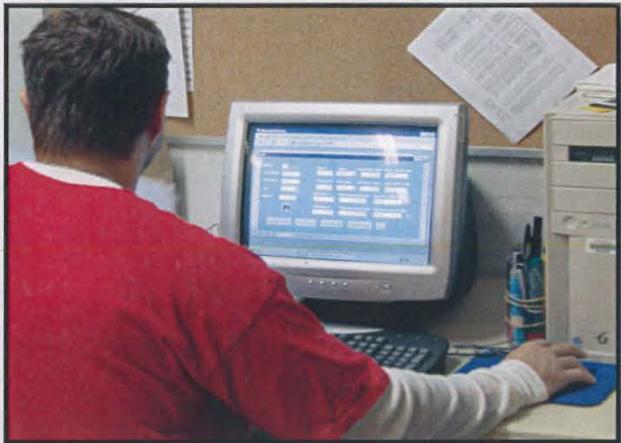


DEPARTMENT OF CORRECTIONS

STATEWIDE OFFENDER ORIENTATION HANDBOOK

Mission Statement:
The mission of DOC is to improve
public safety.

Vision Statement:
Working together for safe communities



Name: _____

DOC #: _____

P226(8/2012)



NOTICE TO OFFENDERS

This Orientation Handbook is provided to all offenders housed at Department facilities. DOC Policies and local Operational Memorandums may supersede the information obtained in this handbook. These documents are available for your review at each facility. All items covered in this handbook are subject to change.

Each offender will sign DOC 21-992 New Offender Orientation Checklist to acknowledge receipt of orientation and the Statewide Orientation Handbook or facility specific handbook. Staff will log/scan the orientation into the offender's electronic file.

REENTRY BEGINS AT RECEPTION

The Department of Corrections (DOC) is committed to providing you opportunities and specifically, programs that will assist you upon your release to the community. Successful reentry also helps break the cycle of criminal behavior that often continues from one generation to the next.

By providing you with needed education, job training, chemical dependency treatment, correctional industries, vocational education, sex-offender treatment, mental health treatment, life skills and other services, it will better prepare you to return safely to the community and to live as law abiding citizens.

The process will begin upon your admittance to the Washington Corrections Center (WCC) or the Washington Corrections Center for Women (WCCW). With your direct involvement, a personalized reentry plan will be developed using the results compiled from medical, mental health, educational and risk assessments. This plan will identify the appropriate programs you will need to complete during your incarceration and/or while on community supervision.

To be successful, you need to be actively involved in your personalized reentry plan and take advantage of all the opportunities and activities offered by the facility. You must communicate your desire for positive changes and involve your family, neighbors and friends.

The community we create inside our facilities will determine whether or not we send offenders back into our communities as better citizens. To be successful, reentry requires all of us to work towards a common goal, which is to better prepare you for your eventual release.

Your involvement, dedication and on-going desire to better prepare yourself for your eventual release is a commendable goal and DOC is committed to assisting you in working towards this goal.

Please consider taking advantage of the reentry resources and programs that are associated with reentry, as it will definitely better prepare you for your release.

DEPARTMENT AUDITS AND INSPECTIONS

A comprehensive program of audits ensures compliance with Department policy and with nationally recognized standards for facility operations, safety and security. Audits can also provide assurance that a facility is operating at an appropriate performance level.

Audits conducted internally by Department staff include operations inspections, safety audits/inspections, and emergency preparedness audits. Each audit/inspection takes about a week to conduct.

THE BENEFITS OF AUDITS AND INSPECTIONS

- Audits confirm that facilities comply with established laws, policies, and standards.
- This audit process helps to bring uniform operations throughout the state.
- Audits offer facility managers an ongoing method to consistently review and improve operations.
- Audits are a training tool designed to give participating staff a review of policies and procedures.

WHAT AUDITS MEAN FOR OFFENDERS

- Offenders will live in a safe, secure facility.
- Facility operations will be consistent throughout DOC.
- Safety, health, living, and other standards in each facility will be based on state and national standards.

TABLE OF CONTENTS

| | |
|---|---------------|
| SECTION I - ADMISSION TO PRISON..... | 5 |
| Rights, Responsibilities and Privileges | 5 |
| Limited English Proficiency (LEP) Services | 6 |
| Americans with Disabilities Act (ADA) | 6 |
| The Right to Reasonable Accommodations | 6 |
| How to Ask for a Reasonable Accommodation | 7 |
| How to Make Complaints | 7 |
| Equal Opportunity Rights | 7 |
| Communicating with Staff | 7 |
| Kites/KIOSKs | 7 |
| Staff / Offender Relations | 8 |
| Inappropriate Relationships | 8 |
| Sexual Harassment | 9 |
| Prison Rape Elimination Act (PREA) | 9 |
| Safety and Emergency Information | 10 |
| Safety Rules | 10 |
| Bloodborne Pathogens..... | 10 |
| Hazardous Materials Communications (HAZCOM)..... | 10 |
| Hazardous Materials (HAZMAT)..... | 10 |
| Industrial Safety..... | 10 |
| Fire Prevention..... | 10 |
| Fire Alarm, Drill and Evacuation Procedures..... | 11 |
| In Case of an Earthquake..... | 11 |
| Aircraft..... | 11 |
| SECTION II - PRISON OPERATIONS..... | 12 |
| Security..... | 12 |
| Identification (ID) Requirements..... | 12 |
| Counts..... | 12 |
| Boundaries..... | 12 |
| Emergencies..... | 13 |
| Escapes..... | 13 |
| Use of Force..... | 13 |
| Movement..... | 13 |
| Searches: Offender, Cells, Living Areas, Program Areas, Visiting..... | 13 |
| Contraband..... | 14 |
| Substance Abuse Testing..... | 14 |
| Disciplinary System and Procedures | 14 |
| Disciplinary WACs..... | 14 |
| Minor Infractions..... | 14 |
| Major Infractions..... | 14 |

DOC Statewide Offender Orientation Handbook

| | |
|--|-----------|
| Hearings..... | 15 |
| Evidence..... | 15 |
| Sanctions..... | 15 |
| Administrative Segregation..... | 15 |
| Disciplinary Appeal Process..... | 15 |
| | |
| SECTION III - PRISON LIFE..... | 16 |
| Meals and Dining..... | 16 |
| Universal Diet Cards..... | 16 |
| Special Diets (Religious and Non-Religious Related)..... | 16 |
| Visiting..... | 16 |
| General Guidelines..... | 16 |
| Personal Visits..... | 16 |
| Searches of Visitors..... | 17 |
| Visit Room Conduct / Expectations..... | 17 |
| Refusal, Terminations and/or Suspension of Visit Privileges..... | 18 |
| Special Visits..... | 18 |
| Deathbed and Funeral Visits..... | 18 |
| Offender Banking..... | 19 |
| Deposit and Receipt of Funds..... | 19 |
| Legal Financial Obligations (LFO)..... | 19 |
| Indigent Status..... | 20 |
| Certification of Indigency for Court Proceedings..... | 20 |
| Spendable Balance..... | 20 |
| Mandatory Deductions..... | 20 |
| Types of Accounts..... | 21 |
| Exempt Deposits..... | 22 |
| Tribal Fund Deposits..... | 23 |
| Sending Funds Outside the Facility..... | 23 |
| Support Enforcement and Order to Withhold and Deliver..... | 24 |
| Tracking Your Account Balance..... | 24 |
| Offender Store..... | 25 |
| Purchases..... | 25 |
| Rejections..... | 25 |
| Receipts..... | 25 |
| Returns and Credits..... | 25 |
| Property..... | 26 |
| Telephones..... | 26 |
| DOC 21-421 Acknowledgment of Monitoring Telephones and Receipt of IPIN..... | 27 |
| Legal Calls..... | 27 |
| Recreation..... | 28 |
| Recreation Services..... | 28 |
| Offender Regimented Exercise..... | 29 |

DOC Statewide Offender Orientation Handbook

| | |
|---|-----------|
| Library Services..... | 29 |
| Religious Program..... | 29 |
| Religious Freedom..... | 29 |
| Religious Property..... | 30 |
| Privileged Communication for Clergy..... | 30 |
| Marriages/State Registered Domestic Partnerships..... | 30 |
| Mail..... | 30 |
| General Guidelines..... | 30 |
| Legal Mail..... | 31 |
| Program & Job Opportunities..... | 31 |
| Mandatory Programming..... | 31 |
| Cognitive Behavioral Programs..... | 32 |
| Jobs Available in Prison..... | 32 |
| Education..... | 32 |
| | |
| SECTION IV – CLASSIFICATION..... | 34 |
| Risk and Admissions Assessment and Testing..... | 34 |
| Needs Assessment..... | 34 |
| Classification Information..... | 34 |
| Facility Plan..... | 35 |
| Initial Classification Appeals..... | 35 |
| Intake at Parent Facility..... | 35 |
| Review Cycles..... | 35 |
| Loss of Custody Points..... | 35 |
| Sentence Structure/Calculations..... | 36 |
| Earned Release Time..... | 36 |
| Halftime/5990 Eligibility..... | 37 |
| Jail Time Credits..... | 37 |
| Good Conduct Time..... | 38 |
| Earned Time..... | 38 |
| Access to Records Staff..... | 38 |
| Public Records Requests..... | 38 |
| Requesting Credit Reports..... | 38 |
| Detainers..... | 39 |
| Registration Notification..... | 39 |
| 10-Day Release..... | 40 |
| Sentence Reform Act (SRA)..... | 40 |
| Offender Accountability Act (OAA)..... | 40 |
| Indeterminate Sentence Review Board (ISRB)..... | 40 |
| Interstate Compact (Transfer of Supervision)..... | 40 |
| Transfer Inquiry (International Treaty)..... | 40 |
| Deportation Proceeding Notification..... | 41 |

| | |
|---|-----------|
| SECTION V - HEALTH SERVICES..... | 42 |
| Medical, Dental and Mental Health Care..... | 42 |
| Medical Care..... | 42 |
| Dental Care..... | 43 |
| Optical Care..... | 43 |
| Behavioral Health Care..... | 43 |
| Chemical Dependency Treatment..... | 43 |
| Refusing Medical / Mental Health Care..... | 44 |
| Medical Emergencies..... | 45 |
| Medications..... | 45 |
| Over-the-Counter (OTC) Medications..... | 46 |
| Health Status Report (HSR)..... | 46 |
| Medical Records Access..... | 47 |
| Confidentiality of Records..... | 48 |
| Use of Offenders for Experimental Purposes..... | 48 |
| Expedited Medical Care..... | 48 |
| Basic Information about HIV, Hepatitis B and C, and TB..... | 49 |
| HIV..... | 49 |
| Hepatitis..... | 51 |
| Tuberculosis..... | 53 |
| | |
| SECTION VI - RESOLVING CONCERNS..... | 55 |
| Beginning at the Lowest Level..... | 55 |
| Grievance Program..... | 55 |
| Offender Complaint Form..... | 55 |
| Tort Claims..... | 56 |
| General Information..... | 56 |
| Legal Access | 56 |
| Contract Attorneys..... | 56 |
| Legal Photocopies..... | 56 |
| Law Library Access..... | 57 |
| Request for Disclosure of Records..... | 57 |
| | |
| Attachment 1 - Persistent Offender Requirements..... | 58 |

DOC Statewide Offender Orientation Handbook

SECTION I - ADMISSION TO PRISON

DOC 100.500 Offender Non-Discrimination; DOC 310.000 Orientation for Offenders; DOC 450.500 Language Services for Limited English Proficient (LEP) Offenders; DOC 490.800 Prevention and Reporting of Sexual Misconduct; DOC 600 SERIES; DOC 850.030 Employee Relationships/ Contacts with Offenders; DOC 850.625 Sexual Harassment; DOC 890.070 Chemical Control and Hazard Communication (HAZCOM); DOC 890.380 Fire Prevention Plan

Offender Rights, Responsibilities and Privileges

Rights

- You have the right to be treated respectfully, impartially and fairly by all staff.
- You have the right to be informed of the rules, procedures and schedules concerning the operation of the facility.
- You have the right to freedom of religious affiliation and voluntary religious worship.
- You have the right to nutritious meals, proper bedding, access to laundry, the opportunity to shower regularly, and proper ventilation for warmth and fresh air.
- You have the right to access adequate and necessary medical and dental treatment.
- You have the right to unrestricted and confidential access to the courts by correspondence.
Note: Incoming legal mail must be clearly identifiable as legal mail, and may only be opened and scanned by staff in your presence.
- Rights of offenders with disabilities are posted in common areas.

