the wing conference room, advance sign-up is required. If the conference room is unoccupied, you may ask staff for permission to enter.
4. The upper dayroom railings are considered an out-of-bounds area. Standing in areas that block a staff member's clear view down the tier are strictly prohibited.
5. Dayroom televisions are a privilege. The TV volume must not exceed 35. Televisions which exceed a reasonable volume may be turned off.
6. In order to maintain wings that are respectful, please keep the noise level down. Avoid yelling, slamming dominos and other distracting and undesirable behaviors.
7. When selecting TV programming, Offenders who own a personal television, or who rent a television through a TV rental contract are not permitted to control programming of the wing television.
8. Exercising and horse-playing on the wing are not allowed.
9. ~~Haircuts will be performed on your assigned unit.~~ Barber services are available on your assigned unit. You may sign up for these services with unit staff.
10. Any cell is considered out-of-bounds except the one you are assigned to live in. There are no exceptions.
11. Do not move or change bunks from upper to lower without first getting authorization from the unit Sergeant.
12. Use blankets that are provided when playing Dominoes.
13. There are microwaves for your convenience in each wing. Eating in the dayroom is not allowed. After using the microwave, all food items should be consumed in your cell.
14. Bulletin boards are located by the lower dayroom of each wing. **You are responsible for being aware of notices posted on your wing bulletin board.** Removing or defacing posted material may result in an infraction. You may not post material on the bulletin board without permission from the Unit Sergeant or Correctional Unit Supervisor (CUS). The walkways in front of the bulletin board areas will be kept clear during mainline.

### DISABLED OFFENDERS (MCC 690.400)

Disabled offenders needing accommodations to access MCC Programs, services or activities, should contact medical to update Health Status Reports and to request medically necessary equipment. All offenders are expected to update existing HSR's within 30 days of arrival to MCC/TRU. If you are in need of access to the deaf offender paging system with severe hearing disabilities (H-3 or H-4), please contact Holly Delcambre, the ADA Compliance Manager. Offenders with moderate hearing loss that are unable to clearly hear the unit paging system, must have an HSR (issued by Health Services) before a pager will be assigned. Deaf offenders needing the use of a sign language interpreter should kite the ADA Compliance Manager at least two weeks in advance of the activity. Other local inquiries regarding ADA issues, suggestions or concerns not listed above should be addressed through your assigned Unit Supervisor who will forward to the local ADA Coordinator at Twin Rivers Unit. ~~or Correctional Program Manager.~~

**GRIEVANCE PROCESS (MCC 550.100) - Refer to DOC Handbook**

Offender Grievance Program (OGP) manual and Operational Memorandum is available in the Law Library. Forms are available in each unit, along with a Grievance Box. Call Outs are posted on the dayroom bulletin boards. If you miss two (2) a posted Call Outs, your grievance will be administratively withdrawn. Emergency grievances **must** be handed to a staff member, who will in turn contact the Grievance Coordinator, Shift Lieutenant or CUS.

**CELL ASSIGNMENT (MCC 420.140)**

You may request to be placed on a waiting list for a single cell by sending the unit sergeant a kite. You will normally be assigned to a single cell when it is your turn. Infraction behavior/negative behavior or failure to program may result in removal from a single cell list. If you are already assigned to a single cell, failure to program, negative conduct can also cause you to lose a single cell. The final assignment to a single cell occurs at the discretion of the CUS/Unit Sergeant. Be advised that medical needs of other offenders can result in an operational need to move you to a different cell assignment.

**CELL KEYS**

Upon arrival to your unit, you will be issued a cell key and a string. It is your responsibility to keep both the key and string in your possession at all times when outside your cell. Exceptions include: When ordered by staff to surrender it, when showering, or when participating in a vigorous sport.

Offenders who lose or purposely damage their keys are held financially responsible for the necessary replacement costs. These costs can differ based on the need to preplace a key, both cell keys and/or a new locking mechanism. Costs can exceed \$35.00 if the locking mechanism is replaced.

**LAUNDRY**

State issued clothing will be washed at TRU Institutional Laundry. One day per week will be designated for the exchange of bedding. Unit schedules for laundry are posted on the unit bulletin boards.

