

**NORTHERN  
CORRECTIONAL  
INSTITUTION  
INMATE HANDBOOK  
2013**



CONNECTICUT DEPARTMENT OF CORRECTION

Leo Arnone  
Commissioner, Department of Correction

James Dzurenda  
Deputy Commissioner of Facility Operations

Cheryl Cepelak  
Deputy Commissioner of Administration

Monica Rinaldi  
Director of Programs and Treatment

Kimberly Weir  
Director of Security

Brian Garnet  
Director of External Affairs

District Administrator  
Angel Quiros North District

NORTHERN CORRECTIONAL INSTITUTION

Edward Maldonado  
Unit Administrator

Donald Cyr  
Deputy Warden-Programs & Treatment

William Mulligan  
Deputy Warden-Operations

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The Northern Correctional Institution mailing address is:  
Northern CI  
P.O. Box 665  
Somers, CT 06071

Family and friends can refer to the Department of Correction website for (FAQS) frequently asked questions and other related information.

**Mission Statement: The Department of Correction shall protect the public, protect the staff, and provide safe, secure, and humane supervision of offenders with opportunities that support restitution, rehabilitation and successful community reintegration.**

The Northern Correctional Institution (NCI) as the designated restrictive housing facility for the Connecticut Department of Correction shall safely manage those inmates who have demonstrated a serious inability to adjust to confinement and/or pose a threat to the safety and security of the community, staff and other inmates. The Northern Correctional Institution shall accomplish its mission by providing a highly structured, secure and humane environment, while affording inmates an opportunity, through positive behavior and program participation, to return to a less restrictive facility.

As the facility designated to house inmates sentenced to death, the Northern Correctional Institution shall provide safe, secure and humane living conditions for inmates awaiting capital punishment.

This Inmate Handbook provides information about the Department of Correction and the operation of this institution. This Handbook will assist an inmate to know what services are available and what his obligations are. An inmate is responsible for being familiar with the contents of this Handbook.

All requests regarding the replacement of the Inmate Handbook are to be directed to your unit staff.

An inmate must comply with the rules of this facility and obey the orders of staff. The length of time that an inmate will spend at NCI will be determined to a great extent by his behavior and participation in program opportunities.

### **Facility Description and Organization**

Northern Correctional Institution is a special management institution for inmates classified to Administrative Segregation Phase I, as well as for those inmates sentenced to death and those assigned to Special Needs who pose a significant threat to themselves or others if held at a different Facility. Except for those inmates on Death Row and Special Needs, inmates are required to complete Administrative Segregation or a re-evaluation of Special Needs prior to being classified to a general population facility or Phase 2 of Administrative Segregation at Cheshire CI.

- The restrictive housing program for inmates on Administrative Segregation status consists of the first phase of a three (3) phase program.
- Northern CI shall utilize a collective approach consisting of the Warden, Deputy Warden, Captains, Counselor Supervisors, Lieutenants, Counselors, Clergy, Mental Health and education staff. They shall support a strong sound decision process utilizing the inmate's history and current status. The goal of Northern CI is to develop an attainable treatment plan to complete the Administrative Segregation program.
- Special Needs is reviewed at a minimum of every 30 Days and inmates are managed according to both mental health and custody treatment plans. Each inmate shall have both a Custody and Mental Health Behavior Management Plan that shall identify the goal that needs to be reached, specific items and privileges allowed as well

as specific items being restricted and reason why.

Upon meeting the established criteria for consideration, a facility Classification Review Committee will recommend that an inmate should be advanced to the next phase, interval or be classified to another status at another Facility or temporary placement at Garner CI for specific mental health needs.

- If there are any questions regarding the Administrative Segregation Programs, an inmate can refer to Administrative Directive 9.4, Restrictive Status or the unit staff.

Housing units are organized on a plan of unit management. The housing units are referred to as the following: One (1) East, One (1) West, Two (2) East, Two (2) West, Three (3) East and Three (3) West. Each unit manager is responsible for the overall management of their assigned units including both staff and inmates.

## Part One: FACILITY OPERATING PROCEDURES

### 1:1 ADDRESSING STAFF

Uniform staff shall be addressed by title: "Officer (Last name), "Captain (Last name)." Non-uniform staff shall be addressed either by title or by "Mister or Ms. (Last name)." If an inmate does not know the title, address the staff as "Mister or Ms. (Last name)." If an inmate does not know the name, "Sir" or "Ms."

### 1:2 FOLLOWING ORDERS

An inmate must obey each order issued to them by a staff member. If more than one order has been given, obey the last order. Failure to comply with an order will subject an inmate to disciplinary actions in accordance with Administrative Directive 9.5, Code of Penal Discipline.

### 1:3 PERSONAL CONDUCT

- A. An inmate is required to conduct himself in a responsible manner.
- B. An inmate is not permitted to engage in behavior that disrupts the order of the facility, threatens security, endangers the safety of any person, state or personal property.
- C. Each inmate, upon admission, shall receive a copy of the Prison Rape Elimination Act Zero Tolerance Policy.
- D. An inmate is not permitted to make sexually suggestive remarks or gestures to any person.
- E. An inmate is not permitted to make excessive noise or to use profanity.
- F. An inmate is continuously being monitored by staff through visual, audio and video surveillance. All violations of Administrative Directive 9.5, Code of Penal Discipline will subject an inmate to disciplinary action.

### 1:4 PERSONAL SAFETY

If an inmate believes that his safety is at risk, he is immediately to report his concerns to a staff member. The Department and this facility are committed to ensuring the safety of all staff and inmates.

### 1:5 FACILITY RULES

Compliance with the rules is essential to the good order of the facility and the mutual well being of all. Failure to comply with the rules may subject an inmate to disciplinary action, in accordance with Administrative Directive 9.5 Code of Penal Discipline.

**A. Count:** Counts are conducted at multiple times during each day. For each count an inmate must be in his assigned cell, unless an inmate has been approved to be in another location. An inmate must remain visible to the officer taking the count until the count is clear. If an inmate is away from the housing unit, follow the instructions of the officer taking the count. Movement, talking or making noise is not permitted while the count is in progress. The lights will be turned on during a count if the officer deems it necessary. If a recount is necessary, an inmate must repeat the count procedure.

**B. Contraband and Searches:** In accordance with Administrative Directive's 6.10, Inmate Property and 6.9, Control of Contraband & Physical Evidence.

1. An inmate is prohibited from having or using contraband. Contraband is anything not authorized to be in an inmate's possession or anything used in an unauthorized or prohibited manner. In general, an item is contraband if it has: (1) not been issued to an inmate by the facility; (2) not been approved for an inmate by staff as incoming property; (3) not been purchased by an inmate at the commissary; or (4) been altered in any way, or if the amount in an inmate's possession exceeds the authorized limit.
2. In accordance with Administrative Directive 6.14, Security Risk Groups any materials, symbols, colors, or pictures involving any Security Risk Group are contraband.
3. Institutional equipment and supplies found in an inmate's possession in an unauthorized area are contraband.
4. An inmate, an inmate's cell and an inmate's property are subject to a search by staff at any time. Searches may be conducted with or without an inmate being present. All areas of the facility including an inmate's housing unit, work area, and personal property are subject to a search at any time by a staff member.
5. Contraband will be confiscated and disposed of in accordance with departmental policy. Refer to Administrative Directive 6.9, Control of Contraband & Physical Evidence and 6.10 Inmate Property.

#### C. Clothing/Accessory

1. An inmate is required to wear the state-issued "Uniform of the Day." The "Uniform of the Day" includes a jumpsuit, underwear, socks, undershirts and footwear. Sweatshirts, thermal tops and undershirts may be worn for recreation only or in cells. Gym shorts or sweat pants may be used on a seasonal basis as determined by Unit Administrator. Possession of another inmate's clothes or clothing item is not permitted and will subject an inmate to the policy governing contraband. Winter coats will be provided during outside recreation.
2. An inmate must wear state-issued clothing items in the way it was designed to be worn; the jumpsuit must be fully buttoned, snapped or fastened as applicable. An inmate must be decently clothed outside of an inmate's cell. Wearing dirty or soiled clothing is not permitted. The rolling up (cuffing) of sleeves and pant legs are not permitted at any time.
3. Alteration or mutilation of state-issued clothing items or linen is prohibited. This includes writing on sneakers or state items.

4. Only authorized religious headgear may be worn. Alterations of any authorized headgear are not permitted.
5. Only prescription eyewear may be worn. Sunglasses are not permitted, unless medically prescribed. U.D 6.10 states:
  - a. At Northern the Unit Manager shall be the approving authority prior to the eyeglasses being mailed in.
  - b. Upon receipt of the eyeglasses, the property officer, in consultation with both the unit manager and the Health Services staff, shall inspect and approve them before the inmate receives them with safety and security concerns addressed.
  - c. Inmates may send eyeglasses home for repair or replacement at their own expense. The property officer will assist in mailing out eyewear and updating property matrix. The same procedure shall occur upon receipt.
  - d. No tints including transitions or photogrey lenses are allowed.
  - e. If the eyeglasses are rejected, the inmate shall be notified in writing and the eyeglasses shall be returned to the sender.
  - f. Contact lenses are not authorized while an inmate is housed at Northern C.I.
6. At a minimum, an inmate will be required to wear a towel wrap to and from the shower. The following items may be taken to and from the shower:
  - Soap
  - Soap dish
  - Shampoo
  - Wash cloth
  - Shower shoes

Security razors will be issued in conjunction with an inmate's scheduled shower day. Any alteration of a razor will subject an inmate to disciplinary actions in accordance with Administrative Directive 9.5, Code of Penal Discipline. Inmates will not be issued a razor if you are on razor restriction from a Unit Manager or Mental health.

#### **D. Personal Hygiene**

1. An inmate must maintain a satisfactory level of personal hygiene. Poor hygiene contributes to the spread of disease. Body odor can be offensive to others.
2. Hair, beards, mustaches, and fingernails must be trimmed to meet standards of hygiene and safety. No logos or designs in hair are allowed per directive.
3. Haircuts are allowed once a month.

#### **Restraint Policy**

**A Single Cell/Double Cell:** The following procedures shall normally occur for routine operation.

1. The inmate will be directed to turn his light on and shall be visually observed by the officer to ensure safe condition exists in cell prior to the inmate's release.
2. The inmate will be directed to the cell food slot where he will place his hands out for application of restraints.
3. The officer shall apply handcuffs.
4. Each inmate will be directed to a safe position in the cell. Inmates on the bottom bunk will lie on the bottom bunk; face down, and cross ankles. Inmates on the top bunk will be directed to face the back wall of the cell, normally standing.
5. The officer will enter the cell, apply leg irons and tether chain (if mandated), direct the inmate/s to the cell wall and complete a frisk search. At that time the specific inmate/s will be escorted from the cell and door secured.
6. If non-involved inmate will have his handcuffs removed through the cell food trap.
7. Procedure in reverse upon return to cell.