Responsibilities

- You have the responsibility to treat staff and other offenders respectfully, impartially and fairly. Personal relationships with staff are not allowed.
- You have the responsibility to know and follow all rules of the facility.
- You are responsible to do your own time and not worry about other offenders' time.
- You have the responsibility to recognize and respect the rights of others.
- You have the responsibility to maintain neat and clean living quarters.
- You have the responsibility for your own success in prison and in the community.
- You have the responsibility to attend and participate in all programs that are assigned by staff.
- You have the responsibility to report staff misconduct and offender sexual assault.

Privileges

A privilege is a special benefit granted to offenders based upon their particular status and/or compliance with rules, regulations, and directions. There is no right to the continuation of any privilege. Examples of privileges include, but are not limited to:

- Recreation activities such as weightlifting,
- Jobs within the institution
- Jobs in Correctional Industries,

DOC Statewide Offender Orientation Handbook

- Family-friendly programs,
- Extended Family Visits,
- Community work crews, and
- Visits with family members and friends.

Limited English Proficiency (LEP)

Orientation

If you do not speak English as your primary language and have a limited ability to read, write, speak, or understand English, please inform orientation staff as best as you can. If possible and if necessary, please also indicate the language you do speak by pronouncing it slowly or writing it legibly.

Spanish interpreters are available to assist you in understanding staff presentations during orientation, and most orientation handouts are also available in Spanish.

If your primary language is other than English or Spanish, in-person interpreter services for orientation can be made available to you, and where necessary, translated written orientation materials. This may occur at a later time. Please be patient with corrections staff while they access language services for you.

Language Services

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

- Disciplinary hearings,
- Classification,
- Grievance program,
- Access to medical, dental and mental health services,
- Prison Rape Elimination Act,
- Administrative Segregation,
- Unit Rules, Searches, other formal meetings or hearings, and
- Fire evacuation procedures.

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

Americans with Disabilities Act (ADA)

The right to reasonable accommodations

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

- Make reasonable accommodations in policies, practices and procedures;

DOC 21-473 Offender's Kite Handbook

- Remove barriers to access; and
- Provide auxiliary aids and services.

If you have a disability and need accommodations to programs, activities or other services, please advise your assigned counselor or medical provider.

Interpretation Services (deaf/hearing-impaired)

Deaf and hearing-impaired offenders may get an interpreter and other appropriate services for disciplinary hearings; medical, dental and mental health appointments; classification; grievances; education; and programs as needed.

If you feel you were denied a reasonable accommodation or were discriminated against by Department staff because of your disability, please work with staff to resolve your concerns.

Equal Opportunity Rights

Non-discrimination

Offenders are not to be discriminated against based on race, religion, national origin, gender, sexual orientation, disability or political views.

If you feel you have been discriminated against by Department staff because of your race, religion, national origin, gender, sexual orientation, disability or political views, please work with staff to resolve your concerns.

Communicating with Staff

For information and to resolve concerns within the living unit or program areas, please speak with unit or program staff. KIOSKs, when available, should be your primary communication with staff. DOC 21-473 Offender's Kite is a means of communicating with staff outside of the living unit or program areas. Contact Devon Shrum

KIOSK and kite messages must contain your name (printed), DOC number, and your unit/cell assignment. Send questions and requests for information via KIOSK or kite to a specific person or department such as Records, Property, Medical, Counselor, Offender Banking, etc.

In order to receive timely and appropriate service, clearly state your need or question. Do not write in the area designated for the response. Incomplete kites will be returned to you unanswered.

Any kites submitted with profanity or threatening statements (unless they are a direct quote) may result in an infraction for a 506 violation.

DOC Statewide Offender Orientation Handbook

Relationships with Staff and/or Other Offenders

You are responsible to treat staff and other offenders with dignity and respect. You are expected to conduct yourself in a manner consistent with state law and Department policies.

Inappropriate Relations

Staff are prohibited from having personal or unofficial business relationships with offenders or with the families of offenders. Examples of prohibited contact include:

- Physical contact or communication of a sexual nature.
- Staff may not give or accept gifts or favors, nor have any financial dealings with offenders or with the families of offenders.
- Staff may not deliver messages, mail, or property to an offender or for an offender to his/her family or friends, except in their official capacity.
- Staff may not assist, advise, or counsel offenders in legal matters. If requested, staff will refer offenders to the appropriate legal service agency or person.
- Staff may not serve as the release contact or sponsor for an offender.

Offenders who ask staff to participate in any prohibited activity are subject to an infraction and appropriate sanctions.

Preventing Inappropriate Relationships

- Both staff and offender should be aware that anyone offering favors, lending you things, or providing you protection may be planning an assault (setting you up for an assault, targeting you as a potential victim).
- **Do not gamble, borrow items or accept gifts that could create a debt to another person.**
- Be aware of situations that make you feel uncomfortable. Trust your instincts. If it feels wrong, leave or call out for a staff member. It's your right to say "No", "Stop It" or "Do not touch me".
- If you or someone else is being pressured for sex, tell a staff member immediately. You don't need to wait for an assault to happen to ask for help. There is no such thing as consensual sexual relations in prison, with the exception of approved conjugal visits
- Be aware of areas where it may be hard to be seen or where you would have trouble getting help if you needed it.

DOC Statewide Offender Orientation Handbook

- Stay out of other offenders' cells and keep them out of yours. Have respect for other offenders' personal space, privacy and belongings.
 - Do not brag about how tough you are. There are some aggressive offenders who may see this as inviting a challenge.
-
- Do your own time. Get involved in programs and structured activities offered at this facility. The more you are involved in bettering yourself, the less likely you will be involved with idleness and other problems.
 - Think about whom you associate with and how you carry yourself. Pay attention to your surroundings and the behavior of others.

Sexual Harassment

Sexual harassment is defined as deliberate or repeated, unsolicited verbal statements or comments of a sexual nature directed to any individual, including demeaning references to gender or derogatory comments about body or clothing, or repeated profane or obscene language or gestures. Sexually-directed behavior includes, but is not limited to, assault, physical abuse (touching, pinching, cornering), verbal abuse, leering, displaying pornographic material, etc.

Staff will ensure an environment free of unsolicited, unwelcome, and inappropriate sexual behavior. Sexual harassment towards staff, offenders, or the public (including visitors or vendors) will not be tolerated.

Catcalls, body motions, and other sexually suggestive actions are prohibited. Any acts of sexual harassment will be subject to disciplinary action. Pictures from magazines, drawings, and paintings that are sexually explicit are not allowed. Any items found in your possession, with the exception of authorized magazine and newspaper articles/clippings that are altered or defaced will be confiscated and disposed of as contraband.

Prison Rape Elimination Act (PREA)

The Prison Rape Elimination Act is a federal law against sexual assault inside correctional systems. This law covers both male and female individuals incarcerated in prisons, camps, and work releases, as well as offenders on community supervision.

This law also covers any form of sexual relationships between staff and offenders. As part of this law, you will receive an orientation which will at a minimum include:

- DOC 490.800 Prevention and Reporting of Sexual Misconduct,
- Department zero tolerance stance,
- Self-protection,
- Prevention and intervention,
- Reporting,

- Treatment and counseling,
- Protection against retaliation, and
- Disciplinary actions for making false allegations.

Safety and Emergency Information

Safety Rules

Staff and offenders are expected to keep their areas clean, orderly and safe. You are responsible to know safety rules and precautions for the facility. General safety precautions include:

- Do not participate in practical jokes, scuffling, and horseplay.
- Ask for help in lifting bulky or heavy objects.
- Report hazardous conditions to staff.
- Report accidents to staff.

Blood borne Pathogens

Blood borne pathogens are disease causing microorganisms that are present in human blood. These pathogens include, but are not limited to, Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV).

Hazardous Materials Communications (HAZCOM)

Offender workers shall be informed about chemical hazards. The Department's Chemical Hazard Communication (HAZCOM) manual is located at each facility. Material Safety Data Sheets (MSDSs) are available to provide information on the correct use of chemicals, as well as medical information in case of exposure. You are responsible to review the HAZCOM information in your unit. You are responsible to report any hazards or unsafe conditions to staff.

Industrial Safety

If you are hired for an offender work program, you will receive training or instruction for the safety requirements and duties of the position. You will also receive Safety training relevant to the job.

Fire Prevention

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

- Immediately notify a staff member of any potential fire hazard.
- Ensure that the electrical equipment you are using is safe.
- Properly store flammable liquids in designated areas.
- Keep your living area clean.
- Do not alter your electrical equipment or use electrical outlets inappropriately.

Fire Alarm, Drill and Evacuation Procedures

You are required to attend and participate in all fire and emergency drills. During a fire or emergency drill, facility staff will provide specific directions. Evacuation plans are located in all buildings.

DOC Statewide Offender Orientation Handbook

In Case of an Earthquake

If an earthquake occurs, stay calm and follow staff directives.

Aircraft

Offenders are expected to stay away from aircraft landing at facilities. Immediately move away from the area and follow the directions of staff.

SECTION II - PRISON OPERATIONS

DOC 320.150 Disciplinary Sanctions; DOC 320.200 Administrative Segregation; DOC 400.025 Identification Cards; DOC 420.310 Searches of Offenders; DOC 420.320 Searches of Facilities; DOC 420.380 Drug/Alcohol Testing; DOC 420.155 Callout Systems; DOC 460.000 Disciplinary Process for Prisons

SECURITY

Identification (ID) Requirements

Your ID card is to be kept with you at all times. ID cards are to be worn on your outermost garment; upper left chest area with picture facing out.

- Do not alter, place stickers, pins or other objects on your ID card.
- If your appearance changes significantly, you will be required to obtain a new ID card.
- At no time is it permissible for you to be in possession of any ID card other than your own.
- If your ID card is lost, damaged, or destroyed due to your negligence, a new one will be issued and your account will be charged \$3.00.
- If an offender voluntarily changes their diet preference, s/he will be required to pay \$3.00 to update their ID Card. However, an offender will not be charged to voluntarily remove a religious diet and return to the mainline diet.
- Failure to comply with ID card requirements will result in an infraction.

Counts

Counts are critical to ensure your safety and the security of the facility. Counts are conducted on a formal and informal basis several times a day. The following types of counts may apply:

- Formal - in place and announced count,
- Informal - unscheduled counts, and
- Picture - formal count matching offenders with their picture.

The physical presence of offenders will be observed by the staff conducting the formal or informal count. Your skin must be seen and staff must be able to determine that you are alive and well. If a picture count is required, you will be required to present your ID to the staff conducting count and state your name and DOC number. If you interfere with count, you will be infraacted and placed in Segregation.

Boundaries

Stay back ten (10) feet from any perimeter fence and/or other area as marked.