**STORE ORDERS**

1. Offender commissary is ordered in a ~~nine-eleven~~ to twelve working day rotation. The commissary schedule is available in each living unit at TRU. A new commissary order is required to be turned into your unit store slip box no later than the following morning after your assigned unit received commissary.
2. Non-consumable items ordered from the commissary are processed through the Property Room.
3. Indigent personal hygiene supplies can be ordered from the commissary in accordance with policy 440.080.
4. ~~When purchasing envelopes from your postal account ensure that you circle "yes or "no" for funds to be taken from your postal account. ensure that you check the appropriate box, either Prefranked Envelopes-Indigent, or Prefranked Envelopes.~~
5. Here is the definition of indigency from RCW 72.09.015 (15) "Indigent inmate," "indigent," and "indigency" mean an inmate who has less than a ten-dollar balance of disposable income in his or her institutional account on the day a request is made to utilize funds and during the thirty days previous to the request.
6. \_\_\_\_\_

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**LEGAL SERVICES**

MCC has contracted with Richard Linn, Esquire, and address 2155-112<sup>th</sup> Avenue NE, Bellevue, WA 98004. (425) 646-6017. Richard Linn provides legal services for indigent offenders. You may apply

for legal assistance by completing the Legal Services form available through the Law Library (MCC Law Library Forms Index-G.I.a.);

**LEGAL SERVICES (DOC 130.410 Legal Services for Offenders)**

The DOC Contract Attorney for MCC is Richard Linn. His address is Law Office of Richard Linn, PLLC, 2155 112<sup>th</sup> Avenue NE Bellevue, WA 98004. Mr. Linn provides limited legal services for indigent offenders. You may apply for legal assistance by completing the legal services application form available in the Law Library.

**LAW LIBRARY (DOC Policy 590.500/MCC Operational Memorandum 590.500)**

Priority/Emergency Access is available for offenders who demonstrate an exceptional need regarding actions related to his current conviction, conditions of confinement, and/or civil rights actions with a documented or identifiable court deadline within 45 days of the request (i.e. court order, letter from an attorney, etc.). To request priority/emergency access, offenders will complete and submit DOC 02-247 Law Library Request for Priority Scheduling Deadline form to the designated employee or contract staff. Once placed on Priority Access, an offender is still required to sign up for the Law Library callout for the days and times desired, which is done through the kiosk.

**LAW LIBRARY (DOC 590.500 Legal Access for Offenders)**

Priority Access is available for offenders who have verifiable court imposed deadlines within 45 days. To request to be placed on Priority Access complete DOC form 02-247 and provide this along with proof of your deadline to the Law Librarian. Being authorized for Priority Access does not put you on the callout for the Law Library. You will need to submit your request by kite or kiosk message to the law library callout staff person including days and times that work with your schedule.

**LIBRARY**

1. Library hours are posted on wing bulletin boards in each unit and on the bulletin board outside the Library.
2. Access to the TRU Library is accomplished by signing up through the kiosk.
3. It is important to understand that you must sign up before 10:30am each day in advance and sign up for a time that you have no schedule conflicts, otherwise your name will not be placed on the callout.
4. The first time you access the Library ask Library Staff to register you for a Library account.

**MAIL/PACKAGE GUIDELINES (MCC 450.100)**

Required return address. Each title needs to be spelled out as shown below:

Name, DOC #, Cell/Unit  
Monroe Correctional Complex-Twin Rivers Unit  
P.O. Box 888, Monroe, WA 98272

For specific information on packages refer to the corresponding DOC policies: 450.100, 450.120, 540.105 and 560.200.

**CELL STANDARDS**

1. The entire cell area, including floor, toilet, sink, and mirror, will be kept clean and orderly.
2. Beds will be made when not in use and prior to leaving your cell.
3. Cells will be ready for inspection by 8:00 am weekdays and by 10:00 am on weekends and Holidays.
4. All clothing will be hung or neatly stored on your shelf under the bed.
5. Toilet articles are to be stored in the toiletry shelf above sink/counter.
6. State issued linen, blankets, towels, sheets, dust covers, etc., will not be used for rugs, table covers, pitcher covers or door sweeps.
7. State issued clothing or bedding is not to be altered in any way.
8. Nothing is to be hung from the cell light switch, nor will light switches be taped in the on or off position.
9. All lights and exhaust vents are to be kept clean and free of dust and foreign material. Nothing is to be hung in front of the vents and the vents will NOT be blocked with any item.
10. Window coverings are authorized when the temperature is 75 degrees (outside not in cell) or warmer and the sun is shining directly on the windows. No more than one half of the window is to be covered. Both conditions must exist at the same time and the coverings must be solid white (no prints, patterns or dark colors, which would include no sheets or blankets).” No window coverings are allowed after dusk. **No coverings are allowed on the cell door window.**
11. Pictures, posters, or any other material are permitted to be tacked or stapled to the bulletin boards only.
12. Card Board Boxes are not authorized. You are allowed one “sacred items box” and one hobby craft box which should be clear.
13. Toilet paper should not exceed two roles per offender. In order to receive more toilet paper, you will be required to exchange an empty toilet paper to receive more toilet paper.
14. Furniture is to be used for its intended purpose. Do not put feet on chairs or tables, place boxes on chairs, or sit on tables. When sitting in chairs keep the chair on all four legs.
15. Nude pictures allowable by policy will not be posted on the bulletin board or walls in your cell. You are only authorized to maintain these pictures in a folder. You may not own pornography depicting penetration or genitalia.
16. **Nothing will be hung or draped, that blocks the view of staff, from observing all areas of the cell from the cell door.**