#### **E. Housing Rules**

1. An inmate is responsible for the contents of his cell. Contraband found in an inmate's cell is an inmate's responsibility.
2. An inmate is not permitted to enter any cell other than the one assigned to him. Stopping at another inmate's cell for any reason is prohibited.
3. An inmate must keep his cell clean. Trash shall be removed daily and should not be thrown on the tier. All food items purchased through the commissary must be properly stored. Cell cleaning procedures will be explained by unit staff and will take place once a week.
4. Audio equipment and televisions may only be used in an inmate's cell and must be used with headphones.
5. An inmate is not permitted to rig an antenna, or to project an authorized antenna into any passageway. Death Row and Special Needs inmates can buy antennas in commissary.
6. An inmate is not permitted to hang a clothesline.
7. An inmate is not permitted to display pictures, posters or cards by affixing them to any surface. No sexually explicit pictures or drawings may be displayed anywhere.



8. An inmate's bed is to be made when exiting the cell for recreation and out of cell feeding. An inmate is not permitted to cover his bed in a tent fashion. Nothing may be affixed to any part of the bunk.
9. Nothing may be affixed to the walls, nor may the walls be defaced.
10. An inmate is not permitted to cover light fixtures, or hang drapery over the front of the cell door or window.
11. **The covering partial or full covering or obstruction of view of the cell window either front or back is strictly prohibited.**
12. An inmate must wear the appropriate attire (minimum of an undershirt and jumpsuit) when addressing staff at your cell door with the bright cell light on.
13. An inmate is not permitted to tamper with, block, remove, or alter the vents in the cell.
14. An inmate is not permitted to remove, damage, or tamper with facility equipment in the Housing Unit or in any other part of the facility.
15. All inmates must sleep on the bunk in which they were assigned. Property shall not be stored on an unoccupied bunk in an inmate's cell and mattresses may not be placed on the floor. Sleeping on the floor is prohibited.
16. An inmate may retain up to seven (7) newspapers, seven (7) magazines, and seven (7) books in a cell at any one time. Religious books are considered part of the (7) books.
17. Magazines, newspapers and books must be neatly stacked on the inmate's desk or put into a property bag. The reading material may not be spread out or displayed on a cell floor. Personal cards and pictures may be displayed on an inmate's desktop.
18. An inmate must turn on the bright cell light prior to a staff member opening the cell door passage slot and then step to the rear of the cell and await further instructions from the officer.
19. An inmate is not permitted to pass any item to another inmate. An inmate is not permitted to loan, trade, sell, give or transfer property to another inmate.
20. Intercoms are to be used by inmates to inform staff of an emergency or medical emergency problem only.
21. All metal fastening devices used for securing papers such as: binders, envelopes, etc. are subject to confiscation as contraband. Carbon paper is not allowed. Plastic and paper bags may not be retained in a cell.
22. Impeding the closure of your trap, kicking or banging on your cell door shall result in discipline action.
23. The following procedure will be utilized anytime an inmate is issued an item through the trap closure door or an item is being retrieved:
  - a. Inmate must turn on the cell light.
  - b. An inmate must turn on the bright cell light prior to a staff member opening the cell door passage slot and then step to the rear of the cell and wait for staff instruction.
  - c. The trap closure door will then be opened by the officer.
  - d. An inmate will then approach the trap closure door and take or place the item being issued or retrieved by the officer on the trap closure door.
  - e. An inmate will then be instructed to sit on the bunk.
  - f. When an inmate has done so, the officer shall then secure the trap closure door.
  - g. At no time shall an item be issued to an inmate or retrieved from an inmate by direct hand-to-hand contact.
  - h. Inmates must accept a cell mate during programming with the exception of single-cell approved by unit administrator or designee, or upon Mental Health clinical request.

**F. Smoking:** Northern CI is a non-smoking facility. All forms of tobacco as well as matches and lighters are prohibited.

**G. Fire Safety**

1. An inmate must maintain a fire-safe condition in a cell. An inmate is not permitted to have flammable materials or an excessive amount of papers.
2. An inmate must familiarize himself with the fire exits in areas regularly used.
3. An inmate must participate in any fire drill.
4. An inmate must not tamper with the electrical wiring or electrical fixtures or appliances in any way.
5. An inmate must not tamper with fire safety equipment.

**H. Movement and Corridor Rules:** When on Restraint Status I, all movement is by physical escort, All A/S Phase I movement within the housing unit is in handcuffs, leg irons and tether chain. However, movement out of cell when on restraint status I is by physical escort. All A/S Movement to (medical, A&P, interviews, etc.) requires handcuffs in front and leg irons with tether chain.

For trips out of the facility, all inmates are transported in accordance with AD 6.4, Transportation & Community Supervision of Inmates.

For Death Row Inmates the Following applies:

**Death Row**

1. Routine Out of Cell Movement – Handcuffed behind the back.

- a. To include: showers, recreation yard, social visits, social phone calls and utilization of the dayrooms. Restraints will then be removed once the inmate is secured in the area and the process reversed when the inmate is being returned to his cell.
2. **Professional Visits – Full restraints in front (handcuffs, leg-irons & tether chain).**
  - a. To include: attorneys, legal calls, medical, mental health, video conferencing and other related visits which would require staff being secured in an area with the inmate. Restraints will remain on at all times.
3. **Out of Unit Movement within the facility – Full restraints behind the back (handcuffs, leg-irons & tether chain).** Exceptions can be made by a custody supervisor for medical, mental health or security reasons.

#### Administrative Segregation

**Phase I:** Movement within the housing unit is in handcuffs and leg irons. Movement outside of the unit will require handcuffs (behind back or in front) leg irons and tether chain.

#### Special Needs

All movement is to be monitored or by physical escort. Movement within the housing unit does require the inmate to be restrained. Movement through the facility corridor will require handcuffs (behind or in front) leg irons and tether chain. Special Needs inmates' restraint policy is in accordance with mental health and custody treatment plans.

1. During movement, an inmate must walk at a normal pace. Running, malingering, or loitering is not permitted.
2. Inmates are required to walk in single file.
3. An inmate must maintain a distance of more than ten (10) feet from any corridor gate when it is being opened or closed.
4. If an order to "CLEAR THE CORRIDOR" is issued, immediately follow the order and instructions of the escorting officer.
5. If a "RECALL" order is issued, an inmate must return to the Housing Unit immediately.
6. Inmates in restraints and under escort in a corridor must stop and face a wall when a staff member passes by.

#### I. Dining

1. All meals are served to the inmates in their cells.
  - a. An inmate will have twenty (20) minutes to eat.
  - b. An inmate must pass the tray, all utensils, and all items served with the meal (including, for example; containers, utensils, condiments, and paper goods) through the trap closure door for staff to collect.
2. Death Row / Special Needs: Inmates will eat their breakfast, lunch and dinner in their respective cells:
  - a. An inmate will have twenty-minutes to eat.
  - b. During trash pickup and following the conclusion of each meal an inmate must pass his tray, all utensils, and all items served with the meal (including, for example, container, utensils, condiments, paper goods) through the trap closure door to the staff member.

**I. Inmate Cell Exchange Items:** A correctional treatment officer (CTO) is assigned to each unit. The CTO is responsible for exchanging items for inmates and for issuing items to indigent inmates.

Indigent is defined per Administrative Directive 6.10, Inmate Property as an inmate who has less than \$5.00 in his account at admission or whose account has not exceeded \$5.00 for the previous 90-days. Items to be issued to indigent inmates on an exchange basis are toothbrushes, pens and hygiene items such as soap, shampoo, deodorant and toothpaste. These items will be issued on a one for one exchange.

Inmates who are not indigent are only entitled to exchange their pen and toothbrush. All items exchanged will be done on a one for one exchange with the maximum allotted number for each item exchanged being one.

Additionally, the CTO will handle requests for haircuts, use of nail clippers, telephone calls (legal and regular), sneakers, shower shoes (indigent inmates only), grievance and request forms.

**K. Counselor Duties:** The unit counselors will handle requests for inmate visiting, including changes to the visiting list, classification issues, money slips, inmate PIN numbers, telephone list changes, photocopying legal documents, master file reviews and the issuing of grievance forms.

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#### **DISCIPLINARY ACTION/CODE OF PENAL DISCIPLINE**

Violation of facility rules or commission of a disciplinary offense will subject an inmate to disciplinary action under Administrative Directive 9.5, Code of Penal Discipline. The Code of Penal Discipline establishes disciplinary offenses, authorized sanctions and the process for adjudication. The Code of Penal Discipline is distributed separately from this handbook. An inmate is advised to familiarize himself with the provisions of the code.

- A. If an inmate has not received a copy of the Code of Penal Discipline, or if an inmate loses a copy, it is the inmate's responsibility to notify the Unit Counselor and/or the Unit Manager.
- B. An advocate shall meet with the inmate at least 24-hours prior to the hearing, conduct a thorough investigation independently of the investigator, assist the inmate in preparing a defense and appear at and assist in making a presentation at a formal disciplinary hearing.  
If the advocate selected cannot appear at the hearing, the disciplinary hearing officer (DHO) may appoint another advocate at the time of hearing to assist the inmate. The accused inmate may, in writing, withdraw a request for an

advocate at the time of the hearing.

Each unit administrator shall appoint a minimum of three staff members, including both custodial and treatment personnel, to serve as advocates.

The names of the advocates shall be made known to all staff and inmates through appropriate notice.

- C. Appeals must be sent through the NCI Disciplinary Coordinator who will in turn forward the appeal, along with any other appropriate documents used in the adjudication of the disciplinary report, to the District Administrator. Disciplinary action resulting from a guilty plea shall not be subject to an appeal. An inmate must submit his appeal within 15-days of the receipt of the Disciplinary Process Summary. The appropriate District Administrator shall respond to any appeal within 30 business days of the receipt of the appeal.
- D. Automatic regression will not occur upon receipt of Disciplinary Reports.
- Note:** Disciplinary Reports will be reviewed on a case by case basis. All reviews will be completed every 30 days by Northern CI's Progression Committee in conjunction with the Unit Administrator.