Emergencies

DOC Statewide Offender Orientation Handbook

During an emergency (e.g., fire, disturbance, earthquake, offender fight, etc.), you are expected to do the following:

- Follow staff instructions without hesitation.
- Absent any staff instructions, move away from the emergency.
- Follow established evacuation routes if it is safe to do so. If the primary evacuation route is dangerous, follow directions from staff in the area.
- If in an emergency, staff directs you to "stop" or "cease", immediately stop or cease and wait for more direction.
- If in an emergency, staff directs you to "get down" or "lie down", immediately lie down on the ground and wait for more direction.
- Failure to disperse during an emergency according to staff directives will result in disciplinary action.

Escapes

Escapes and attempted escapes are prohibited. If you do escape, Department staff will actively pursue you until you are recaptured. Escapes and attempted escapes will be addressed through disciplinary action and may result in a new felony.

Use of Force

You are expected to obey orders when directed by staff. If you fail to comply with staff directions, staff will use necessary force to ensure your compliance.

Staff are authorized when necessary to use force to prevent escapes, potential loss of life, great bodily harm, and/or to protect state property.

Movement

All institutions utilize a controlled movement system an offender must be on the callout in order to move from one point to another in the facility. The system identifies periods of time that you are authorized to move from one location to another. Offenders moving during non-movement periods without proper authorization will be considered out of bounds.

Searches of Offenders

Searches are not done for the purpose of harassment, intimidation, or punishment. All searches will be conducted in a professional manner and for the purpose of discovering contraband and to reduce and control the amount of contraband. All offenders and their personal effects are subject to search/visual inspection at the direction of staff. Refusing a search will result in disciplinary action. Pat and strip searches are conducted on an unscheduled basis, typically by custody staff; however, any DOC staff person may instruct you to stand for a search. When directed to stand for a pat search or to be strip searched, follow the staff member's instructions.

Cell searches and area searches

The cell search is an intensive search of your assigned living areas. Cells/rooms will be

routinely searched. Cell/room searches are conducted to minimize the introduction or flow of contraband into the facility. All searches will be conducted professionally and thoroughly.

Because the amount of property that you can have is limited, you are encouraged to send out legal paperwork that you are not currently working on to family or friends.

Staff may open your sacred items box so it can be visually inspected. If a more thorough search is required and you are not available due to a job assignment or other reason, staff will wait to search the box until such time as you are available unless there is reason to believe there is an immediate security threat to the facility. Authorization by the Shift Supervisor or CUS is required to search the sacred items box without you being present.

Contraband

Property not required for evidence, but declared contraband and removed during the course of a search, will be held for disposition. You are responsible for making correctional staff aware of items authorized by medical staff to be kept in your cell. When assigned to a new cell, inspect for any contraband and report any discrepancies to unit staff. It is your responsibility to report immediately or you may be infracted.

Substance Abuse Testing

You are required to submit to substance abuse testing. If you refuse or fail to comply with testing, you will be infracted.

Disciplinary System and Procedures

Washington Administrative Codes (WAC 137-28, Prisons - Discipline)

It is very important that you become familiar with the WAC rules so that you can remain infraction free. You will be provided a copy at the Reception Diagnostic Center. The WACs are also available for reading in the Law Library at major facilities; for camps, send correspondence to your counselor for assistance.

Infractions

General (minor) infractions are issued for a breach of rules that, in most cases, are not a threat to security.

Infractions

Serious (major) infractions are major rule violations that are a threat to security, to the orderly operation of the facility, or to others.

If you receive an infraction, you will be afforded a hearing for both serious and general infractions.

Hearings

If you receive a serious infraction, you will be served a DOC 05-093 Disciplinary Hearing Notice/Appearance Waiver which also advises you of your rights at least 24 hours in advance of the scheduled hearing. At that time, you will receive a copy of the infraction, including a description of the incident and the specific rules that you violated, with supporting documents. This is the time to request witness statements. If you fail to appear for your hearing, the hearing will be held without you.

Evidence

All evidence is held until the hearing and appeal process have been completed. Following the completion of the hearing process, the evidence will be disposed of per Policy, Operational Memorandums, and applicable WACs and RCWs.

Sanctions

Upon a guilty finding of an infraction, there may be sanctions that you are required to serve. Guilty Findings may include a loss of custody points and/or the loss of Earned Time and Good Conduct Time. A loss of custody points may affect your custody review score which is used to determine your custody level and placement.

Administrative Segregation

You may be voluntarily or involuntarily placed in Segregation:

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

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

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

Disciplinary Appeal Process

If you disagree with the hearing decision or sanction(s), you have the right to an appeal. The appeal process will be explained to you at the hearing.

SECTION III - PRISON LIFE

DOC 200.000 Trust Accounts for Offenders; DOC 200.210 Facility Offender Stores; DOC 240.100 Food Services Program; DOC 440.000 Personal Property for Offenders; DOC 440.080 Hygiene and Grooming for Offenders; DOC 450.100 Mail for Offenders; DOC 450.120 Packages for Offender; DOC 450.200 Telephone Use by Offenders; DOC 450.300 Visits for Prison Offenders; DOC 500 SERIES; DOC 700.100 Class III Offender Employment and Compensation; DOC 710.400 Correctional Industries Class II Employment

Meals and Dining

DOC, through a Registered Dietician, provides a certified food plan with measurements to meet Department of Health (DOH) guidelines and Dietary Reference Intakes (DRI) to provide a nutritious and well-balanced meal.

Special Diets

If you are placed on a special diet by the medical department, you will be issued a Universal Diet Card, per DOC 240.100 Food Services Program, by your facility Dietician or Food Service Manager. You will also be issued a Universal Diet Card if you request a religious diet and are approved by your facility chaplain.

If you are issued a Universal Diet Card, it will be laminated to the back of your offender ID card. If you choose to change your religious diet preference and are approved to do so, you will be charged the cost for a new offender ID card so that a new Universal Diet Card can be laminated to it.

VISITING

General Guidelines

Visiting is a privilege. It is the facility's duty to maintain a secure and safe environment for staff, visitors, and offenders. There are security measures that must be taken prior to allowing your visit to occur. It is your responsibility to be familiar with and to abide by the rules. All laws and visiting rules are to be followed while your visitors are on the premises.

It is a violation of state law to introduce any alcohol, illegal drugs, unauthorized tobacco and tobacco paraphernalia, firearms, explosives, or dangerous weapons into the facility. Any person knowingly possessing a deadly weapon, narcotic drug, or controlled substance while on facility grounds may be found guilty of a felony and referred for prosecution.

Personal Visits

All visitors must be approved before they are allowed to visit you. If you are transferred between facilities, your approved visitor list will be forwarded to your receiving facility.

DOC 20-060 Visitor's Questionnaire is used to request approval for visitors. This form is

DOC Statewide Offender Orientation Handbook

available in your living unit. Necessary steps for visitor approval are detailed on the Visitor's Questionnaire.

Any restrictions stated in your Judgment and Sentence, such as a no contact order, also applies to your visits.

Each facility and unit within each facility has a designated visit schedule. Each unit's visit schedule should be posted on the unit bulletin board. If the visit schedule is not posted, speak with your unit staff to get information on your unit's visiting schedule.

Visiting information, including visit rules and regulations, visitor's questionnaire, and facility specific visiting schedules, can be received from your unit staff.

You may also direct your visitors to visit the DOC website at www.doc.wa.gov for information and forms, or call the main phone number to your current facility for more information related to visiting, including directions to your current facility. For information on available transportation methods to your current facility, you may direct your visitors to either visit the city website for the city in which your current facility is located or call your current facility directly.

All visitors over the age of 16 must present official legal photo identification. Visitors under the age of 18 must be accompanied by a non-incarcerated parent/guardian or a designated guardian approved by the Superintendent/designee.

Searches of Visitors

You are responsible for informing your visitors that all persons and vehicles entering facility grounds are subject to search. All visitors are subject to an electronic and/or pat search prior to entering the Visit Room to maintain safety and security. Persons who refuse to be searched will be denied visiting privileges.

Visit Room Conduct

During visits, you are required to be appropriately dressed according to facility standards. Clothing is to be clean and presentable. Dress standards for visitors are included in the Visit Packet sent to visitors and are expected to be followed. Visitors who do not follow the dress standard rules may be denied visiting privileges.

You and your visitor may briefly hug and kiss at the beginning and end of your visit. You may hold hands during your visit but only above the table. You may not engage in conversation with other offenders or visitors while in the Visit Room.

Children visiting you are to be under your direct control and guidance and/or that of the adult that is with them.

Visit Room rules are subject to change. Changes will be posted in your living unit and in the Visit Room. It is your responsibility to let your visitors know about any changes that affect them.

DOC Statewide Offender Orientation Handbook

At a minimum, the following types of behavior are prohibited in the Visit Room:

- Abusive or profane language.
- Loud, boisterous, or inflammatory behavior.
- Sexually provocative language, notes, excessive body contacts, or similar behaviors. These behaviors will result in the termination of your visit.
- Sitting on the floor or placing your feet on the walls or furniture.

Refusal/Termination/Suspension of Visits

You may lose your visiting privileges if you or your visitors do not follow the visiting rules. Visiting rules can be found at the DOC website www.doc.wa.gov, click on Family and Friends, Visiting, to access the visiting application packet, or in the DOC Guide for Friends and Family of Incarcerated Offenders provided at each facility's visit room.

If your visiting privileges have been suspended or canceled, you have the right to appeal. You must send a letter to the Superintendent and your appeal will be processed.

Special Visits

Special visits may be permitted for:

- Visitors who travel a long distance (i.e., at least 300 miles one way),
- Visitors who travel from out of country,
- Individuals who utilize Department facilitated, special transportation services, (i.e., Matthew House or Prisoners for Christ),
- Appointed members of local and/or statewide family council groups who have missed visits due to participation in council meetings,
- Offenders who are in disciplinary status or are hospitalized, and
- Professional visits between offenders and their attorneys, clergy, social service agency representatives, etc.

Except for professional visitors, special visits will only be approved for individuals who are on the offender approved visitor list.

Special visit applications should be made through your counselor. If you meet the criteria and your special visit is approved, you will be notified by your counselor.

Deathbed or Funeral Visits

If you are notified that a family member is dying or that a funeral will be held for a family member who has died, you may be eligible for a deathbed and/or funeral visit. If you meet the criteria and your request for a deathbed and/or funeral visit is approved, you will be notified by your counselor. Your family will be responsible for the costs associated with any approved deathbed and/or funeral visit. The offender/next of kin will be notified of the cost requirements.

Cost Include:

DOC Statewide Offender Orientation Handbook

1. Mileage
2. Meals
3. Overnight lodging, and
4. Staff Salary for the normal supervision requirements of the offender's custody classification.

The offender's immediate family member will complete DOC 05-673 Escorted Leave Reimbursement Request.

Staff will provide the offender/next of kin with instructions for payment via the offender's trust account and/or a money order or certified check. Payment should be made prior to the scheduled departure.

The duration of deathbed visits or funeral trips will not exceed 48 hours, including travel, unless approved by the Superintendent/designee.

Deathbed visits and funeral trips in a private residence require Superintendent/designee approval. Offenders classified M13 or higher require Assistant Secretary of Prisons approval to attend deathbed visits/funeral trips in a private residence.

Staff will immediately notify the Victim Services Program per DOC 390.300 Victim Services when a victim/witness eligible offender is granted an escorted leave.

OFFENDER BANKING

Note: Offender Banking does not respond to kites or KIOSK messages regarding Offender Store issues. See offender store section below.

Deposit and Receipt of Funds

JPay money online, over the phone, or in person:

- Funds sent via JPay may be deposited into an offender's spendable, postage, educations, or medical sub-accounts. Offenders may also receive Escorted Leave Funds (Funeral/Deathbed visits) via JPay.
- When sending money through JPay, friends or family may go online, call customer service (800)574-5729 or go in person at any MoneyGram location nationwide.
- Any questions or concerns regarding JPay transfers should be directed to JPay, not the Washington State Department of Corrections.
- JPay is not available for offenders in the Reception Center.
- Offenders will not receive a notice or receipt from JPay or the mailroom when a deposit is made, but the deposit will show on the KIOSK and on the Inmate Banking statement.