**FOOD SERVICE PROCEDURES (MCC 240.100)**

**MEALS**

<i>Breakfast</i>	Shortline	0530	Mainline	0615		
<i>Lunch</i>	Shortline	1030	Workline	1040	Mainline	1120
<i>Dinner</i>	Shortline	1545	Mainline	1620		

(Times are approximate or when count clears)

A and B Units will enter and eat in the North Dining Room.  
C and D Units will enter and eat in the South Dining Room.

An offender food representative may be available at meals. You may bring concerns about food to these reps that will approach Food Services staff.

1. Living units, tiers and/or wings are called for Mainline on a daily and/or weekly rotational basis.
2. You have 5 minutes to exit the unit from the time your wing is called.

3. Ten minutes after the last tier is called, the IK will secure the inbound door. The serving line will close down after offenders have cleared the serving line.
4. No later than 20 minutes after the last man has cleared the serving line, the offender dining room will be cleared of offenders for clean up.

**MOVEMENT (MCC 420.155)**

1. Movement periods are announced over the public address system at the beginning and end of each period. You are expected to go to your destination without loitering and arrive before movement closes. Active dayrooms and patios are closed during movement periods.
2. Call outs are scheduled appointments other than routine assignments. Call-out lists are posted in the living units the day before the appointment. You are responsible to check these lists for any appointments for the following day. Missed appointments may result in an infraction. **If you are not on the callout for an area, you do not belong in the area.**
3. "Fog lines" are called when fog limits visibility. During fog lines you can only go to work, appointments, etc., during regular movement periods.

**CLOTHING ROOM (MCC 440.050)**

The offender clothing room is open on Monday-Friday of each week, ~~closed weekends and holidays.~~ If you have lost clothing, ~~inform the your Unit Officer's and they may and complete a STATE ISSUED CLOTHING MISSING ITEMS REPORT and submit to the clothing room.~~ inform the clothing room by KIOSK or kite. A time will be scheduled for you and be listed on the daily callout. ~~a Lost Clothing form.~~ You may contact the clothing room by KIOSK or kite for other business. A time will be scheduled for you and be listed on the daily callout.

All clothing exchange requests will be via kite or kiosk and reflected on daily callout when scheduled.

**Property Window Times**

~~Property appointments for e~~Offenders receiving Access Secure Pac packages ~~and all other property related issues~~ will be scheduled by appointment only on the callout. You may schedule appointments via kite or kiosk only.

~~All Property business will be scheduled on the Callout System.~~

**RECREATION DEPARTMENT (MCC 540.105)**

The following items may be taken from the living units to the recreation yard: a pitcher or container of water or juice; ***(NOTE: liquid drinking items can not be removed from the yard once they have entered)***; personal drinking cup; suntan lotion or baby oil; personal beach towel; a book; playing cards; 2 pens, pencils, up to 10 pieces of paper; personal walkman, headphones, and 1 cassette tape or CD. These same items are not allowed into the gymnasium, music room, fitness and weight lifting area.

- \* Headphones are ~~now~~ allowed in the gym and weight lifting areas.
- \* Offenders also bring chess sets. ~~Could something about personal board games be in there? Post orders would also have to change since they parallel the paragraph about.~~

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**WORK PROGRAMS (MCC 700.100) - REFER TO DOC HANDBOOK**

1. You must be screened and approved by the Multi-Disciplinary Team prior to being placed on a waiting list for employment.
2. Once approved, you may be placed on three waiting lists.
3. Do not quit or change jobs without prior consent of your assigned classification counselor.

**RELIGIOUS SERVICES (MCC 560.210200)**

1. The Religious Services Department is located in the Chapel/Activities Center, in the same building as the Gymnasium. The TRU staff Chaplain coordinates and supervises all religious activities, including those led and/or sponsored by outside volunteers.
2. The schedule of regular weekly services and meetings are posted on the bulletin board in each wing. Signup for regular programs must be done through the signup sheet in the units and deposited in the unit Activities box. Signup sheets will be collected each Tuesday for programs for the following Saturday through Friday. Only offenders on a callout may attend programs.
3. Sign up for religious services / events not on the signup sheet is through kiosk message to Community Partnership ("COMM PARTNERSHIP" in the kiosk system.)
4. You may put in a kiosk message or kite to the Chaplain if you wish to arrange for a personal counseling session with the Chaplain, one of the religious staff, or with one of the outside volunteers. The Chapel offers free literature, several versions of the Bible, and other free religious books. Greeting cards, a library of religious cassette tapes, and assorted religious books are also available.