#### **1:7 HOUSING ASSIGNMENT**

Assignment to a housing unit is generally based on the inmate's classification (A/S, Special Needs and Death Row). Cell and bed assignment, as well as, cell and bed changes within the unit, are made at the discretion of the unit manager. Death Row is a group of cells designated for the purpose of housing those inmates awaiting capital punishment. A/S Phase I, Death Row and Special Needs shall be housed at NCI unless authorized by the Deputy Commissioner of Operations. All A/S Phase II/III shall be housed at CCI and SRGTM at Walker CI unless prior approval by Deputy Commissioner of Operations.

#### **1:8 PERSONAL PROPERTY**

**Valuable property will be stored in a secure storage area and placed in a separate envelope for each inmate and clearly marked. An inmate will be issued a receipt for this property.**

An inmate is permitted to have personal property in his possession subject to the property standards for the inmates' security level and program placement. The guidelines of Unit Directive 6.10, Inmate Property regulate the total volume of property, the type of property, the specific articles allowed, the quantity of each article and the conditions of ownership and access. Any issues regarding property are to be directed to the facility property officer utilizing an Inmate Request Form.

All inmate property must be in accordance with the Inmate Property Matrix which is located in Unit Directive 6.10, Inmate Property.

**A. Inmate's Risk of Possession:** An inmate's personal property is retained at an inmate's own risk. The Department will not be responsible for any property personally retained by an inmate which is lost, stolen, damaged, consumed or discarded while in an inmate's cell or on an inmate.

**B. Markings:** Personal property will be permanently marked with an inmate's name and number. Items not marked appropriately will be considered contraband and will be confiscated.

**C. Volume of Property:** An inmate is permitted to have five cubic feet of property in his possession of which no more than two cubic feet must be items from the commissary. Legal materials may be exchanged upon request to the unit staff. All property must be stored in property bags.

Each inmate shall be allowed to maintain legal materials in the inmate's living area. The Unit Administrator may allow additional short-term storage outside the cell/living area and the inmate shall be allowed controlled access. An inmate shall be required to demonstrate that any legal material permitted in short-term storage is related to pending litigation or appeals. All legal materials retained in a housing unit shall be considered inmate property and shall be subject to search for contraband, but the content of such material shall not be read.

**D. Transfer:** If an inmate is transferred to another facility, the inmate must pack all of his property in the container provided to him whenever possible. If an inmate has been transferred here and an inmate has property at another facility, contact the facility property officer utilizing the Inmate Request Form.

**E. Unauthorized Property:** Unauthorized property is property that belongs to an inmate that the inmate is not permitted to have in his possession at this facility. Unauthorized property will be disposed in accordance with Administrative Directive 6.9, Control of Contraband and Physical Evidence and 6.10, Inmate Property.

1. **Disposition of Unauthorized Property:** The unauthorized property of sentenced inmates must be disposed. An inmate has four options:

- (a) Identify an approved visitor to whom the property can be released within 30-days;
- (b) Provide an address to which the property can be mailed at the inmate's expense, except if indigent;
- (c) Identify an approved charity to which the property may be donated;
- (d) Authorize the facility to discard the item.

Failure to select one of the above items will result in disposal of property at the unit administrator's discretion. Arrangements should be made for your property to be picked up during normal business hours.

**F. Contraband:** Contraband is property found in an inmate's possession that the inmate is not permitted to have. Possession of contraband will subject an inmate to disciplinary action.

**G. Valuables:** Valuable property will be stored in a secure storage area, clearly marked, in a separate envelope for each inmate. Inmate will be issued a receipt for this property.

**H. Clothing Items:** All items of clothing will be exchanged on a one for one basis.

**I. Unclaimed Property:** Unclaimed property is property that is not claimed within 30-days of a notice having been sent to the inmates last known address. Unclaimed property will be disposed of in accordance with Unit Directive 6.10, Inmate Property.

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**INFORMATION, PROBLEM SOLVING, INMATE REQUEST SYSTEM and INMATE REMEDIES**

**A. Information**

1. Northern Dispatch is a notice that is distributed from the unit administrator's office to inform the inmate population of noteworthy changes (i.e. policy, procedures, privileges, etc.). Each inmate will be provided a copy by their assigned unit staff.
2. If an inmate needs to know something that is not published, contact the unit manager, unit counselor, CTO or the housing unit officer who will either know the answer, or know where to get the answer.

**B. Problem Solving:** Most problems can be solved through verbal contact with the staff member in charge; the housing unit officer, a unit counselor, unit CTO or unit manager. Address the problem to the staff member with responsibility for the problem area before appealing to a supervisor. Explain the problem and follow the advice or instruction. A resource list is available in the back of this handbook.

**C. Inmate Request System:** The Inmate Request System provides an informal way of obtaining information, or a written answer to a question, or an issue about a policy, procedure, or practice from a staff member, up to and including the unit administrator. Inmate Request Forms (Form CN 9601) are available from the housing unit staff.

1. The Inmate Request System serves as the informal resolution process in the Inmate Grievance Procedure. Allow 15-business days to respond.
2. Only one issue or request shall be on each form. When an issue requires a lengthy letter, the subject should be at the start of the letter and at the top of the Inmate Request Form. Always follow the chain of command when using the inmate request system.

**D. Inmate ADMINISTRATIVE Remedies Procedure:** A summary of the Inmate Administrative Remedies Procedure explaining how to use it is included in Appendix A of this handbook. Administrative Remedy Forms (form CN 9601) may be obtained from the Housing Unit Counselors or Unit CTO. Questions about the use of the Inmate Grievance Procedure may be directly sent to the grievance coordinator Administrative Remedies Coordinator on an Inmate Request Form.

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**MAINTENANCE**

An inmate should report any equipment malfunction to housing unit staff. The maintenance department does not repair any inmate property.

**A. Toilet:** Nothing shall be flushed in any toilet except toilet paper. Paper towels, sheets, undershirts etc. found in the plumbing trap from an inmate's cell will be the inmate's responsibility. Disciplinary reports will be issued to those inmates found placing unauthorized items in their toilet.

## Part Two: FACILITY SERVICES

2:1

### CLASSIFICATION

Classification is the ongoing process of collecting and evaluating information about an inmate to determine his risk and needs level for purposes of deciding the facility where he will be housed, his job assignment, his treatment needs and what programs would be suitable.

**A. Unit Classification Committee:** The Unit Classification Committee is a group of staff members that review existing classification profiles for accuracy and revisions as necessary. The Unit Manager is the chairperson of this committee.

1. Unit Classification Reviews: These reviews present an opportunity to ask questions, receive information and find out how an inmate is doing in the program. These reviews will be informal and conducted on the tier with committee staff. Any and all issues can be addressed with committee staff at any time.
2. Northern Correctional Institution classification regular reviews occur every six months.
3. Special Needs reviews occur every 30 Days.
4. Unit and Death Row Classification decisions may be appealed to the unit administrator within 15-days of the decision.

**B. Facility Classification Committee:** The Facility Classification Committee makes recommendations to the unit administrator about an inmate status within the A/S Phase Program. This Committee is comprised of an interdisciplinary team of NCI staff.

**C. Transfer:** Decisions involving a transfer to another facility are made at the discretion of the Offender Classification and population management Unit at the recommendation of the unit administrator.

**D. Master File:** The facility maintains a record of the status of an inmate's sentence (including any pending charges) and overall performance in a master file. The Inmate Records Office maintains the inmate's master file. You may have access to review your master file once a year. Questions about information in the master file should be directed to the unit counselor by utilizing an Inmate Request Form. Inmates may request copies of the material in their master file and shall be charged the appropriate fees in accordance with Administrative Directive 3.10, Fees, Reimbursements and Donations.

NCI does not have any 7-day jobs. 7-Day Job Credit is a commutation of sentence of one day for each seven (7) consecutive days of employment in a job designated as a 7-day job.

2:2

### SENTENCE COMPUTATION AND CREDITS

The Department of Correction is responsible for the computation of sentences. Questions concerning a time sheet should be directed to the unit counselor or the Records Office by utilizing an Inmate Request Form. The following is a description of factors that pertain to sentence computation.

**A. Statutory Good Time:** Statutory Good Time is good time earned each month during service of a sentence.

(Reference: Connecticut General Statute (CGS), sections 18-7 and 18-7a). Inmates on Administrative Segregation and Special Needs status do not earn Statutory Good Time, unless an exception signed by the Commissioner of Correction.

**B. Pre-sentence Credit (Jail Credit):** Pre-sentence Credit is credit for time spent in confinement prior to the disposition of the charge on which a sentence is imposed (Reference: CGS Sections 18-97, 18-98, and 18-98d (a)). Jail credit is only given when an inmate is being held solely in lieu of bond and a sentence is received on the same docket.

**C. Pre-sentence Credit Good Time:** Pre-sentence Credit Good Time is good time earned on Pre-sentence Credit (Reference: CGS Sections 18-98c and 18-98d (b)). Inmates on Administrative Segregation and special needs status do not earn Pre-sentence Credit Good Time.

**D. 7-Day Job Credit:** 7-Day Job Credit is a computation of sentence of one day for each seven (7) consecutive days of employment in a job designated as a 7-day job (Reference: CGS Sec 18-98a). NCI does not have any 7-day jobs.

**E. Outstanding Meritorious Performance Award (OMPA):** OMPA is an outstanding performance credit of up to 120-days for each continuous term of confinement (Reference: CGS Sec. 18-98b). Inmates Housed at NCI will not be considered for OMPA.

2:3

### RELIGIOUS SERVICES

Coordination of religious activities is the responsibility of the institutional religious facilitator. Chaplains tour the units on a regular basis. If an inmate has questions concerning religious services they can be addressed to the chaplain on his tours, or via a written Inmate Request Form

**A. Affiliation/Identification:** The mission of the Religious Services Department is to provide each inmate with the reasonable opportunity to practice religious beliefs in a manner consistent with maintaining a safe, secure and orderly operation. To that end, inmates may select from one of the major faith groups: Catholic, Protestant, Jewish, Islam, Native American or Jehovah Witness. An inmate shall be allowed to change his religious affiliation every 90-days as stated in Administrative Directive 10.8, Religious Services. A Request for Designation of Religion Form CN10080 is used for this identification.

**B. Religious Tours:** All religious service employees are available during their weekly tours.

**C. Religious Articles:** The Director of Religious Services approves or denies all requests for religious articles that are not available on the religious commissary list. Religious articles received into the facility without prior approval of the director will be returned to the sender at the inmate's expense or disposed of in accordance with Administrative Directive 6.10, Inmate Property.

**D. Religious Books:** An inmate may order religious books from a recognized book distributor. Payment for such material will come from the inmate's account. The distribution of donated religious books and literature is offered upon request by the Facility Chaplain as a courtesy only and in accordance with the inmate's religious affiliation.