You may receive money from individuals who are not incarcerated. Funds need to be sent to the facility where you reside. The mailroom may reject funds received by multiple offenders from the same sender. Please allow two to three weeks for money to be transferred between facilities, including some jail facilities.

All money must be received in U.S. Dollars either by mail (money orders, cashier checks, and government checks only) or Western Union (no foreign funds will be accepted due to the exchange rate changing daily). All incoming funds must have your full name, DOC number, and the complete name and address of the sender. If this information is incomplete, the funds will be returned to the sender by the mailroom at your expense.

Funds may be received via Western Union. These transactions will only be deposited in your spendable sub-account and deductions will be taken as listed in Deduction Matrix attached to DOC 200.000 Trust Accounts for Offenders as Other Deposit.

Exempt deposits include, but are not limited to, sub-accounts for education, postage, and medical; transfer checks within DOC facilities; vendor refunds; and personal property tort claim settlements.

Partially Exempt deposits due to Federal Statute include Protected Tribal Funds, VA/SSA Disability Benefits, and 42 U.S.C. 1983 Lawsuit Settlements.

All non-exempt deposits to your account may be subject to mandatory deductions. Non-exempt deposits include gratuities, Work Training Release (WTR) paychecks, Lawsuit Settlements other than civil rights violations, Non-exempt Tribal Funds, Worker's Compensation Benefits, Retirement Benefits, Inheritances, Jail or other State's Prison Funds, and Family/Friend Deposits (including all Western deposits).

All questions regarding your payroll should be discussed with your work supervisor and/ or assigned counselor. Your work supervisor is the only individual who can correct your pay.

What is a Legal Financial Obligation (LFO)?

A court ordered Legal Financial Obligation (LFO) is a sum of money that is ordered by a superior court of the state of Washington at your time of sentencing, that you must pay to the county of your commitment for payment of restitution for crime victims compensation fees, court costs, a county or inter-local drug fund, court appointed attorney fees and cost of defense, fines and any other legal financial obligations that are ordered as a result of your felony conviction. For more information see DOC 200.000 Trust Accounts for Offenders, and RCW 72.11.010 through RCW 72.11.040.

LFOs are deducted at the time money is deposited to your offender account and are forwarded to the county bi-monthly. A 20% deduction is collected from money sent in from family, friends, county jails, Class 2 gratuity, non-exempt tribal funds, and retirement pensions. This money is forwarded to the appropriate county clerk and applied to the causes listed on your Judgment and Sentence paperwork. Offenders are able to view their accounts through the KIOSK system any

time during the month and receive up to date information, which lists the payment amounts and the cause the payments were applied to by the county. In the event of an over-collection, you must wait for the semi-monthly process to finish or for the county to refund any funds already sent. For balance questions, you must contact the county of conviction. The county will provide a payment history on request; however, some may charge a fee for this service.

What is a Cost of Supervision (COSXD) Felony or Misdemeanor Debt?

Cost of supervision fee debt will be collected if you have previously been under the supervision of a Community Corrections Officer and during that time, failed to pay your assessed month supervision fees in full. Direct questions go to HQ Offender Banking.

What is an Indigent Offender?

You must have had a balance of less than \$10.00 in your offender account for 30 days prior to the day a request is made to obtain indigent supplies. The Trust Accounting System (TAS) automatically tracks indigent levels. Your name will be added to the indigent report list automatically by the system if the balance of your account reaches indigent levels and remains there for 30 days or more.

How does an individual obtain a Certification of Indigency for court proceedings?

The Certificate of Indigency form can be obtained from the Law Library at major facilities. Camp offenders make requests through their assigned counselor. If the courts also require a banking statement, send a kite/KIOSK to the offender banking office stating you need a six-month averaged statement of your banking activity for court purposes. A statement will be provided to you at no charge. The Offender Funds office will send your court documents out as long as you provide a self-addressed stamped envelope or a postage transfer request form with your kite. If you do not provide the envelope or postage transfer request form, the materials requested will be forwarded back to you to send out. If the materials are sent back to you for mailing out, your action to the courts may be delayed.

What Is a Spendable Balance?

Your spendable balance is the amount in your trust account available for you to spend. Your offender account is your responsibility. You should track your account activity by using the KIOSK, receipts, and check requests. If you have questions regarding your account, you are required to contact your assigned unit Counselor. Do not send a kite to Offender Banking unless directed to do so.

What is a Mandatory Deduction?

Attached to DOC 200.000 Trust Accounts for Offenders is a list of deposit types and deduction percentages. These deductions are separate from, and should not be confused with, Legal Financial Obligation deductions.

The 35% deductions are as follows:

5% Washington State operated Crime Victim Fund (sent to compensate crime victims around the state – not just your victim and is not considered part of your LFO)

10% Offender mandatory savings account (issued at time of release)

20% Washington State Cost of Incarceration Fund (used to support Correctional Industries work programs and is not considered part of your LFO)

In addition to the above mandatory deductions, 20% will be deducted for PLRAs and LFOs, an additional 20% for department debts (i.e., medical co-pays, postage, copies, etc.) owed by you to a DOC facility and 15% for any past due/unpaid child support payments. Unpaid debt will remain on your trust account until it is paid. If you are released before it is repaid and are re-incarcerated at a later time, you will be required to continue paying your debts. Any unpaid debt created while housed in a DOC facility will be collected at 20% of each deposit. For more information see DOC 200.000 Trust Accounts for Offenders for collection of debt.

Money put into your savings account is only available to you at your release or with the specific authorization of the Department for an emergent need. Refer to DOC 200.000 Trust Accounts for Offenders.

Mandatory deductions apply to all individuals committed to the custody of the Department including, but not limited to, persons residing in a correctional facility and persons released on furlough, work training release or community custody, and persons received from another state, state agency, county or federal jurisdiction.

What Types Of Accounts Are Exempt From Mandatory Deductions?

The Community Service Revolving Fund, Education, Postage and Medical Accounts are exempt from mandatory deductions.

Community Services Revolving Fund (CSRF) Sub-Account

If you are approved and sent to work release, your work release supervisor may request a loan of up to \$300.00 to assist you in seeking employment. You will be required to sign DOC 06-073 Offender Banking System Request form for Advance and Promissory Note before the loan is completed. You will be required to pay back this loan.

Deposits to your CSRF account will not be subject to the mandatory deductions. Your Work Release supervisor may request money from this account for you through DOC 06-074 Offender Banking System Check Request. You will only be allowed to withdraw as much money as you have in the account. A debt to the account to withdraw money from it will not be allowed.

When you are released from a work release or prison facility, the money in your CSRF account will be applied to your CSRF loan or any debt that you may owe on your account. You will be given any left over money, if any, after all debts on your account have been paid.

Education Sub-Account

You must follow the procedures established in DOC 500.100 Correspondence Education for Offenders to establish an education account. Money will be deposited to your education account only if it is noted on the money order or cashier's check "for education account". These funds are exempt from the mandatory deductions. The funds in this account may be used for education

purposes only. (You cannot receive funds designated for your education account via Western Union.)

When you are released from the facility, all sub-accounts are subject to debt collection.

Postage Sub-Account

Funds will be deposited to your postage sub-account only if it is stated on the money order or cashier's check "for postage account". These funds are exempt from the mandatory deductions. The money in this account may be used only for postage costs. (You cannot receive funds designated for your postage account via Western Union.)

All costs for postage, personal property shipping and mail requests for a private mail courier will be deducted from your postage account as long as you check the postage account box or write "use postage account" in the comment section of your postage request form.

Your postage account is subject to Office of Support Enforcement (OSE) and Orders to Withhold and Deliver deductions (OWD), in full or in part depending on how much you owe for child support. When you are released from the facility, your postage account will be subject to the mandatory 35% deductions and debt collection.

Work Release Savings Sub-account

If you are approved for Work Release, a Work Release Savings Account will be set up for you. There will be a 12% deduction taken from each deposit to your work release savings account. You will not be allowed to make voluntary deposits into your work release savings account.

If you are released from the work release facility, debt collections from the Work Release savings sub-account may be waived with the Community Corrections Supervisor/designee approval. If you are returned to a prison facility from a work release facility prior to being released, the money in your work release savings account will be subject to debt collection.

What are Exempt Deposits?

Exempt deposits are deposits of money into your offender account that are not subject to the 35% mandatory deductions. Money sent from the county jail is not considered an exempt deposit. For a list of the deposit types that are exempt, see DOC 200.000 Trust Accounts for Offenders.

What is a Tribal Fund Deposit?

If you expect to receive money from an Indian tribe, you are required to provide the benefactor with a "Request for Information Regarding Offender Receipt of Funds" form obtained from the Law Library. The benefactor must attach a completed copy of the form to each check sent to you. **If the form is not attached to the check, the money will be subject to all mandatory deductions when deposited.** The tribe money protected by federal law or court order is exempt from all deductions. The benefactor may reference the law or identify the source of funds on the check stub. If you receive the check stub or the form in the mail, forward both to the Offender Banking Office as soon as possible.

How do you send funds outside of the facility?

DOC Draft - write Offender Orientation Handbook

To send funds outside the facility, you must obtain DOC 06-075 Offender Request to Transfer Funds form a unit officer. The form must be filled out completely and forwarded to your assigned unit Counselor for approval.

Once you are transferred out of the Reception Diagnostic Center, monies may be sent out for gifts. Food packages and shoes come in exclusively from Access SecurePak so offender will not send money out to family to buy them. In addition, monies may be sent out to purchase allowable items from approved vendors. Requests to purchase goods from an outside vendor must be forwarded to your facility's property office instead of the unit Counselor for approval.

When are Received Funds Put On Your Account?

You are not allowed to directly or indirectly transfer money between yours and other offender's accounts or exchange money or items of value with staff, other offenders, volunteers, or sponsors; or receive money from another person who is also incarcerated in any correctional system. All forms of money orders and cashier's checks will be accepted for deposit to your account. Personal checks are not allowed. It is your responsibility to notify all persons who are, or will be sending in money for deposit to your trust account of the types of money that are accepted. The only exceptions are allowable city, state and federal government checks, tribal checks, and vendor refunds.

Money received for you will be posted within 24 hours of the date on the receipt, unless it is a weekend, holiday, or the last business day of the month, in which case the money will be posted on the next working business day. If your money is not posted within the times described above, contact your Counselor and she/he will contact Offender Banking. In the event the money is lost or destroyed, contact the sender and request that they have a trace put on the funds by the issuing company.

Unclaimed money is transferred to the CSRF as unclaimed property. If you had money on your books that was not mailed out at the time of your release, you may request funds held be returned by completing DOC 09-012 Request for Unclaimed Property within five years of deposit to the CSRF. You can obtain DOC 09-012 Request for Unclaimed Property form from the Law Library at major facilities; DOC camps forward requests through assigned counselor. After completing the offender portion, forward the form to Offender Banking for processing.

Allow two to three weeks for funds transfers between DOC facilities.

Office of Support Enforcement (OSE), Order to Withhold and Deliver (OWD)

An OWD is typically issued by the Office of Support Enforcement for the collection of child support. The OWD does not require on-going compliance. It is a one-time order, but may be reissued at the issuing party's discretion. Your spendable account balance, including savings, and postage sub-accounts are subject to collection by OSE.

Child support collection is required by RCW 72.09.111 and 72.09.480. Fifteen percent (15%) of Class 2, 3, and 4 gratuities and 20% of deposits from outside sources, not protected by federal statute, will be collected and sent to DSHS Division of Child Support (DCS) on a monthly basis.