5.

1. ~~The Religious Services Department is located in the Religious Activities Center/Activities Building, the same building as the Gymnasium. The TRU staff Chaplain coordinates and supervises all religious activities, including those led and/or sponsored by outside volunteers.~~
2. ~~The schedule of regular weekly services and meetings are posted on the bulletin board in each wing and on the Activities Building bulletin boards. The Weekly Volunteer Program Sign-up form is used to sign up for these programs. Forms are available on the living units. Weekly sign-up is required by Mondays at 2030 for the week starting the following Saturday through Friday. Place form in the "Activity Sign-up" box on the living unit, one per week.~~
3. ~~You may put in a kite or kiosk to the Chaplain if you wish to arrange for a personal counseling session with the Chaplain, one of the religious staff, or with one of the outside volunteers. You may stop by the Chapel offices as well. The Chapel offers free literature, several versions of the Bible, and other free religious books. Greeting cards, a library of religious cassette tapes, and assorted religious books are also available.~~

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**TELEPHONES (MCC 450.200)**

1. Telephones are available in the unit dayrooms on every tier.
2. The telephone is only to be used by the offender making the call.
3. Telephones are not to be shared by offenders.
4. Telephone calls are monitored and recorded.
5. If you are hearing/speaking impaired, you may gain access to a telecommunication device (TTY) through your Unit Officers.
6. Phone problems are to be reported on the inmate phones by contacting VAC at 1800-786-8521.

THE PRINTER MUST BE ON AT ALL TIMES WHEN THE TTY IS IN USE ON THE UNIT. WHEN FINISHED WITH THE TTY CALL, THE PRINTOUT SHOULD BE PLACED IN AN ENVELOPE AND GIVEN TO UNIT STAFF. STAFF WILL FORWARD THE ENVELOPE TO I & I. DEAF OFFENDERS USING THE TTY ARE NOT PERMITTED TO MAKE PHONE CALLS FOR OTHER OFFENDERS OR TO HAVE OTHER OFFENDERS ASSIST THEM WITH THEIR CALLS.

**VISITING (MCC 450.300)**

<b>Week Days</b>	<b>Afternoon / Evening</b>
<b>Sunday</b>	*1230 – 2030 HRS
<b>Monday</b>	*1230 – 2030 HRS
<b>Tuesday</b>	CLOSED
<b>Wednesday</b>	CLOSED
<b>Thursday</b>	CLOSED
<b>Friday</b>	*1230 – 2030 HRS
<b>Saturday</b>	*1230 – 2030 HRS

\* Visitors will not be allowed in or out of the visiting room between 1500 p.m. and 1630 p.m. (count clear) due to Count being taken.

**VOLUNTEER SERVICES (MCC530-100)**

1. MCC offers a variety of volunteer programs under the supervision of the Community Partnership Programs Specialist (CPPS). Programs cover Religious Services, Addiction Recovery, Re-Entry Assistance, Self-Improvement, and Family Services.
2. The scheduled for Volunteers programs is provided on the Weekly Volunteer Programs Sign-up form. Use this form to sign-up for these programs. Forms are available on the living units. Weekly sign-up is required by Mondays at 2030 for the week starting the following Saturday through Friday. Place form in "Activity Sign-up" box on the living unit, one per week.
3. Certain programs require separate sign-ups, which may be done through the kiosk system, by kite, or the Special Event Application. Flyers for these programs and events are posted on the living units, in the Activities Building, and on kiosk. Sign-up instructions are included in these flyers.

**Dog Program (MCC 500.001)**

The MCC/TRU Dog Program, known as the Monroe Service Dog Partnership, is located on D-Unit. This is a program that provides service dog training through a partnership with Summit Assistance Dogs. Periodically recruitment announcements for new dog handlers and walkers will be posted. Applications will be made available from your assigned counselor.

1. Do not pet or approach dogs in training, please communicate with the offender handler to ask what type of interactions are allowed.
2. Carefully selected, screened and supervised offenders are being trained by volunteers to provide service dog training.
3. The dogs live on the unit with a team of two offenders, known as handlers, the offenders attend training classes twice a week and are responsible for providing the dogs with all of their basic needs in addition to the service dog training requirements.

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ATTACHMENTS:  
Acknowledgement of Receipt for this packet