**E. Native American Smudging:** Smudging is an approved Native American ritual. Every inmate who is affiliated as Native American (and is interested in smudging) must sign a Smudging Agreement Form prior to being allowed to smudge. Smudging materials/items may only be ordered through the commissary.

**F. Deaths/Serious Illness Notification:** The religious services staff will make immediate notification in the case of death or a serious illness. If the inmate or approved staff member hears of a death or serious illness and wants to report the information to the FACILITY CHAPLAIN, an inmate will need the following: (1) Primary point of contact; (2) relationship of the point of contact to an inmate; (3) valid telephone number of the point of contact; (4) full name of person who died or has a life-threatening illness; and (5) relationship of that person to an inmate. The religious services staff will make effort to arrange a telephone call. All telephone calls are subject to the approval of the Unit Administrator or his/her designee.

**G. Emergency Telephone Calls:** Emergency Telephone calls are those that involve death and life-threatening illness or disease. After verification is made, the FACILITY CHAPLAIN may recommend that a telephone call be authorized. All other calls must be addressed to the unit manager or counselor.

**H. Clergy Visits:** Professional Clergy Visits are permitted. This is provided that said religion is validated and does not compromise the safety and security of the facility. The process begins with a request for a clergy visit, which must include the clergy's name, address, and telephone number. The FACILITY CHAPLAIN will make arrangements with the clergy to obtain specific information. If the Deputy Warden of Programs and Treatment approves the clergy, a date for the visit will be established. This will be a non-contact visit.

2:4

#### **MEDICAL AND DENTAL SERVICES**

Medical, dental, pharmaceutical and specialty clinic services are available. Services are the responsibility of the Correctional Health Services administrator.

**A. Emergency:** If an inmate has an emergency health problem or injury, tell a staff member immediately or use the cell intercom. Emergency response is available 24-hours a day, seven days a week.

**B. Access to Services:** Access to non-emergency services is through submission of a written request to medical staff.

1. In accordance with Administrative Directive 3.12 Fees for Programs and Services, all sentenced inmates in Connecticut are subject to a co-pay or fee amount which will be deducted from the inmates account. An indigent inmate will not be denied medical treatment because of an inability to pay.
2. Cost (Refer to Administrative Directive 3.12)
  - (a) Each inmate requested sick call visit: \$3.00 co-pay (no charge will be assessed for a follow-up appointment, if requested by medical staff).
  - (b) Each elective dental procedure: \$3.00 co-pay.
  - (c) Each eyeglass prescription: \$3.00 co-pay.
  - (d) Unsentenced inmates are not subject to the above fees.

**C. Hours of Services:** The Health Services Unit is staffed 24 hours per day, 7 days a week.

**D. Sick Call:** Sick call is the opportunity for an inmate to bring a non-emergency health problem to the attention of medical staff.

1. To access Sick Call, a written request should be given to the housing unit Officer. Medical staff will collect the requests and schedule an inmate for sick call as needed.
2. Sick call is conducted Monday – Friday.
3. An inmate will be seen at a time designated for his housing unit.
4. An inmate will be assessed at sick call and referred to the facility physician or APRN as deemed appropriate.
5. It is the inmate's responsibility to ensure his request is submitted so that he will be scheduled appropriately.
6. Medical staff will triage inmate's requests.

**E. Medication:** Staff will distribute all "restricted" and "on-person" medication. All inmates are expected to adhere to the following medication distribution procedures:

1. An inmate's bright cell light must be turned on and remain on during medication disbursement.
2. An inmate must be appropriately dressed and step away from the door.
3. The officer will then open the trap enclosure and the medical staff will place the medication on the trap enclosure.
4. An inmate will then be directed by staff to retrieve his medication.
5. The officer will then secure the trap enclosure.
6. After an inmate has retrieved his medication, he must then take it in view of medical staff. Failure to comply with the above procedure will subject an inmate to disciplinary action in accordance with the Administrative Directive 9.5, Code of Penal Discipline.

All inmates receiving medication must be properly dressed during distribution, (minimum of underwear and under shirts). The officer assisting in medication distribution shall ensure that you are properly dressed. Failure to comply with

this policy may result in disciplinary action.

**F. Annual PPD Test:** Tuberculosis testing will be done on an annual basis.

**G. Dental Services:** These services are provided by appointment. An inmate must submit a written request to the medical unit. An inmate will be called for an appointment based on the nature of his condition.

**H. Confidential Counseling Services:** Pre-and Post-test (HIV) counseling is available upon written request.

**I. Bottom Bunk Passes:** Those inmates meeting specific criteria will be issued bottom bunk status passes only. Bottom bunk passes from other institutions will not be honored. An inmate must be approved through NCI Medical Department.

**J. Barber Clippers:** The medical department will not issue special passes.

**K. Toenail/Fingernail Clippers:** Requests for toenail/fingernail clippers should be directed to the unit CTO/designee. These items are sanitized prior to each use to prevent any health issues.

**L. Blankets:** NCI's blankets are hypoallergenic. Cotton or wool blankets are not medically prescribed. An inmate is issued 1 blanket in the summer and 2 blankets in the winter.

**M. Medical Records:** All requests for copies of an inmate's health record must be submitted on an Inmate Request Form. Please address correspondence to medical records.

**N. Medical Administrative Remedies:** As always, an inmate should try to resolve any issues informally by addressing his concerns to a medical staff member in person or via a written Inmate Request Form. If an inmate is not satisfied with the response, an Administrative Remedies form may be submitted to the Level 1 Administrative Remedies coordinator. The Level 1 medical grievance coordinator at NCI is the correctional nursing supervisor or designee.



## Health Services Review Routing Chart Connecticut Department of Correction

The inmate files a request for Health Services Review by completing CN 9602, Inmate Administrative Remedy Form, checking either the box for 'Diagnosis/Treatment' (medical issue) or the box for 'All Other Health Care Issues' (administrative issue), and depositing the form in a 'Health Services' box. The Health Services Review Coordinator (HSRC) collects the completed forms from box and routes them according to the procedures listed below:

<i>REVIEW OF A MEDICAL DECISION (Section 10)</i>	<i>REVIEW OF AN ADMINISTRATIVE ISSUE (Section 11)</i>
Upon receipt of such a request, the HSRC shall determine if informal resolution is possible, and, if so, work toward that end. If not, the HSRC shall schedule a Health Services Review Appointment (HSRA) with a physician, as soon as possible, at no cost to the inmate, to determine what action, if any, should be taken. If the physician decides that the existing diagnosis or treatment is appropriate, the inmate shall have exhausted his/her health services administrative remedy. The physician shall notify the inmate of the decision, in writing within ten (10) business days by indicating 'No Further Action' in the disposition field of CN 9602, Inmate Administrative Remedy Form.	Upon receipt of such a request, the HSRC shall determine if informal resolution is Possible, and, if so, work toward that end. If not, the HSRC shall refer the matter to the unit's Health Services Administrator for instruction as to any investigation that may be necessary. Within thirty (30) business days the Health Services Administrator shall inform the inmate in writing of the disposition of the review by indicating 'Denied, Compromised Or Upheld' in the disposition field of CN 9602, Inmate Administrative Remedy Form.
If the physician decides that a different diagnosis or treatment is warranted, he/she may either (1) act on his/her decision; or, (2) refer the case to the Utilization Review Committee (URC) for authorization by indicating 'Change of Treatment' or 'Referred to URC', as appropriate, in the disposition field of CN 9602, Inmate Administrative Remedy Form.	If the inmate is dissatisfied with the response, the inmate may appeal within ten(10) business days by completing CN 8901, Appeal of Health Services Review and depositing it In the Health Services box.
If the physician decides to refer a case to the URC, the physician shall complete Attachment A, HR 202, Utilization Review Request, and forward it and any other documentation to the URC. The URC shall decide the case according to existing medical practices and policies.	The appeal shall be decided by the contracted Designated Facility Health Services Director or designee within fifteen (15) business days of receiving the appeal, and the inmate shall Be promptly notified. For all issues relating to compliance with existing standards, this Review shall be final; the inmate shall have exhausted the Administrative remedy.
If the URC denies a physician's recommendation/opinion of a treatment or diagnosis, the physician may appeal on his/her own initiative, or, upon the request of the inmate, must appeal the decision by using Attachment A, HR 202, Utilization Review Request.	If the matter relates to a health services policy of the Department, the inmate may appeal to the DOC Director of Health and Addiction Services within ten (10) business days of receipt of the response from the contracted health services provider, Designated Facility Health Services Director or designee by completing CN 8901, Appeal of Health Services Review and depositing it in the Health Services box.
A request for services previously submitted to and rejected by the URC may not be submitted for Health Services Review. If an inmate is not satisfied with the URC's response, the inmate's clinician shall submit an appeal on behalf of the inmate by completing Attachment A, HR 202, Utilization Review Request.	Within thirty business (30) days of receipt of a policy review, the DOC Director of Health And Addiction Services or designee shall notify the inmate of the decision.
If an inmate receives a Health Services Review, and no change in diagnosis or treatment results from this review, he/she may not request a second review for this same issue unless his/her clinical situation has changed significantly since the first review. In addition, a request previously submitted to and rejected by the URC may not be resubmitted for the Health Services Review.	<b>UPON RECEIPT OF THIS DECISION, THE INMATE SHALL HAVE EXHAUSTED HIS HEALTH SERVICES ADMINISTRATIVE REMEDY.</b>
If the review concerns dental services, the inmate shall be scheduled to see a dentist, who shall handle the review in the manner described above.	

2:5 **MENTAL HEALTH SERVICES**

Mental health staff consists of a supervising psychologist, psychiatrist, nurse clinician and clinical social worker. Mental health services include assessment, emergency services, crisis intervention, medication, therapy and counseling.

**A. Assessment:** An inmate will be screened and evaluated by mental health staff within 24- hours of admission to the facility. A Qualified Mental Health Professional will see an inmate after 30-days and every three months thereafter for as long as he remains at NCI.

**B. Emergency:** If an inmate has a mental health emergency, such as feeling suicidal or are experiencing a reaction to his medication, tell a staff member immediately or use the cell intercom. Emergency mental health services are available at NCI 24-hours a day, 7-days a week.

**C. Access to Services:** If it is a non-emergency, an inmate shall send a written request to see someone from mental health. If it is an emergency the inmate shall immediately request assistance from any available staff member.

**D. Medication:** To receive medication, an inmate must sign a voluntary consent form and cooperate with the doctor by following his or her orders. An inmate's medication will be delivered a single dose at a time by the medical staff and he must swallow it in front of them. Medication is prescribed in liquid or crushed form by a psychiatrist unless otherwise indicated.