The Division of Child Support (DCS) determines who will pay child support, not DOC. If you are required to pay child support, DCS will provide you with a child support letter, one time only, when child support is ordered. Refunds due to you from DCS will be sent to DOC Headquarters in Olympia. DOC Headquarters will deposit the money to your account and transfer the money to your current location.

OSE will allow, and encourages, you to set up monthly payments for Child Support you are ordered to pay. If you set up a monthly payment system, OSE will most likely not deduct a large one time amount from your account.

Complaints by offenders about child support collections must include the assigned case number and be addressed to DCS. You need to contact DCS in writing at the following address:

State of Washington
Department of Social and Health Services
Division of Child Support (DCS)
P.O. Box 11520
Tacoma, WA 98411-5520

How Do You Track Your Balance?

Make sure that you save every receipt (store, deposit, etc.).

Begin your balancing with the amount listed on your account statement, adding any deposits made and subtracting any withdrawals taken from your account since the ending date of your account statement. (**HINT:** The ending date is the last day captured in the report, not the day that the report was printed. Generally, reports are printed between the 1st and 10th day of the month; however, the reporting period ends on the last day of the previous month.)

Don't forget to subtract the mandatory 35% and 20% debt deductions from all of your deposits.

Keeping an ongoing balance of your account will prevent you from having to wait a week or so for a response from Offender Funds to find out if you have funds to order store that week or not.

OFFENDER COMMISSARY

Purchases

To order commissary items, you must fill out the appropriate commissary order form completely. You must include your name, DOC number, housing assignment, cell/bed number, date, and signature on both sides of the order form. OTC and Personal hygiene items will be filled first. (Refer to DOC 440.080 Hygiene and Grooming for Offenders for specific questions or additional information.) You will receive each item according to the item number, not the description. The maximum spending limit and the delivery rotation schedule will vary from facility to facility.

Rejections

Your order will be rejected for any of the following reasons:

- Unreadable or incomplete order form;
- Non-sufficient funds (NSF);
- Two orders received from you in the same week/order period;
- If you are in a special housing unit, other rules may apply;
- New arrival to the facility, and your bank funds have not yet arrived.

Receipts

Keep your receipt for 30 days or until your store items are gone. Items may be confiscated if you cannot prove they belong to you. Keep your receipt for property items (cups, bowls, etc) for as long as you own the items.

Returns and Credits

Commissary items may not be returned for credit unless:

- You are transferred to another facility before your order is distributed
- You discover an error made by the offender commissary; you may refuse the item, and have it noted on the receipt by issuing staff. It will then be credited to your account.
- You discover that the product is received damaged; you refuse the item, and have issuing staff note it on the store receipt. It will then be credited to your account. You may not refuse single items in an order except when item is an error or damaged.
- If you have a change in your custody level or housing assignment that affects your store privileges, your order will be returned and a credit will be made to your account.

(See "property" below.)

DOC Statewide Offender Orientation Handbook

NOTICE: As of July 10, 2011 Out of State phone call rates have been reduced. Each out-of-state call will incur a \$3.50 connection fee. Each minute will cost \$.50 a minute plus applicable tax. Calls will be limited to 20 minutes.

These are calls with discounted call rates, calls pre-paid by the called party.

- In-state Collect Calls: \$3.15 plus any applicable taxes — flat rate per Completed Collect Call.
- Interstate Collect Call: \$4.95 setup fee + \$0.89 per minute plus any applicable taxes per Completed Pre-paid Call.

International Calls: Rates vary by Country. Calls will be connected ONLY if a prepay account has been established.

These public telephones are subject to limitations and restrictions. The offender telephone system requires offenders to use an Inmate Personal Identification Number (IPIN) when placing phone calls, to provide a means of identifying the offender who initiated a call in the event of a security concern or a complaint from the public, as well as to allow the person receiving the call to know who and where the call is coming from.

Offenders will be assigned a personal IPIN in English or Spanish and will be shown a training video on how to use the IPIN. Following the video, offenders will sign DOC 21-421 Acknowledgment of Monitoring Telephones and Conversations/Receipt of Inmate Personal Identification Number (IPIN) form. You are responsible for the security of your IPIN and must report lost, stolen or compromised IPINs to facility staff. You may be charged \$3.00 for a replacement IPIN. If your IPIN doesn't work, you should complete DOC 21-754 Offender Telephone Action form and give it to unit staff. Unit staff will initiate the process to have the problem resolved as soon as possible.

Offenders who loan, sell, borrow or are in possession of another offender's IPIN may be infraacted and lose the privilege of using the telephones and/or loss of "good time".

The Department will monitor conversations on all offender-used telephones. All telephone calls are made as collect or prepay calls and are limited to 20 minutes.

TTY/TTD phones are available to deaf or hearing-impaired offenders or offenders who wish to communicate with a family member or friend who is deaf or hearing impaired.

If you require the use of a TTY/TDD phone, please speak to or submit a kite/KIOSK to unit staff requesting the use of a TTY/TDD phone.

LEGAL CALLS

Offenders will use an offender telephone to call their attorney. The call will not be recorded if the offender uses the telephone number provided to the Department by the Washington State Bar Association, to prevent the offender from making fraudulent calls. This does not prohibit an offender from calling his/her attorney at another telephone number, but that call may be recorded.

Before you are issued an IPIN to place calls, as stated above, you will be required to sign DOC 21-421 Acknowledgment of Monitoring Telephones and Receipt of Inmate Personal Identification Number (IPIN) indicating that you are aware of the restrictions and will follow the rules that go along with having an IPIN.

HOW TO PLACE A CALL

To place a collect call, you will dial 0+10 digit phone number. The system will then ask for your 8-digit IPIN number, (for example, 0-360-444-1234 IPIN# 56784321). To make a debit/ pre-paid call, dial 1+10 digit number and then the IPIN. **Do not stop or pause while dialing** until you have completely dialed your entire sequence of numbers. At the beginning of the call, there will be a prerecorded message stating that the call is being placed from an offender confined at the facility the offender is calling from, and will state your name.

REPORTING PROBLEMS

Offenders can “self-report” problems regarding calls and phones being broken or not working properly by dialing 0- (area code) 555-1212, with the appropriate area code.

PAN LIST CHANGES

Offenders can change or update their Personal Assigned Number (PAN) List every 30 days. Five changes or additions per month will be allowed. There is no limit on the number of deleted numbers. The list will NOT exceed 25 telephone numbers. Dial #57 to request changes. It is the offender’s responsibility to know who is on their list. Printed PAN lists will NOT be provided by the Department.

RECREATION

Recreation Services

The recreation department supervises a variety of non-fee based recreation programs, including intramural sports and fitness programs, and fee based recreation programs, such as weightlifting, music and hobby. Fee based recreation programs differ from facility to facility. Contact your unit or recreation staff for more information.

Recreation schedules are posted on the unit bulletin boards. The rules for each specific recreation area are also posted on the unit bulletin boards. For more information about these programs, check with unit staff or kite/KIOSK recreation staff.

Offender Regimented Exercise

Per Department memo dated 9/29/09, unless sanctioned by the facility, unauthorized groups containing three or more offenders are not permitted to engage in regimented exercise. This includes offenders doing calisthenics together while instructions are shouted or cadences are occurring. Groups containing three or less offenders doing calisthenics together are not permitted to shout out instruction so that another group of offenders can follow. Offenders that are observed participating in this type of behavior will be infraacted with a WAC 734.

DOC 540.105 Recreation Programs for Offenders states, the Department will establish guidelines for recreation programs for offenders to contribute to a safe and secure environment and reduce idleness by allowing offenders an opportunity to participate in supervised and structured physical and pro-social activities. These unauthorized groups can be interpreted as being intimidating, threatening and antagonizing. As a result, they will not be allowed.

The Department encourages participation in supervised and structured physical activities. Structured fitness programs are allowed when approved by recreational staff members.

Library Services

Library services may be provided by the Washington State Library or a facility library. Please check with unit staff for services in your facility.

RELIGIOUS PROGRAM

Religious Freedom

Every offender has an inherent and constitutionally protected right to believe, express, and exercise the religion of his or her individual choice. Expression of one's religious beliefs must be consistent with the security, safety, health, and orderly operations of the facility.

The DOC facility chaplains offer care to all offenders whether they have a particular religious practice or not. The Chaplain coordinates and supervises all religious activities, including those led and/or sponsored by outside volunteers and contract chaplains. Contract chaplains are often available to meet the needs of specific religious groups (e.g., Catholic priests, Muslim Imams, Jewish Rabbis, Native American spiritual advisors, etc.).

The rules governing confidentiality during counseling differ from the outside. For a more detailed explanation, see DOC 560.100 Privileged Communication and Chaplains Responsibilities.

Religious Property

The Allowable Religious Items list attached to DOC 560.200 Religious Program for Offenders identifies the items that may be stored in a sacred items box.

Privileged Communication for Clergy

You may send a kite/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.

Marriages/State Registered Domestic Partnerships

Offenders are permitted to marry or enter into a state registered domestic partnership while they are incarcerated. However, to do so you must be under DOC jurisdiction for at least one year before the process can begin. Your classification counselor will initiate this process for you upon your request. Final approval while in prison comes from the Superintendent.

MAIL

General Guidelines

Everyone has the right to send and receive mail. DOC may forbid (prohibit) you writing to a particular person for cause (per policy), at the request of the person(s) receiving your mail or at the request of the parent or guardian if the person is a minor. Your letter will not be censored because of opinions that may be critical of DOC or its employees. All incoming and outgoing mail is inspected. Your mail will be inspected to prevent contraband from coming into the prison or to prevent criminal activity. You will be notified in writing (DOC 05-525 Mail Restriction Notice) if anything is removed from your mail. You have the right to appeal any mail restrictions. The appeal process is explained on the restriction form. All incoming or outgoing mail must be properly addressed and include your full committed name, DOC number, and complete facility mailing address.

EXAMPLE

Jane X. Doe, #123456
Washington Corrections Center for Women
P.O. Box ####
City, State Zip Code

Offenders are responsible for informing the facility and their correspondents of any change of address. Facilities will forward mail, consistent with the United States Postal Regulations, for a period of 90 days. Offenders releasing from a facility are responsible for informing the facility of their forwarding address.

Legal Mail

Legal mail is defined as correspondence to or from courts and court staff, attorneys, the Indeterminate Sentence Review Board (ISRB), established groups of attorneys involved in the representation of offenders and judicial proceedings (i.e., American Civil Liberties Union, Disability Rights Washington, legal services groups, etc.), the President or Vice President of the United States, members of the United States Congress, embassies and consulates, the United States Department of Justice, State Attorneys General, governors, members of the State Legislature, law enforcement officers in their official capacity, the Washington State Office of Financial Management's Tort Claims Division, and the Prison Rape Elimination Act Unit at Headquarters. Legal mail is defined in DOC 450.100 Mail for Offenders.

Legal mail between offenders who are verified co-parties in the same legal proceeding and which contains personal legal documents/papers and/or a legal pleading will be subjected to close scrutiny, physical inspection, and scanning.

Legal mail will be opened by designated staff in your presence. The content will be inspected for contraband and to ensure the mail is legal mail. All legal mail must be labeled "Legal Mail", "Attorney/Client", "Confidential", or similar and have the return address on the outside of the envelope on all outgoing or incoming legal mail. Otherwise it may be subject to the same search procedures as non-legal mail. This mail standard does not apply to mail received from the courts, as all correspondence sent to you and clearly identified as coming from a court will be treated as legal mail, even if it is not clearly labeled "Legal Mail".

To send your legal mail, take your unsealed, correctly labeled legal envelopes to correctional staff that will inspect the correspondence for contraband. You will then seal the envelope and the staff will sign or initial the envelope, log it, and watch you place it in the mailbox. Failure to follow this procedure may delay the delivery of your legal mail.

PROGRAM & JOB OPPORTUNITIES

DOC is committed to maintaining and expanding offender work, training and program opportunities which develop marketable job skills, instill and promote a positive work ethic among offender workers, reduce the tax burden of corrections, and increase the successful transitioning upon release.

Job Screening Checklist DOC 02.373 must be completed before assignment of any job or program.

Mandatory Programming

Based on your Judgment and Sentence, you may be required to participate in Offender Change Groups, which may include but are not limited to:

- Alcoholics Anonymous (AA)

- Narcotics Anonymous (NA)
- Stress/Anger Management
- Chemical Dependency (CD)
- Transition and Relapse Prevention (TARP)
- Sex Offender Treatment Program (SOTP)

The Risk Management Team may require that you participate in crime-related programs.

Cognitive Behavioral Programs

DOC seeks to create a prison environment that requires offenders to make progress toward demonstrating some of the same pro-social attitudes, behaviors, and skills that contribute to the success of law-abiding citizens in the community. The goal is to reduce the offender's risk to the community upon release.

Most facilities offer at least one cognitive behavioral program, such as Moral Reconciliation Therapy, Stress and Anger Management, and Thinking for a Change.

Depending on the assessed need, you may be referred to a program by the counselor or by mental health staff. You may contact your counselor to request participation in a cognitive behavioral program.

Jobs Available in Prison

Work assignments may be based on risk, skill level, education, experience, performance, facility need, or available openings. Offenders must follow rules or may be terminated from a work assignment.

EDUCATION

DOC provides offender education programs at all facilities. Education programs include basic skills, vocational training, and life skills.

Upon admission to a Reception Assessment Center, you will be tested to determine your basic academic skill levels. Depending on the assessed need, you may be referred to a specific program. If you are under age 22 and do not have a high school diploma or General Educational Development (GED) certificate, you will be required to participate in basic skills education. The Education program may include classes for:

- English as a Second Language (ESL)
- General Educational Development (GED)
- Adult Basic Education (ABE)

No fees are charged for basic skills and life skills programs. For vocational programs, offenders are not charged for the first completed state-certified vocational program provided by the Department. An offender enrolled in his/her first vocational program, who completes two

DOC Standard Offender Delinquent Handbook

courses, will not be allowed to change vocations unless transferred to another facility where the program is not available. In most cases offenders will pay for a second and subsequent vocational education programs, the offender pays part of the tuition on a sliding scale, based on income.

The Department has a system for offenders to participate in self-paid post-secondary academic and vocational programs through correspondence education. Offenders must have a verified high school diploma or GED certificate to be eligible for correspondence education. To apply, offenders must complete DOC 20-305 Correspondence Study Request and submit it to his/her Counselor.

SECTION IV - CLASSIFICATION

DOC 300.380 Classification and Custody Facility Plan Review; DOC 310.150 Reception, Initial Classification, and Custody Facility Plan; DOC 330.700 International Transfer of Offenders; DOC 350.100 Earned Release Time; DOC 350.240 Ten Day Release; DOC 350.255 Registration Notification; DOC 350.700 Deportation Proceedings Notification

Risk and Admissions Assessment and Testing

Admission assessments and testing are part of the classification process and helps staff determine your areas of concern, such as educational, vocational, work and mandatory or court ordered treatment. This information is used to develop plans to help you transition through your incarceration and back into the community upon your release.

- **Admissions testing is mandatory.** Failure to participate in testing will result in a serious infraction and the loss of Earned Release Time (ERT) and Good Conduct Time (GCT) credits.
- Testing is conducted Monday through Friday.
- You will be placed on a call out for testing.

It is important that you do the best you can on your admissions testing so that your counselor can effectively help you during your incarceration and your transition back into the community.

During your offender needs assessment, your counselor will gather information about your crime, education, family support, program needs and supervision requirements. This information will be used to assist in the development of your Custody Facility Plan and will help you to transition back into the community as you begin to reach your release date.

Needs Assessment

Your counselor will work with you to determine your programming needs based on your previous assessments and other information relative to your specific needs.

Classification Information

Basic classification determines your custody and facility placement. Assessments for education, mental health and chemical dependency are utilized to assist in this process. You can expect the following:

- You will be assigned a counselor at each DOC facility and/or living unit.
- Your initial classification conducted at the Reception Diagnostic Center takes into consideration your age, crime category, history of violence, detainers, and escapes.
- You will keep the initial custody level assigned to you at the Reception Diagnostic Center,

unless you receive an infraction or new information is received, until your next review.

- Upon your arrival at your assigned facility, your custody will be reviewed per DOC 300.380 Classification and Custody Facility Plan Review and an Intake Facility Plan will be completed. Based on the amount of time to your Earned Release Date (ERD), your first review will occur within 6 to 12 months.

Facility Plan(s)

The purpose of a facility plan is to develop a plan that will help guide you through your incarceration. This plan will set expectations for your specific programming needs, including the priority and timing of these programs.

Initial Classification Appeals

At the time you meet with your counselor, you may disagree with the recommendations. You can appeal your Initial Custody assignment once your custody has been determined by Headquarters. Your appeal must be sent to the Classification Program Manager at Headquarters. The decision is final. Decisions on facility placement are final and cannot be appealed.

Intake at Parent Facility

Upon your arrival at your parent facility, you will be assigned a new counselor. Your newly assigned counselor will meet with you to review your Custody-Facility Plan and assist you in work, education and/or treatment program planning throughout your incarceration.

Review Cycles

Your counselor will work closely with you to develop a Custody Facility Plan. Upon completion of your facility plan, periodic reviews will occur based on your expected release date and planned transfers to lower levels of custody. Regular classification appeals per DOC 300.380 Classification and Custody Facility Plan Review should be sent to the Superintendent of the facility where you were classified.

Negative conduct and/or infractions may result in additional reviews. This review may change your custody and may result in a transfer to another facility.

Loss of Custody Points

If found guilty of a serious infraction other than 657 (being found guilty of four or more general infractions arising out of separate incidents within a 90-day period), you will incur a loss of custody points. Although the 657 does not include a custody point loss, you can lose up to 30 days of Good Conduct Time.

Sentence Structure/Calculations

Sentence Structure is entered from the Judgment and Sentence received from the county. When a sentence is calculated, you subtract the jail time and jail good time and then reduce by the appropriate earned release percentage.

Use the earned release time RCW 9.94A.729 to determine the appropriate earned time percentage

for your sentence.

Example: You have a 36-month sentence with 60 days Jail time and 30 days Jail good time with 33.3% earned release time with a time start of 01-01-2009. THE DATE RECEIVED AT RECEPTION.

| | | | |
|---|--|--|--|
| 1 | Start with total sentence length (converted to days) | 36 months = 1095 days | Total Sentence Length |
| 2 | Subtract the number of days of jail credits (Jail time and jail good time combined) | 1095 - 90 days = 1005 days | Days to be served in DOC prior to earned release credits being applied (Maximum Expiration Date) |
| 3 | Multiply by one third for DOC earned release credits. NOTE: If your sentence is any other earned time percentage, use this same process but use the correct earned time percentage. | 1005 x 0.333 = 335 days DOC earned release credits | DOC earned release credits. |
| 4 | Subtract the DOC earned release credits from the Days to be served in DOC | 1005 - 335 = 670 days to serve in DOC | Total days to be served in DOC |
| 5 | Add the total days to be served in DOC to your time start date | 1-01-2009 plus 670 days = 11-02-2010 | This becomes your Earned Release Date (ERD) |

Earned Release Time (RCW 9.94A.729)

(1) The term of the sentence of an offender committed to a correctional facility operated by the Department may be reduced by earned release time in accordance with procedures that shall be developed and adopted by the correctional agency having jurisdiction in which the offender is confined. The earned release time shall be for good behavior and good performance, as determined by the correctional agency having jurisdiction. The correctional agency shall not credit the offender with earned release credits in advance of the offender actually earning the credits. Any program established pursuant to this section shall allow an offender to earn early release credits for pre-sentence incarceration. If an offender is transferred from a county jail to the Department, the administrator of a county jail facility shall certify to the Department the amount of time spent in custody at the facility and the amount of earned release time.

(2) An offender who has been convicted of a felony committed after July 23, 1995, that involves any applicable deadly weapon enhancements under RCW 9.94A.533 (3) or (4), or both, shall not receive any good time credits or earned release time for that portion of his or her sentence that results from any deadly weapon enhancements.

(3) An offender may earn early release time as follows:

(a) In the case of an offender convicted of a serious violent offense, or a sex offense that is a

class A felony, committed on or after July 1, 1990, and before July 1, 2003, the aggregate earned release time may not exceed 15 percent of the sentence.

(b) In the case of an offender convicted of a serious violent offense, or a sex offense that is a class A felony, committed on or after July 1, 2003, the aggregate earned release time may not exceed 10 percent of the sentence.

Halftime/5990 Eligibility:

RCW 9.94A.729 states that offenders are sentenced prior to 07/01/2010 are eligible for Halftime/5990. All others are not eligible for Halftime/5990 eligibility.

Jail Time Credits

If you feel the jail time amounts certified by the county jails are in error, it is your responsibility to contact the jail to request a review of the jail time. The jail must supply the Records Office with a corrected certification prior to any changes being made.

If you were serving a consecutive DOC sanction or Dosa Revocation in the jail, DOC has the authority to adjust the jail credits for that time period. If adjustments are made to the jail credits certified by the jail, DOC will provide you with a letter notifying you of the adjustments.

Good Conduct Time

Receiving infractions while you are incarcerated with loss of Good Conduct Time will extend your release date. If you are found guilty of a serious infraction that is not a Class A or B felony and you have lost all potential Earned Release Time Credits, you will be referred for prosecution for the crime of Persistent Prison Misbehavior. Good Conduct Time will not be awarded when you are serving a mandatory portion of your sentence.

Earned Time

You are not eligible for earned time if you refuse transfer (excluding Work Release), are in Administrative Segregation/Intensive Management status or disciplinary segregation for 20 days or more in one calendar month, or fail to program or work. Earned time will not be awarded when you are serving a mandatory portion of your sentence.

Access to Records Staff

You may request to see your central file by completing and submitting DOC 05-066 Request for Disclosure of Records to the facility Records Office. If you have a specific Records question, you should submit a kite or KIOSK message requesting the information rather than request a file review. If you want to review a specific document(s) this can be accomplished much faster than a complete central file review.

Public Records Requests

Per WAC 137-08-090, all requests for disclosure of a public record, other than requests by incarcerated offenders for inspection of their health record or central file, must be submitted in writing and mailed by you directly to the Department of Corrections Public Records Officer at P.O. Box 41118, Olympia, WA 98504-1118. The written request should include the name of the person requesting the record and their contact information, the calendar date on which the request

is made and the records requested.

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

Any paper copies requested are charged to you at 20 cents per page plus postage.

Requesting Credit Reports

You must be within six months of release and not in the reception center to request your credit report. You must send a completed packet with the following information to the Records Office.

You must attach a copy of your birth certificate and a letter from the Social Security Department verifying your name and social security number. Any request for a copy of your state identification as proof of identification or any other documents must be requested through the:

Public Records Officer
P.O. Box 41118
Olympia, WA 98504-1118

Include a stamped envelope addressed to the Credit Agency. The Records Department will then complete a certificate of inmate status to include with the packet and mail this to the Credit Agency.

Detainers

A notice of detainer is an official written request by a county or state to detain or hold you.

If you are aware of any outstanding in-state warrants (either felony or misdemeanor), you may send a kite or KIOSK request to the Records Department requesting a disposition.

For untried in-state felony warrants, Records will generate a final disposition request form for an offender to sign and return to the Records Department. When the form is returned to Records we will then complete a certificate of inmate status and send the request via certified mail to the Prosecutor and Superior Court of the wanting county.