All expired medication will be considered contraband and will be confiscated.

**E. Rounds:** A Qualified Mental Health Professional will tour the housing units three times a week.

**F. Crisis Intervention:** There may be times that an inmate finds himself very upset over something that has happened and mental health staffs are available to help him through the crisis. A crisis is defined as a genuine psychiatric emergency such as a drug interaction, death in the family or when an inmate is experiencing suicidal or homicidal ideation.

**G. Therapy and Counseling:** In contrast to an emergency, there might be some issues that an inmate feels he needs to work on to progress through a facility program. The mental health staff can evaluate and provide the necessary assistance.

**H. Referral:** Any staff person in the facility may refer an inmate to be seen by mental health professionals.

2:6 **FOOD SERVICES**

**A. Menus:** The menu and portion sizes served here at NCI follow the master menu as it is written by the DOC Menu Planning Committee. These menus meet the daily nutritional requirements and are reviewed by a registered dietician. The master menu may be modified without any notice. If an inmate wants a copy of the menu you must write the kitchen staff and you will be charged 25 cents per copy.

**B. Meal Times:** These meal times are approximate.

Breakfast	7:00 a.m.
Lunch	11:00 a.m.
Dinner	5:00 p.m.

**C. Meal Location**

It is the inmate's responsibility to be ready to receive the meal at the time it is served. All items that are given and not eaten are to be returned to the officer when the mealtime is completed.

Phase I	All meals served in-cell
Death Row	All meals served in-cell
Special Needs	All meals served in-cell

**D. Common Fare:** A Common Fare Diet is a diet that meets all nutritional requirements and reasonably accommodates religious dietary restrictions. To receive the Common Fare Diet an inmate must send an Inmate Request Form to the food services supervisor. Anyone wishing to be removed from the Common Fare Diet must do the same.

**E. Diets:** Several diets are offered for medical reasons. DOC Health Services does not monitor diets for religious or other reasons (i.e., Common Fare Diet). A DOC physician or dentist may only order a specific diet.

2:7 **RECREATION**

**All Inmates will be directed to strip down and a visual inspection/search of the unclothed inmate shall be conducted by staff through the cell window prior to recreation.**

Coordination of all recreational activities excluding unit recreation is the responsibility of the recreation director. The assigned unit manager approves all activities and schedules within their designated housing units.

The Recreation Supervisor will provide supervised recreation period one day per week for inmates on Death Row utilizing personal exercise equipment in the death row recreation yard during regular scheduled recreation periods.

**A. Interactive Skill Building (ISB):** ISB classes are limited to those inmates who are Special Needs. Activities, which conducted by the recreation director in the gym, are designed to enhance interpersonal communication, fair play, team cooperation, self-control and the ability to follow directions. Successful completion of ISB classes is a requirement for consideration for program completion.

**B. Passive Recreation:** Special Needs Inmates will recreate based on their individual mental health and custody management plan.

**C. Unit Recreation:** Unit recreation will be held in accordance with Administrative Directive 9.4, Restrictive Status Attachment A. Authorized religious items (Kufis, prayer beads, rosary beads, religious medallions, and chains), may be worn to recreation in the manner in which they were intended. No other items may be brought to the court yard or gym



recreation areas. Recreation maybe canceled or re-scheduled if conditions prove to be too dangerous for both staff and inmate, (i.e., ice or snow)

**RECREATION CAN BE TERMINATED AT ANY TIME BY UNIT STAFF OR UNIT MANAGER**

**D. Equipment:** Misuse or abuse of the recreational equipment or supplies is not permitted and will be handled in accordance with Administrative Directive 9.5, Code of Penal Discipline. Recreational equipment maybe restricted during inclement weather.

**E. Appropriate Conduct:** An inmate must conduct himself according to the rules of the activity. Horseplay, fighting and boxing are not permitted.

2:8

**INMATE ACCOUNTS**

Each inmate will have an inmate account.

**A. Incoming Funds:** In accordance with Administrative Directive 3.7, Inmate Monies, an inmate may receive monies into his inmate account from individuals on his approved visiting list. It is the policy of this facility that no one will be added to an inmate's visiting list for money purposes only. Beginning NOVEMBER 1, 2010, friends and family will no longer have to be an approved visitor to send money orders to an inmate through the Inmate Trust Unit. This is for mailed Money Orders ONLY! Make sure a COMPLETE remitter form comes in with each money order. If the remitter form is not complete, it will delay the deposit into the inmate's account. Remitter forms are available on the DOC website. You may receive bank checks, money orders from friends and family not on your visiting list and/or through Western Union Payment Services for the approved visitors on your list to the following address:

Department of Correction  
Inmate Trust Fund  
P.O. Box 290800  
Wethersfield, CT 06109

**IMPORTANT NOTE!**

- Do not send any correspondence to this address with bank checks or money orders. If you do so, the entire envelope will be returned to sender!
- Do not send any bank checks or money orders within any regular inmate correspondence or those will also be entirely returned to sender!
- No monies of any sort (currency, money orders, bank checks, etc.) will be accepted at the facility at any time.

**B. Outgoing Funds:** An inmate may send funds from his inmate account to anyone on his approved visiting list. You may only send mail order gifts to individualson your approved visiting list. A Special Request Form "Money Order Request" must be completed for all outgoing funds. An inmate must sign this form in the presence of the unit staff. All items an inmate wishes to purchase, i.e., books, magazines, newspapers, etc. must be pre-paid. You can see your unit counselor or CTO to process any of these requests.

**C. Indigent Inmate:** An inmate who has less than five dollars (\$5.00) on his inmate account at admission or whose account has not exceeded five dollars (\$5.00) for the previous 90-days. (Reference: Administrative Directive 6.10, Inmate Property).

2:9

**COMMISSARY SERVICES**

The commissary sells items for personal use. A list of items for sale is printed on the commissary bubble sheet that is available from your unit staff. NOTE: several items are RESTRICTED from purchase while housed at NCI.

**A. Phase/Limits:** No more than the stated amount may be spent each week, excluding the purchase of certain electrical devices. "Phase" refers to A/S.

Phase I, Interval I	\$25.00
Death Row	\$75.00
Special Needs	Established by Special Needs Plan.

**B. Placing an Order:** Fill out a commissary bubble sheet and turn it in as directed. The commissary order must be completely and correctly filled out or the order will not be processed. Prior approval for electrical devices must be obtained through your assigned unit staff.

**C. Delivery:** To receive an order an inmate must sign for the order and verify the contents with the delivery person.

**SCHEDULED DELIVERY DATES ARE SUBJECT TO CHANGE WITHOUT NOTICE DUE TO RECOGNIZED STATE HOLIDAYS AND EMERGENCIES.**

**D. Religious Commissary:** The inmates will write to the religious facilitator to retrieve the Religious Commissary Order Form. The religious facilitator will verify what religious affiliation the inmate is and provide him the order form. NCI inmates will only be able to purchase the religious items that are associated with their PRESENT religious affiliation.

2:10

**MAIL**

Inmate use of the mail is governed by State Administrative Regulations 18-81-28 through 18-81-38 and 18-81-51. The information stated in this Handbook does not supersede or overrule those regulations in any way, and is provided to guide ordinary use of the mail. (Reference: Administrative Directive 10.7, Inmate Communications). All hard cover books have a limit of 4.5 pounds, any book over that amount will be denied.

**A. General:** An inmate may write and receive an unlimited number of letters at his own expense. An inmate may write to anyone except: a victim of any crime he has been convicted of, or of a criminal charge on which disposition is pending; any person under the age of (18), if the person's parent or guardian has objected to the correspondence in writing; an inmate

in a correctional facility, except immediate family if permission from both unit administrators has been granted; a parolee or inmate in community confinement without the consent of the person's supervisor; when correspondence is restrained by court order; or when correspondence with a person or group has been expressly prohibited by the unit administrator.

**B. Outgoing:** Stamped envelopes are available through the commissary. An inmate must address the envelope with the complete, legible address of the party he is corresponding with. An inmate must put his own name, inmate number and cell number and the return address of the facility on the outside of the envelope. An inmate must spell out Northern Correctional Institution, do not abbreviate, NCI. An inmate may seal outgoing correspondence. Inmates are responsible for paying for outgoing mail.

**C. Incoming:** Incoming social correspondence will be opened by mailroom personnel and inspected for contraband, but not read except under review procedures. (See Section H on next page).

Unauthorized enclosures found in the mail are subject to rejection. No incoming newspaper or magazine article, copy of such articles, or clipping shall be rejected unless the designee of the unit administrator articulates a reason, based upon individualized suspicion, that the content of the article or clipping, or copy thereof, constitutes a threat to the safe and secure operation of the facility and records the facts establishing that individualized suspicion in a rejection notice. Mail will also be rejected if it contains foreign substance or fragrance. Please inform the people who send you mail of this to prevent any unnecessary delays with handling of your mail.

**D. Privileged Correspondence:** Privileged correspondence is correspondence to and from any state or federal court, any elected government official, the Commissioner of Correction, or any appointee of the Commissioner, the Attorney General, the Board of Pardons and Paroles, the Sentence Review Board, the Commission of Human Rights and Opportunities, the Commissioner on Claims, and attorneys.

- Privileged correspondence must be clearly marked as privileged and properly addressed to the inmate.
- Incoming privileged correspondence will be opened in the inmate's presence and the envelope inspected for contraband, but not read.
- If mail is discovered not to be legal it will not be delivered and it will be forwarded to the intelligence office.

**E. Free Postage:** An inmate whose inmate account has not exceeded five dollars (\$5.00) for the past ninety 90-days or five dollars (\$5.00) for the term of incarceration, whichever is less, will be classified as indigent. An indigent inmate is permitted to send two free social letters weighing up to one-ounce each per week and five-privileged letters of reasonable weight per month addressed to the court or attorneys. If an inmate requires additional free legal envelopes, he must write the unit manager, who may authorize additional envelopes. See your unit counselor for envelopes. Manila envelopes will only be provided if necessary.

**F. Certified Mail:** Requests for speedy trial under CGS Sections 54-82c, 54-82m, and 54-186 and correspondence with the Sentence Review Board shall be the only correspondence routinely sent certified mail. Any other requests for mailing by certified mail, for good cause, shall be authorized at the discretion of the unit administrator.

**G. Inmate to Inmate Correspondence:** An inmate may write and receive letters from another inmate who is an immediate family member when prior approval has been granted by NCI and the Unit Administrator or designee of the other facility.

Previous approvals at other correctional facilities do not apply at NCI and inmates who have regressed for any reason must reapply when they meet all of the above criteria.

**H. Mail Review:** The unit administrator has the authority to place an inmate on mail review. Special Needs High Security and Death Row inmates are automatically placed on this status.

**I. Rejection:** All incoming publications or materials will be reviewed prior to dissemination.

- Non-questionable publications shall be issued without undue delay.
- Any questionable publications shall be held for review by the DOC Publication Review Board. The Publication Review Board may approve a publication, deny part of a publication or deny the entire publication as appropriate.
  1. If an inmate's outgoing mail is rejected, a notice of rejection including a statement of reasons will be sent to him.
  2. If incoming mail is rejected, a notice of rejection will be sent to the inmate and to the sender.
  3. If the correspondence is related (as evidence) to criminal or disciplinary proceedings, the notice of rejection may be delayed pending completion of any investigation.
  4. If mail is rejected because it contains an unauthorized item, the entire piece of mail will be rejected. The authorized mail will not be separated from the unauthorized mail and given to the inmate.
  5. An inmate may request a review of any rejected correspondence directly to the unit administrator.
  6. An inmate may appeal rejected publications to the Director of Security Division within 15-days of notice of rejection.

**J. Mail Boxes:** Mailboxes are located in each housing unit near the Unit Control Center. An inmate may give his mail to any staff member with the request to place mail in this locked box for pick-up by the assigned mail handler.

An indigent inmate is permitted to send two (2) free social letters weighing up to 1-ounce each per week and five (5) privileged letters of reasonable weight per month addressed to the court or attorneys.

Correspondence/Publications which would be considered questionable:

- Items discussing the transport of contraband in or out of the facility
- Plans to escape
- Plans for violation of facility or departmental rules
- Plans for criminal activity
- Violation of the state regulations on correspondence
- Things written in code
- Material which reasonably could cause physical or emotional injury to the inmate recipient as determined by mental health staff
- Information which creates a clear and present danger of violence and physical harm to a human being
- Mail which attempts to forward correspondence for another inmate
- Threats to the safety or security of staff, other inmates or the public, facility order or discipline or rehabilitation
- Sexually explicit materials involving sadomasochism, bestiality, children, use of force or absence of consent.
- Mail that contains an unknown substance will be rejected.
- Any other correspondence which jeopardizes a legitimate penological interest may be subjected to disciplinary or criminal proceedings.

**K. Retention:** An inmate may send out any number of social correspondences but he may only retain five social correspondences in the cell per Administrative Directive 9.4, Restrictive Housing.

**L. Inspection:** All items that are going to be placed inside the unit's mailbox or letterboxes are subject to inspection by unit staff. This inspection shall consist of confirming that the return address actually coincides with the individual sending out the social correspondence or inter-facility requests. Falsifying return address on outgoing mail or inter-facility requests will subject an inmate to disciplinary actions in accordance with Administrative Directive 9.5, Code of Penal Discipline.

**M. Free postage envelopes** shall be pre-stamped by unit staff prior to distribution and any altered envelope will subject the correspondence to be reviewed and rejected in accordance with A.D.10.7

**N. Appropriate Return Mailing Address:**

You're Name, Your Number  
 You're Unit, Your Cell Number  
 Northern Correctional Institution  
 PO Box 665  
 Somers, CT 06071

**If your letter does not have the correct return address it will be returned per AD 10.7**

An inmate may only order new books, publications, magazines and newspaper subscriptions directly from the publisher or an approved bookstore. The inmate must have the money to pay for them at the time of the order.

2:11

**VISITING**

An inmate may visit with approved visitors subject to security requirements and constraints of space availability and scheduling. (Reference: Administrative Directive 10.6, Inmate Visits)

**A. Visiting List:** The visiting list is the list of persons who are authorized to visit. No one will be admitted as a visitor who is not on a visiting list, except as a special visit, a professional visit or privileged visit (see sections E, H and I below). There shall be no split visits or back to back visits.

A/S status inmates are only allowed immediate family members on their active visiting list while Special Needs and Death Row inmates are not restricted by this.

It is the policy of this facility that visitors will not be placed on any inmate's visiting list for money purposes only, regardless of classification or program status.

A visiting audit will be conducted upon your admission to NCI. Any person on your visiting list that is determined not to be an immediate family member will be placed on inactive status for A/S inmates. In addition, anyone who is on your list for the purposes of sending "money only" will also be placed on inactive status.

1. Establishing the List: A visiting application will be forwarded to all of the requested individuals. These individuals must return the visiting application with the legal documentation (marriage license, birth certificates or court orders), when applicable, to substantiate the relationship. Inmates are allowed a total number of five authorized visitor's which includes children.

Upon admission to NCI an inmate may submit to the unit counselor the names of the individuals for consideration to be placed onto his visiting list.

2. Changes: An inmate may change his visiting list every 120 days by submitting a Visiting Application Form to the unit counselor.

**B. Authorization:** The unit manager or designee must approve visitors.

1. Current or Ex-Offenders: Persons who are current or ex-offenders will not be routinely placed on the visiting list. A current or ex-offender who is an immediate family member may request permission to visit in writing through the unit administrator or designee.
2. Immediate Family: Immediate family includes legal spouse, parent, grandparent, sibling or child including a step/foster relationship.
3. Children Must Be Accompanied: Children under the age of 18 shall be accompanied by an adult immediate

family member who is currently on the visiting list or an adult authorized by the Department of Children and Families.

**C. Recording and Listening:** Any conversation utilizing the visiting booth telephones shall be subject to recording and listening.

#### **CHILD VISITATION**

Effective September 15, 2010, all visitors under the age of 16, or their legal guardians, must provide a valid birth certificate and one additional document containing the child's name (i.e., social security card, report card, etc.). These documents will have to be produced each time the child visits. All other requirements of Administrative Directive 10.6, Inmate Visits, shall remain in effect.

**D. Visitor Identification:** Upon arrival at the facility, the identity of a visitor, age 16 or above shall be verified through a driver's license or other appropriate photo identification prior to admission to the facility. All visitors must successfully complete a metal detector scan upon entrance to the facility.

**E. Visiting Schedule:** Visiting is permitted during the following time periods Sunday through Saturday:

#### **NO VISITS ON STATE HOLIDAYS**

8:00 a.m. – 10:00 a.m.    12:30 p.m. – 2:00 p.m.    6:00 p.m. – 9:00 p.m.

You are eligible for a "weekend visit" every other weekend. Your approved visitors must call at least 24-hours in advance to schedule the visit (860) 763-8600.

**F. Special Visit:** A special visit is normally reserved for an immediate family member living out of state or to visit with child/children born out of wedlock. The approval is at the discretion of the Deputy Warden of Programs and Treatment who may allow exceptions to the authorized: (1) visitor list; (2) number of visits; (3) number of visitors; (4) length of visit; (5) schedule of visits. A request for a special visit must be submitted to unit staff in advance of the visit to allow verification of the circumstances.

**G. Visiting Rules:** The visiting format at NCI is non-contact social visiting. Non-contact social visiting provides for the inmate and his visitor to be separated by a glass partition and to communicate by telephone, which may be monitored. All social visits must be scheduled through the unit manager's office.

1. Frequency: The frequency and length of social visits depends on which status and/or phase an inmate is in.
  - A/S Phase I – one (1) visit per week, thirty minutes
  - Death Row/Special Needs – three (3) visits per week, thirty minutes each.
2. An inmate is permitted to have up to two visitors at a time to include children.
3. An inmate is permitted one (1) visit per day.
4. An inmate is permitted to take only a wedding band and authorized religious articles to the visiting area.
5. An inmate is required to conduct a visit in a quiet, orderly and dignified manner.
6. Socializing among visiting parties is not permitted.
7. All visitors must be dressed in reasonable and modest attire. Revealing, seductive or offensive clothing may result in a visitor being denied access to, or being removed from, the visiting area.
8. Children must be under the direct supervision of the adult visitor for the entire period of time they are in the facility and on state property. A child's conduct must not be permitted to disrupt the visiting area.

#### **H. Termination of Visit**

1. A visit may be terminated by a staff member if an inmate, visitor, or children engage in behavior that disrupts the visiting area or that is in violation of facility rules, or if an inmate or any visitors appear to be under the influence of drugs or alcohol.
2. Authorization of an approved visitor may be rescinded on a finding by the unit administrator that the conduct or actions of a visitor, or the inmate's conduct with respect to a visitor, are detrimental to the order or security of the facility. Such a finding will be communicated in writing to an inmate and his visitor.
3. Any person attempting to convey or conveying any unauthorized articles including intoxicating liquors, drugs, firearms, dangerous weapons, explosives, legal currency, cellular telephone or other wireless communication device, or any device which may be used in an escape or attempted escape will be charged with a class D felony and subject to imprisonment for not more than five years and a fine of not more than one thousand dollars (\$1,000.00) or both. (Reference: CGS, Sec. 53a-174 and 53a-174a).
4. Any person not authorized by the Commissioner of Correction, or the Commissioner's designee, who conveys or possesses with intent to convey an electronic wireless communication device to any inmate in a correctional institution while such inmate is in such an institution or uses an electronic wireless communication device to take a photographic or digital image in a correctional institution will be charged with a class A misdemeanor and subject to imprisonment for not more than one year and a fine of not more than two thousand dollars (\$2,000.00) or both. (Reference: CGS, Sec. 53A-174b)

**I. Privileged Visit:** A Privileged Visit is an arranged visit between an inmate and a judge, the Governor, Legislator, Attorney General, Board of Pardons and Paroles member/officer, Probation Officer, Sentence Review Board member, Commission of Human Rights and Opportunities member, State Claims Commissioner, elected government official, the inmate's attorney or attorney representative for an authorized purpose other than social visitation.

**J. Professional Visit:** A Professional Visit is an arranged meeting between an inmate and a credential individual from the

community, (e.g., law enforcement official, social worker specialist (not to include attorney representative), member of the clergy, etc.) for an authorized purpose other than social visitation.

2:12

## **TELEPHONES**

All telephone conversations are monitored and recorded. Those who violate state regulations may be subject to criminal prosecution and/or disciplinary action.

Inmate use of the telephone is governed by State Regulations 18-81-28/29 and 18-81-41 through 18-81-51. The information stated in this handbook does not supersede or overrule those regulations in any way. The regulations are incorporated into the Telephone Privilege Program (TPP). An inmate must be enrolled in the TPP to use a collect call telephone. (Reference: Administrative Directive 10.7, Inmate Communications)

**A. Collect-Call Telephones:** Collect-calls can only be made on designated collect-call telephones. A collect call is one in which the person called agrees to pay the charges. Collect-call telephones are silver and are located in the housing units.