For in-state untried misdemeanor warrants Records will provide to the offender the address for the court, a certificate of inmate status and a disposition request form that the offender completes and mails to the appropriate court.

The Interstate Agreement on Detainers is valid on out of state untried felony warrants. The Records Department will request all required information from the agency holding the warrant. Once the information has been received, the Records Department will complete Forms I-IV of the Interstate Agreement on Detainers and then the offender will be called out and given the option to sign the paperwork requesting disposition of the charges. You cannot request speedy disposition directly from the other state. Out of state Probation violations do not apply under the Interstate Agreement on Detainers (IAD).

DOC Statewide Offender Orientation Handbook

When an offender is placed at his parent institution he then may request disposition for the following:

For in-state tried misdemeanor, felony probation violation, out of state probation violations, and out of state warrants not within extradition or no detainer has been placed, Records will provide the address to the court, a certificate of inmate status, and a disposition request form for the offender to complete and mail to the appropriate court.

An offender with a pending detainer noted in his/her electronic file, other than immigration, will not be considered for early deportation under the Prompt Deportation of Alien Offender Program (PDAO) if the applicable agency declines to close the warrant.

Registration Notification

In accordance with RCW 9A.44.130, if you reside in the state of Washington and have been convicted of kidnapping or any sex offense, you must register with DOC prior to release and the County Sheriff's Office in the county of your residence upon your release.

You must provide the following information when registering:

- Name
- Address
- Date and place of birth
- Place of employment
- Crime of conviction
- Date and place of conviction
- Aliases used
- Social Security Number
- Photograph
- Fingerprints

10-Day Release

The 10-day release is a consideration for release of offenders up to 10 days prior to the adjusted ERD. You will be reviewed for eligibility when your transition/release plan is developed. See DOC 350.240 Ten Day Release for more information on eligibility.

Sentence Reform Act (SRA)

If you were sentenced prior to July 1, 2000 under the Sentence Reform Act (SRA), you may be required to submit a plan prior to your release and may have supervision upon release.

Offender Accountability Act (OAA)

The Offender Accountability Act (OAA) became effective July 1, 2000. You will be required to submit a plan prior to release and will have supervision upon your release. Your Community Corrections Officer (CCO) may establish or modify additional supervision conditions based on your risk to community safety.

Indeterminate Sentence Review Board (ISRB)

Offenders under the jurisdiction of the Indeterminate Sentence Review Board (ISRB) include offenders sentenced prior to the Sentence Reform Act (SRA) of 1984 or those offenders sentenced under Senate Bill 6151, Community Custody Board Cases.

Interstate Compact (Transfer of Supervision)

Washington supervision can be transferred to another state under the Interstate Commission for Adult Offender Supervision (ICAOS) Rules. If you are a resident of another state, or have immediate family in another state that are willing and able to assist you, contact your Classification Counselor to ask that a Transfer Request be submitted. Transfer Requests should be submitted 120 days prior to your Earned Release Date.

Transfer Inquiry (International Treaty)

If you are not a US citizen, you will be informed at the Reception Diagnostic Center of the possibility of transfer under the International Treaty Agreement.

- Transfer requests are voluntary and a privilege rather than a right.
- You will not be eligible if you have:
 - A non-Immigration and Customs Enforcement detainer,
 - A pending appeal or collateral attack on a current conviction,
 - Unpaid court costs, fines, or restitution, or
 - A sentence for civil contempt.

Deportation Proceeding Notification

If you are not an American citizen, Immigration and Customs Enforcement (ICE) may initiate deportation proceedings against you. This is done through an interview conducted by ICE. A hearing will be held by ICE. You will receive prior notification of any hearing.

SECTION V - HEALTH SERVICES

DOC 600 SERIES

MEDICAL, DENTAL AND MENTAL HEALTH CARE

- All medical, dental and mental health services will be provided consistent with the DOC Offender Health Plan. The Offender Health Plan is available for you to read at all Law Libraries and through the KIOSK system, where available.
- You will be charged a \$ co-payment when you request medical services. The co-pay will be deducted from your offender banking account. Subsequent visits may lead to a co-payment being charged when related to the initial request and not scheduled by medical staff.
- You will not be charged for appointments and services that are initiated by medical staff, or for any behavioral health services such as mental health appointments or chemical dependency treatment.
- If you have less than \$ in your offender banking account, the amount in the account will be collected and a debt will be established for the remaining amount. If you are indigent, a debt will be established in your offender banking account for the co-pay amount.

Medical Care

- If you have a medical concern, you must make a written request to be seen by signing up for sick call or by sending DOC 13-423 Health Services Kite to Health Services.
- Unless it is an emergency, you will be seen only at sick call or by appointment.
- Medical appointments are on the call-out list posted in your living unit. You must check this list daily.
- If you are 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 may be infractioned.
- DOC supports appropriate preventive and chronic care.
- Health and disease information is available in both English and Spanish for your information and education. Ask your Health Care provider about available materials.

Dental Care

DOC Statewide Offender Orientation Handbook

- Emergency care will be provided for acute dental conditions as determined by a DOC Health Care provider.
- Dental care is prioritized based on severity of need. Emergency and urgent dental treatment will be given priority and then routine dental care will be provided as available resources permit.
- Comprehensive routine exams are limited to no more than one every two years, as resources permit.
- A \$ co-pay is charged for most dental procedures.

Optical Care

- A vision screen exam will be performed upon entry into the correctional system. New glasses will be provided when medically necessary due to changes in visual acuity.
- Normally a \$ co-pay will be charged for the eye exam. You will not be charged another co-pay when you receive your glasses.
- Any willful or negligent damage, destruction, or loss of glasses will be considered grounds for disciplinary action and may include payment of the cost of repair or replacement.

Behavioral Health Care

- If you have a mental health concern, you must make a written request to be seen by sending a note to Mental Health to request an appointment, except in emergencies.
- If you have an emergency, contact staff immediately and inform them that you have a mental health emergency.
- Correctional and medical staff may also refer you to Mental Health.
- If you self-refer to Mental Health for any behavioral health appointments, you will be charged a co-pay. All other scheduled behavioral health appointments are not charged a co-pay.

Chemical Dependency Treatment

- Most offenders are screened for chemical dependency at reception. Based on the screening results, you may be referred for an advanced screening and perhaps an assessment.
- If you have a Drug Offender Sentencing Alternative (DOSA) or other sentence requirement for treatment, you will be admitted to a treatment program close to the end of your sentence.

- DOC provides treatment for chemical dependency to those offenders who are diagnosed as chemically dependent and meet admission criteria. Offenders screened as having a probability of an addiction, who are within two years of release from total confinement or under community supervision, may be referred for assessment, which includes a structured interview, a diagnosis, and treatment recommendations.
- Treatment includes group and individual counseling, education, and individualized treatment/recovery plans and is provided in various program types, including Therapeutic Community, Intensive Outpatient and Outpatient care in the following areas:
 - Cognitive and behavioral restructuring
 - Alcohol other drug and mental health education
 - Individual and group counseling
 - Recovery-based skill building
 - Self-help support
 - Motivational counseling
 - Problem solving
 - Correcting criminal thinking errors
 - Relapse Prevention and Management
 - Pre-Release and Transitional Services
 - Family and Community Reentry
 - Routine drug/alcohol testing

Refusing Medical / Mental Health Care

- You have the right to refuse examinations, treatments, and procedures in almost all instances.
- If you refuse treatment/services, you will be required to sign DOC 13-048 Refusal of Medical, Dental, Mental Health, and/or Surgical Treatment and the form will be placed in the legal section of your offender health record.
- If you refuse to sign DOC 13-048 Refusal of Medical, Dental, Mental Health, and/or Surgical Treatment, your refusal to sign will be documented in your health record.
- If you refuse chemical dependency treatment and you have a court order for treatment, the court will be notified and your sentence may be amended to include more time on your sentence.
- If DOC determines you are in need of addiction treatment and refers you and you refuse, you may be infraacted, including loss of time.

Medical Emergencies

- Medical emergencies take priority over routine issues. If you have a medical emergency, contact staff immediately and inform them that you have a medical emergency.
- Medical staff will make a decision about your medical emergency and their response. If the situation is not an emergency, you will be advised to sign-up for the next scheduled sick call.
- If you repeatedly declare emergencies that are not truly emergencies, you may be infraacted and/or receive other disciplinary action.
- Some examples of a medical emergency can be:
 - Major trauma, such as head injury, suspected broken bone, bite, or severe burn;
 - Uncontrollable bleeding;
 - Severe pain;
 - Loss of consciousness;
 - Chest pains;
 - Poisoning;
 - Severe shortness of breath; or
 - Stupor, drowsiness, or disorientation that cannot be explained.
 -

Medications

- Medically necessary medications are prescribed by medical staff in accordance with DOC

DOC Screening Offender Orientation Handbook

formulary, policies, procedures and protocols.

- You may receive medications at pill line or they may be issued to keep with you.
- There are some medications you are not allowed to keep in your cell. These medications are dispensed at pill line ONLY. Times, locations and procedures for pill lines are posted in your living unit, but are subject to change. If you have questions regarding medications, submit a kite to your medical provider.
- All medications provided by DOC must be approved by the statewide DOC Pharmacy and Therapeutics Committee. If your previous brand of medication is not approved on the DOC formulary, you may be given a new prescription that will work in place of the non-approved medication if it is considered medically necessary.
- Refill requests are your responsibility for medications that you keep in your cell.
 - You must request a refill at least five to seven working days before the medication is required.
 - Extended Family Visit (EFV) and release medication must be ordered 10 working days in advance.
- If there is no refill left on the requested prescription, Pharmacy will forward the request to a provider for a renewal or will notify you via kite that a clinic visit is needed in order to continue the medication.
- Return unused or outdated medication to Health Services. If you keep outdated medications, you may receive a major infraction.
- To avoid any delay in receiving your medication in a timely manner, at the time of transfer to another DOC facility DO NOT place your medications in your personal property. You must keep all your medications in your hygiene products bag. This is the only way to have your medications available to you upon arrival.

Over-the-Counter (OTC) Medications

- OTC medications must be purchased from the offender store.
- On a one-time basis upon admission to DOC, small quantities of OTC items will be available to you at no charge to cover any immediate needs until a store order can be filled.
- Some OTC items are “debatable”, e.g., aspirin and ibuprofen. This means that you may order and receive these items even if you don’t have enough money in your account, and their cost will be deducted from your account when you have the money.

DOC Statewide Offender Orientation Handbook

- Some OTC items are “non-debatable”, e.g., multi-vitamins and fish oil. This means you must have the money in your account to pay for these items when you order them or your order will not be filled--you may not incur a debt for these items.
- Plan ahead as it may take an average of seven days to get OTC items from the offender store.

Health Status Report (HSR)

- DOC 13-041 Health Status Report (HSR) is a document that notes any medical, visual, mental health, and/or dental accommodations that are medically necessary.
- If your medical condition requires you to have special equipment or items, such as ace wraps, crutches, a wheelchair, etc., you may be issued an HSR for these items.
- You must keep your copy of the HSR with you to show that the equipment is authorized.
- HSRs may be used by providers to communicate with non-clinical staff in order to accommodate your health condition, for example, that you should have a lower bunk or a special diet.
- Your Health Care provider may advise you to avoid or participate in certain activities. Health care advice and recommendations do not need to be specified in HSRs.
- It is your responsibility to follow health care advice and recommendations to protect your health.

Medical Records Access

- You may access your medical, dental and mental health records by requesting a record review or by requesting copies of your records. Access may be limited under some circumstances.
- To request a record review, send a kite to Health Services.
 - You will be placed on a call-out to review your record and be scheduled for a minimum of 15 minutes.
 - If allowed by your facility, you may bring a paper and pencil to take notes.
 - You may request copies at your review.
- To request copies without scheduling a review, mail a written request to:

Public Records Officer

DOC Statewide Offender Orientation Handbook

DOC
P.O. Box 41118
Olympia, WA 98504-1118

- There is a charge for each page of any copies you request from your record.
- Payment must be made before copies can be given to you.