**B. Recording and Listening:** All telephone conversations are monitored and recorded. Those who violate state regulations may be subject to criminal prosecution and/or disciplinary action.

**C. Wireless Communications:** Inmates are not allowed to possess any wireless communications devices including but not limited to cellular telephones, pagers and two way radios. Any inmate in violation of this may be subject to criminal prosecution and/or disciplinary action.

**D. Enrollment in TPP:** In order to enroll in the TPP, an inmate must sign the TPP Notification and Acknowledgment Statement. An inmate must submit for approval of each telephone number. All telephone numbers must be approved by completing the Add/Drop Telephone Request Form. Approved telephone numbers will be put on inmate's approved telephone list. The number of telephone numbers on the approved telephone list may not exceed ten (10).

1. The telephone numbers on the approved telephone list are programmed into the collect call system and are the only telephone numbers that are approved for an inmate to call.
2. A violation of telephone rules and regulations, or the occurrence of an event, which causes the enrollment conditions not to be satisfied, will cause the enrollment in TPP to be rescinded.
3. The Notification and Acknowledgment Statement must be signed in ink.

**E. Changes:** An inmate may change up to five (5) telephone numbers on his approved telephone list once every thirty (30) days by submitting an Add/Drop Telephone Request Form to the unit counselor. If the telephone numbers that an inmate adds cause the list to exceed ten (10) numbers, he must designate which telephone numbers are to be inactivated.

**F. Means of Access/PIN:** Each inmate who enrolls in the TPP will be given a PIN (Personal Identification Number). The PIN must be entered (by pushing the buttons on the telephone pad that correspond to the PIN) in order to place a call. If an inmate is having a problem with his PIN number, direct a request to the telephone coordinator.

**G. Termination:** Any call may be terminated for the following reasons; violation of unit rules; illegal activity; exceeds time limit; misuse of equipment; threatening or disruptive behavior; unit emergency; or interference with other valid penological interest.

**H. Telephone Block:** If an inmate is unable to make a collect call because there is a phone block, staff will not permit the use of a facility telephone unless there is a VERIFIED emergency and the receiving party is willing to accept the call.

**I. Emergency Calls:** An inmate may place an emergency call on a facility telephone subject to approval by the unit manager, or in the absence thereof, by the shift commander.

**J. Telephone Regulations:** The Commissioner of the DOC has adopted regulations pertaining to mail and telephone use, and that these regulations are contained in Sections 18-81-28 through 18-81-51 of the regulations of Connecticut state agencies. These regulations provide, in part, that: Outgoing telephone calls from "collect-call only" telephones shall be recorded and monitored. This includes the telephone number called.

1. All telephone calls must be scheduled.
2. An inmate must request to use the telephone in writing to the unit CTO
3. The length and frequency of social calls is determined by Phase/Interval assignment:  
Phase/Interval I: one call per week, fifteen minutes long  
Death Row: two calls per day, three calls per week.  
Special Needs: A minimum (3) 15 minute calls per week, except legal calls as approved by a supervisor / counselor in conjunction with custody management plan and inmate's mental health health treatment plan.
4. The time slot is for the designated inmate's use only; it cannot be transferred, traded or shared.
5. An inmate is not permitted to make third party calls, calls to DOC officials or "1-800" numbers. Calls that are not answered, refused, or picked up by an answering machine are not counted toward the weekly limit of authorized calls; misuse of a PIN number through sale, bartering, theft or extortion will subject one or both parties to loss of telephone privileges and a disciplinary report. Refusal to sign any of the forms associated with the PIN system will result in a complete restriction of telephone privileges, including computer deactivation of the inmate's PIN number. Any PIN number problems should be addressed to the telephone coordinator on the proper form, available from the unit staff.
6. For the purposes of inmate activities such as telephone calls at NCI, "the week" shall be defined as Monday through Sunday.

**K. Calls to Attorney:** Under ordinary circumstances, a non-recorded, non-monitored collect call can be made to the

inmate's attorney twice each month by making advance arrangements through the unit manager.

The call will be placed by staff for verification; the attorney must agree to accept the charge. Calls answered by answering machine or a person who can take a message are considered contact calls. A call to a public defender or Leg Assistant to Prisoners may be made free of charge.

Staff will maintain constant observation of an inmate outside of the listening range as circumstances permit.

Calls will be limited to 10-minutes, unless authorization for a longer period of time is granted. Inmates request must be to attorneys who are verified members of the bar or clerk office per AD 10.7

## **2:13 LAUNDRY**

### **NORTHERN LAUNDRY SCHEDULE**

MONDAY	3 EAST/3 WEST.....RETURN CLEAN LAUNDRY BAGS {PERSONAL LAUNDRY}
	2 EAST/2 WEST.....COLLECT UN-CLEAN LAUNDRY BAGS {PERSONAL LAUNDRY}
TUESDAY	2 EAST/2 WEST.....RETURN CLEAN LAUNDRY BAGS {PERSONAL LAUNDRY}
	1 EAST/1 WEST.....COLLECT UN-CLEAN LAUNDRY BAGS {PERSONAL LAUNDRY}
	& COLLECT UN-CLEAN STATE LAUNDRY - BAGS {SHEETS, JUMPSUITS}
WEDNESDAY	1 EAST/1 WEST.....RETURN CLEAN LAUNDRY BAGS {PERSONEL LAUNDRY}
	RETURN CLEAN LAUNDRY BAGS {STATE LAUNDRY}
	2 EAST/2 WEST.....COLLECT UN-CLEAN LAUNDRY BAGS {STATE LAUNDRY}
THURSDAY	2 EAST/2WEST.....RETURN CLEAN LAUNDRY BAGS {STATE LAUNDRY}
	3 EAST/3WEST.....COLLECT STATE LAUNDRY BAGS {SHEETS, JUMPSUITS}
FRIDAY	3 EAST/3 WEST.....RETURN CLEAN LAUNDRY BAGS {STATE LAUNDRY}
SATURDAY	THERE WILL BE NO LAUNDRY EXCHANGES.
SUNDAY	3 EAST/ 3WEST.....COLLECT UN-CLEAN LAUNDRY BAGS {PERSONAL LAUNDRY}

### **BLANKET EXCHANGE WILL BE ONCE A MONTH**

1EAST/ 1WEST.....WEDNESDAY  
2EAST/ 2WEST.....THURSDAY  
3EAST/ 3WEST.....FRIDAY

### **ISSUED AMOUNTS OF LAUNDRY**

#### **WINTER [OCTOBER--15--APRIL--14]**

2-BLANKET  
3-SHEETS  
2-JUMPSUITS  
2-LAUNDRY BAGS

#### **SUMMER [APRIL-OCTOBER--14]**

1-BLANKET  
2-SHEETS  
2-JUMPSUITS  
2-LAUNDRY BAGS

## **2:14 BARBER SERVICES**

Barber services will be every thirty 30-days upon request to unit staff.

## **2:15 LIBRARY**

A book cart will be utilized to distribute reading materials on second shift every Sunday. Inmates are allowed two books with the exception of books issued by education or religious services. Books will be exchanged on a one for one basis. Magazines, newspapers or non-NCI books will not be exchanged. Religious books or materials must be requested through the FACILITY CHAPLAIN.

**A. Publication Orders:** An inmate may only order new books, publications, magazines and newspaper subscriptions directly from the publisher or an approved bookstore.

The inmate must initiate this request by filling out the Money Request Form via his assigned unit counselor or The inmate must have the money to pay for them at the time of the order.

Family members are NOT AUTHORIZED to purchase subscriptions or books and have them sent in to the inmate. All materials under this category will be REJECTED and RETURNED to the sender. Inserts stating that an inmate is to be billed later may not be mailed out.

Free publications from a publisher, book club, book store or charitable, non-profit, religious, legal or education organizations shall be allowed if the identity of the sender is clearly identified on the publication and if the publication is mailed directly from the publisher, book club or book store.

Publications that do not contain the inmate's correct name and number will not be delivered. They will be returned to the sender.

**Any money sent to Publication is the responsibility of the inmate not staff**

**B. Access to Publications:** The information stated in this handbook does not supersede or overrule state regulations. It is provided to inform an inmate of the access to publications.

1. Orders for publications must be placed with the unit counselor or CTO by submitting a request, order form, postage paid envelope and Special Request Form to pay for the order. Once the Special Request Form is completed with the unit counselor or CTO, they will forward it to the Education Department and Deputy Warden of Programs and Treatment as appropriate. No order will be

processed unless the inmate has sufficient funds in his inmate account to cover the cost of the order. This procedure does not preclude a publication from rejection if it adversely affects a valid penological interest. All incoming publications and materials will be reviewed prior to dissemination. All non-questionable publications shall be issued without undue delay. Any publications deemed questionable shall be held for review by the Department of Correction Publication Review Committee. The Publication Review Committee may approve a publication, deny part of a publication or deny the entire publication as appropriate. An inmate is responsible to notify the publisher of a change of address.

2. A publication may be rejected if it adversely affects a valid penological interest. A statement of the criteria for evaluating publications and the post-decision process is stated in the state regulations and in Administrative Directive 10.7, Inmate Communications.
3. If a publication is rejected, an inmate has a right of appeal to the Commissioner of the Connecticut DOC within fifteen-days of receipt of the notice of rejection.

#### **2:16 PHOTOCOPYING**

Photocopying services are available through the unit counselor at a cost of twenty-five cents (\$.25) for each page and is restricted to legal material. These requests will be completed within fifteen-business days. Copy is restricted to legal documents only and personal items will not be copied.

#### **2:17 NOTARY PUBLIC**

Services of a notary public are available for documents legal in nature. For service, contact the notary assigned to your housing unit. The function of a notary public is to verify and witness that the signature that appears on a document is the signature of the person who is named in the document. Only the page that contains a signature will be notarized and facility notaries may refuse to notarize a document that is inappropriate or does not require notarization. If you are requesting a large amount of items to be notarized the staff notary may stagger notarization of the documents over a period of time.

Notary services are at the discretion of the Notary Public

#### **2:18 FREEDOM OF INFORMATION ACT REQUESTS**

Freedom of Information Requests must be submitted to the facility Liaison or Deputy Warden of Programs and Treatment for any issue that occurred while in Department of Correction custody. Under normal circumstances, there is a twenty-five cents (\$.25) charge for each page requested. Any other issue must be requested to the appropriate agency for action.