Confidentiality of Records

- While you are under the jurisdiction of DOC, there may be situations when information about your health may be provided to others without your authorization. This would occur only when it is necessary to make decisions about your custody and housing, by court order, as requested by federal, state, or local law enforcement agencies per state and/or federal law and as otherwise permitted by law.

Use of Offenders for Experimental Purposes

- Research in the Department of Corrections is strictly regulated.
- Under no circumstances or conditions will DOC allow you, or any offender, to be the subject of research on experimental treatments (medical or pharmaceutical), or cosmetic experiments.

Expedited Medical Care

- If you are within 60 days of your Prison Release Date (PRD) and eligible, you may be able to apply for state and federal benefits for medical and/or mental health services in the community.

HIV – How to Get Tested for HIV Infection

- Exchanged sex for drugs or money.
- Been given a diagnosis of, or been treated for, hepatitis, tuberculosis, or a sexually transmitted disease (such as syphilis, Chlamydia or Gonorrhea).
- Received a blood transfusion or clotting factor between 1978 - 1985.

Why is it Important to test for HIV?

The only way to know whether you are infected is to be tested for HIV. You cannot rely on symptoms alone, because many people who are infected with HIV do NOT have symptoms for many years. Someone can look and feel healthy, but can still be infected. Even if you think you are at low risk for HIV infection, you should get tested, but you should definitely get an HIV test if you have any of the risk factors mentioned above. About one in every five people in the US with HIV doesn't know that they are infected. Knowing you have HIV allows you to get lifesaving treatment and take steps to protect others.

Once HIV enters the body, the body starts to produce antibodies (proteins your body makes after it is infected). Most HIV tests look for these antibodies. It can take some time for the immune system to produce enough antibodies for the antibody test to detect, and this time period can vary from person to person. Therefore, if you get HIV tested before your body has the time to make enough antibodies; the HIV test will come back negative even though the virus is in your body. This is called the "window period". Therefore, if a negative HIV test was conducted within three months after possible HIV exposure, you should request repeat testing about six months after the exposure occurred. Ask your provider if you have any questions about the window period or HIV testing.

HIV testing will be done at intake unless you refuse. You may also request repeat testing any time while you are in prison (but not more often than every six months) by kiting your provider or the Infection Control Nurse.

Is there Treatment for HIV and AIDS?

There is no cure for HIV, but there are pills available that can keep you healthy. Just like other chronic diseases, such as diabetes or hypertension, even without symptoms, taking a medicine every day can help you live longer. If you test positive for HIV, you will be scheduled to meet with medical staff to go over your test results and to answer all your questions.

How Do I Protect Myself?

- Don't share any part of the works when injecting drugs.
- Remain abstinent or always use condoms when having sex.

HEPATITIS

What is Viral Hepatitis?

"*Viral hepatitis*" means inflammation of the liver caused by a virus. Several different viruses, named Hepatitis A, B, C, D and E viruses can cause viral hepatitis. In the US, the most common

DOC Statewide Offender Orientation Handbook

types are Hepatitis A, Hepatitis B, and Hepatitis C. Heavy alcohol use, toxins, medications (including herbals) and certain medical conditions can also cause hepatitis. Hepatitis A, B, and C can all cause an acute illness of varying severity, but Hepatitis B and C can also become a chronic condition that may lead to scarring of the liver, liver failure, and liver cancer over time.

There is a vaccine that can prevent Hepatitis A and Hepatitis B in adults at risk for infection. There is NO vaccine for Hepatitis C.

How are Hepatitis B and Hepatitis C Spread?

You CANNOT get Hepatitis B or Hepatitis C from casual contact, like touching or hugging.

Hepatitis B is found in the blood, semen, and vaginal fluid of an infected person. Hepatitis B is spread by:

- Having sex (anal, vaginal, or oral) with someone infected with Hepatitis B;
- Sharing needles, syringes, or other drug equipment with someone infected with Hepatitis B;
- Being exposed to Hepatitis B at birth.

Since 1987, the risk for Hepatitis B through the transfusion of blood or blood products has been extremely low.

Hepatitis C is spread mainly through contact with infected blood, especially by sharing needles or other drug equipment. It is less commonly spread by sex and childbirth, but it can occur. Prior to 1992, Hepatitis C was commonly spread through blood transfusion or organ transplant. The risk for Hepatitis C infection through the transfusion of blood or blood products is now extremely low.

Am I at Risk for Getting Hepatitis B and Hepatitis C?

You may be at increased risk for Hepatitis B or Hepatitis C infection if you:

- Injected drugs or steroids, and shared any part of “the works” (such as needles, syringes, cotton, water) with others,
- Had unprotected vaginal, anal, or oral sex (that is, sex without using condoms), particularly with multiple partners, anonymous partners, men who have sex with men, or someone who injects drugs;
- Exchanged sex for drugs or money;
- Received a transfusion of blood or blood products prior to 1987 for Hepatitis B & 1992 for Hepatitis C;

HBV, HCV, HIV, IDU, DTP, PrEP, Orientation, Harm Reduction

- Received hemodialysis;
- Are a healthcare worker;
- Are an Immigrant or child of an immigrant from an area with high rates of Hepatitis B;
- Got a tattoo from an unlicensed facility or in an informal setting (such as jail or prison); or
- Shared straws or other device (such as a rolled bill) to snort drugs.

How Do I Protect Myself from Hepatitis B and C?

The Hepatitis B vaccine offers the best protection against Hepatitis B, but there is no vaccine for Hepatitis C.

You can reduce your risk for Hepatitis B and Hepatitis C by:

- Always using latex condoms for sex (anal, vaginal or oral),
- Not sharing any part of the “works” when injecting drugs or steroids,
- Not sharing personal items that may have come into contact with a person’s blood, such as toothbrushes, razors, and nail clippers,
- Only getting tattoos or body piercings from a licensed professional who only uses clean needles and fresh ink, and
- Avoid fighting involving the exchange of large amounts of blood.

What are the Symptoms of Viral Hepatitis?

Symptoms of acute hepatitis include:

- Jaundice (yellowing of the skin and eyes),
- Fatigue (tiredness),
- Abdominal pain,
- Loss of appetite,
- Nausea,
- Vomiting,
- Diarrhea,
- Low-grade fever,
- Headache, and/or
- Joint pain

However, most persons with chronic hepatitis do NOT have any symptoms. Even though a person may not have symptoms or feel sick from chronic hepatitis, damage to the liver can still

disease may include a bad cough lasting three weeks or longer, coughing up blood or sputum, chest pain, feeling weak and tired, weight loss, loss of appetite, fever, and sweating at night.

Should I Get Tested for TB?

Everyone in jail and prison should get tested for TB. Everyone is asked if they have any of the most common symptoms of TB disease at intake. You will also have testing for latent TB infection, either by a skin test or a special TB blood test. A positive TB skin test or TB blood test only tells that a person has been infected with TB bacteria. It does NOT tell whether or not the person has TB disease. Other tests, such as a chest x-ray and sample of sputum, are needed to see if a person has TB disease.

Is There Treatment for TB infection and TB disease?

People with latent TB infection do not feel sick and cannot spread the bacteria, but they may develop TB disease in the future. They are often prescribed treatment to prevent them from developing TB disease. Because there are fewer bacteria in a person with latent TB infection, treatment is much easier and usually only one drug is needed.

A person with active TB disease has a large amount of TB bacteria in the body. TB disease can be treated by taking several drugs, sometimes for a year or more. It is very important that people who have TB disease take the drugs exactly as prescribed for the entire course of treatment.

*--If you have any other questions or concerns about this information,
ask your provider or kite the Infection Control Nurse*

SECTION VI - RESOLVING CONCERNS

DOC 120.500 Tort Claims by Offenders; DOC 550.100 Offender Grievance Program; DOC 590.500 Legal Access for Offenders

BEGINNING AT THE LOWEST LEVEL

Before resorting to filing a grievance or other legal methods for resolving issues, you should try to speak with staff first. **You will be required to demonstrate that you have tried to resolve the issue before filing a grievance.** Communicating and discussing issues with staff will often clear up misunderstandings and resolve the issue.

GRIEVANCE PROGRAM

A grievance is a written, formalized complaint. If a sincere effort to resolve your issue at the lowest level has not been successful, then a formal grievance would be the next step in the process.

You may file a grievance on incidents that affect you personally and over which DOC has jurisdiction, including actions by employees, contract staff, volunteers, and other offenders.

To file a formal grievance or to appeal the outcome of a grievance, you must submit DOC 05-165 Offender Complaint to the facility's Grievance Coordinator. Specific information regarding how to complete this form is in the Offender Grievance Program Manual, which is available at each facility.

Emergency grievances are for resolution of issues that present a threat of death, injury, or disruption to the facility. These grievances are processed quickly.

DOC 05-165 Offender Complaint

You should use DOC 05-165 Offender Complaint to file a grievance. Follow the directions on this form to document your complaint. If you plan to file a grievance and do not put your complaints on the Offender Complaint Form, your correspondence may be sent back to you with a response requesting that you write your complaint on the proper form.

Each facility has a system in place so that you can send your complaints to the Grievance Office without other staff and/or offenders seeing what you have written or complained about.

When the Grievance Office receives your complaint, grievance staff will review your complaint to ensure it is on the proper form and meets the criteria for a grievance. If your complaint meets the criteria to file a grievance, your complaint will be investigated and you will receive a response as a result of the investigation. If you disagree with the response, you have the right to

appeal to the next level. This information is explained in great detail on the Offender Complaint Form.

TORT CLAIMS

General Information

Department staff and offenders are responsible for complying with Department policies and facility instructions regarding the handling of offender personal property.

If there is alleged personal property damage or loss, offenders may file a tort claim with the State Office of Financial Management's Risk Management Division. DOC recommends that offenders attempt to resolve such issues with the appropriate facility staff or through the offender grievance process prior to filing a tort claim.

Offenders should request the SF 210 Standard Tort Claim Form through their counselor. Upon completion of the form, offenders must send it to the address noted on the claim form.

The Department does not assume responsibility for filing such claims with the State Office of Financial Management's Risk Management Division.

LEGAL ACCESS

All offenders have the opportunity to communicate with the courts and legal counsel, as well as research and prepare for specific legal matters. Notary services are provided for legal matters as necessary.

Contract Attorneys

Contract attorney services are available at major facilities. Eligible offenders can request these services through the local process; additional information can be obtained through your counselor.

Legal Photocopies

Photocopies are permitted for offenders for a fee charged to the offender's account. Photocopies of legal documents are available in the Law Library and can only be made of documents pertaining to legal cases you are currently working on. Certain restrictions may apply.

Law Library Access

Offenders will have access to the resources of a law library; however, law library staff cannot offer or give legal advice. Law library services vary by facility:

- Major facilities have a law library; hours of access are posted in living units.
- At facilities without a law library, offenders may request temporary transfer to a major

facility for the purpose of accessing the law library if they provide proof of a court imposed deadline.

- In segregation and intensive management units, offenders must submit a written request for materials from the law library for use within their cell.
- Emergency access may be requested to meet certain types of deadlines. To request emergency access of law library services, offenders must complete DOC 02-247 Law Library Request for Priority Scheduling Deadline and submit it to designated staff.

Request for Disclosure of Records

Offenders may request to see his/her central file by completing and submitting DOC 05-066 Request for Disclosure of Records to the facility records office. All other requests for public records should be submitted in writing to:

Public Records Officer
Department of Corrections
P.O. Box 41118
Olympia, WA 98504-1118