- A. Requests for documents must be submitted in writing to the Program and Treatment Deputy Warden's office.
- B. For copies of records pursuant to the Freedom of Information Act, an inmate shall be considered indigent if the monetary balance in his or her inmate trust account, or any other known account, has not equaled or exceeded five dollars (\$5.00) at any time (1) during the ninety (90) days preceding the receipt by the Department of the request for records and (2) during the days preceding the date on which the request for records is fulfilled (up to a maximum of ninety (90) days after the date of the request).
- C. *If you do not receive funds to pay for your request, please write FOI office when you become indigent and we will supply the documents at no charge.*
- D. FOI request do not need to be notarized.

An inmate is not permitted to obtain or receive any item from any person while on a court trip, except legal materials from appropriate court personnel. These legal materials are to be in a sealed envelope and carried by the escorting officer. Upon return to the facility this material shall be opened and searched in front of the inmate.

**E. Personal Data Act:** Information in the inmate master file is accessible to review by the inmate. Arrangements must be made thru your unit counselor and are completed annually. Any copies requested shall be in accordance with A.D. 3.10 Fees, Reimbursements and Donations. Fees are not waived.

#### **2:19 COURT TRIP**

- A. An inmate must wear the uniform of the day, unless the judge orders that he be in civilian clothes. If this occurs, clothes will be made available to the inmate prior to the hearing. At no time will an inmate be allowed to be transported to and from court in civilian clothing. Glasses are not permitted during transport and will be surrendered to the transportation staff and returned to the inmate upon reaching the court. Items in the hair such as rubber bands, string or other items used to secure braids or ponytails will not be permitted and shall be removed prior to leaving your housing unit. Only Kufis and Native American headbands authorized by the religious facilitator will be allowed.
- B. An inmate is permitted to take legal materials with him that is relevant to the case at hand. These materials must be surrendered to the transporting staff during transit. The materials will be returned to the inmate when he is in secure lock-up at the court, and on the return, when the inmate is back in the facility. Items such as personal letters, photographs, Bibles or Qurans are not deemed legal material and will not be permitted.
- C. An inmate will be subject to the use of restraints in accordance with departmental policy.
- D. A court lunch will be provided.
- E. An inmate is not permitted to obtain or receive any item from any person while on a court trip, except legal materials from appropriate court personnel. These legal materials are to be in a sealed envelope and carried by the

- escorting officer. Upon return to the facility this material shall be opened and searched in front of the inmate.
- F. An inmate is not allowed to have visits from anyone at court except his attorney or other appropriate court personnel.
- G. An inmate will be subject to a strip search prior to his departure from the facility and upon his arrival back at the facility in accordance with:
- a. Administrative Directive 6.7, Searches.
  - b. Inmates are required to go through a scanning chair when entering and leaving the facility.

**2:20 ORIENTATION**

An inmate will be provided with orientation materials within five business days of admission to this facility. The purpose of these materials is to inform an inmate of how the facility works, what his obligations are and what programs and services are available.

Included in this material is the "Sexual Assault Prevention for Inmates" handout which gives inmates information regarding the Prison Rape Elimination Act and personal safety.

- It is an inmate's responsibility to read the orientation materials issued to him upon admission.
- If an inmate has any questions concerning the materials, he should contact the unit staff.

**2:21 PROPERTY LOSS**

If any of the inmate's property is lost or damaged, an inmate shall seek an informal resolution utilizing the Inmate Request System.

After utilizing an Inmate Request Form with unsatisfactory results, you may file an Inmate Remedy request and register a formal complaint.

If the Remedy is not satisfactory and if an inmate believes the state is responsible for the loss or damage of his property, an inmate may file a claim through the Claims Commissioner. A claim must be filed within one year of the knowledge of the loss or damage, but in no event more than three years from the date of loss or damage. (Reference: Administrative Directive 6.10, Inmate Property; CGS Sec. 4-141, et seq.)

To file a claim an inmate must complete two copies of the Property Claims Form. Detailed instructions are provided on this form.

Mail one copy to the State Claims Commissioner with the filing fee (explained on the form). Mark the second form "COPY" and send it to the property officer.



Part Three: FACILITY PROGRAMS

3:1 GENERAL

A sentenced inmate will not be allowed to refuse or reject any program, work or education assignments. All Administrative Segregation, programming is mandatory.

3:2 ADMINISTRATIVE SEGREGATION

Placement of an inmate on a restrictive housing status that results in segregation of the inmate whose behavior, while incarcerated poses a threat to the security of the facility, or a risk to the safety of staff or other inmates, and that the inmate can no longer be safely managed in general population.

**A. Placement:** Inmates transferred to NCI will be afforded a hearing to determine if they will be placed on A/S status. A hearing officer assigned by the Director of Offender Classification and Population Management will conduct the hearing. Inmates placed on A/S status will remain at Northern and be managed in accordance with Administrative Directive 9.4, Restrictive Status.

**B. Appeal of Placement:** All appeals of placement on A/S status should be directed to:

Director of Programs and Services  
24 Wolcott Hill Road  
Wethersfield, CT

**C. Program Plan and Privileges:** NCI's Administrative Segregation Program is organized around three phases through which a majority of inmates will progress. Phase I of the program allows inmates to begin the In-Cell Program and start to change their attitudes and behavior. Inmates in Phase II and Phase III shall commence at CCI with programming specific to CCI Phase Program, which expose them to the tools they can use to help them adjust to prison life without being a danger to others. These groups are all designed to increase the ability of inmates to effectively communicate, manage anger appropriately and avoid future relapses of their negative behavior.

1. Program Philosophy: The three-phase Administrative Segregation Phase Program at NCI operates on the basic assumption that inmates who engage in assaultive behavior, or pose an imminent risk to the public, staff, or other inmates, require a highly structured and secure environment. Within such an environment, inmates are held responsible for their own actions while learning the coping skills necessary to allow their safe return to a general population institution.

2. Program Privileges:

Phase I Privileges:

- Commissary: \$25.00 per week if not on sanctions (limited items).
- Social Telephone Calls: One 15-minute social telephone call per week.
- Visits: One 30-minute non-contact social visit per week (immediate family only) if not on disciplinary sanction prohibiting visits.
- Recreation: One hour per day, five (5) days per week.
- Showers: Three times per week, 15-minute out-of-cell time limit.
- Work Assignments: None
- Radio: Allowed, in accordance with Unit Directive 6.10, Inmate Property.
- Mail Retention: May retain only five (5) letters in cell.

Death Row Privileges:

- ✓ Commissary: \$75.00 per week if not on sanctions.
- Social Telephone Calls: Two 15-minute social calls per day.
- Visits: Three one-hour, non-contact social visits per week. May have any relationship on their approved visiting list. Legal visits are unlimited.
- ✓ Recreation: Two hours per day (1 hour outdoor and 1 hour outdoor), six (6) days per week. Out of cell time will take place in the day room adjacent to the designated housing area.
- Showers: Monday through Saturday, 15-minute out-of-cell limit.
- ✓ Work Assignments: Cell Maintenance and a book cart janitor
- Radio/TV: In accordance with Unit Directive 6.10, Inmate Property
- Mail Retention: In accordance with storage requirements in Administrative Directive 6.10, Inmate Property. Will automatically be placed on mail review status.
- Housing Designated: housing area.
- ✓ Dining: Inmates will eat their breakfast, lunch and dinner in their respective cells. Afforded twenty (20) minutes to eat. At the conclusion of each meal all utensils and all items served with the meal (including, for example, containers, utensils, condiments, paper goods) shall be passed through the trap closure to a staff member.

D. Program Progression and Criteria

1. Phase I minimum requirements  
The following are the minimum criteria inmates must meet prior to being considered for Phase II.
  - a. Four (4) months at NCI

- b. Completion of all Punitive Segregation time
  - c. 120-days Class A Disciplinary Report free
  - d. 90-days Class B Disciplinary Report free
  - e. 60-days Class C Disciplinary Report free
  - f. Positive Attitude
2. Acknowledgment  
Prior to moving to Phase II and Phase III, and General Population, each inmate will read and have explained to him what is expected of him as he progresses. Each inmate will then sign the form to acknowledge that he knows and understands what is expected of him in each of the phases, as well as penalties. If returning to the Close Custody Threat Member Program, inmates will be required to sign an acknowledgment form indicating their intent to complete the program. Phase progression is mandatory.
3. Criteria for Return to Phase I: Phase II inmates may be returned to Phase I at Northern CI for the following reasons after review by the Unit Administrator and consultation with the District Administrator:
- a. Class A Disciplinary Report
  - b. Punitive Segregation received as a disciplinary sanction.
  - c. Refusal to participate in Phase II programming.
  - d. Poor attitude.
  - e. Lack of motivation.
  - f. Class B Disciplinary Report
  - g. Multiple Class C Disciplinary Reports
4. Classification Review Process  
Inmates meeting the minimum criteria to be considered for phase advancement shall be reviewed by:
- a. The Unit Classification Committee.
  - b. The Facility Classification Committee.
  - c. The unit administrator (final "recommending" authority).
  - d. The director of Programs and Services (for removal from A/S)
  - e. Inmates who discharge, bond out or leave prior to completing the A/S Program and are returned to DOC custody will be housed in Phase I. A classification review will occur in 30-days. All inmates reviewed shall be notified of the final decision in writing via the following forms:
    - i. Inmate Notice of Program Review.
    - ii. Phase II Acknowledgment Form.
5. Program Curriculum  
Various groups are offered under the A/S Phase Program that are designed to enhance coping skills, manage anger and aggression, avoid relapses of negative behavior and encourage effective communication. All groups must be successfully completed prior to being considered for movement between phases. The groups offered in Phase I In Cell Programming include:
- Getting Settled, Getting Going
  - Handling a Crisis
  - Interpersonal Effectiveness

### **3:3 EDUCATION**

If the inmate wishes to request educational materials, the procedure is to obtain an Inmate Request Form and forward it to the Education Department. If the items are available, you will receive them. In addition special education services for inmates under 21 years of age with disabilities will be available to those who qualify.

### **3:4 HIV COUNSELING**

Human Immunodeficiency Virus Infection (HIV) counseling provides information about HIV. Counseling includes what HIV is, how you get it, how you avoid getting it, what it means to be HIV positive, how to take care of yourself if you are HIV positive and help in dealing with your feelings.

An inmate may contact the HIV Counselor by addressing a sealed envelope to the "HIV Counselor." This is a confidential service. (Reference: Administrative Directive 8.11, Human Immunodeficiency Virus Infection.)

### **3:5 DNA TESTING**

A blood or saliva sample (as directed by state statutes), to be used for Deoxyribonucleic Acid (DNA) identification analysis, shall be taken from each inmate who meets the criteria in accordance with Administrative Directive 9.3, Admissions, Transfers and Discharges.

**A. Unit Responsibility:** Each inmate upon placement at NCI will be reviewed to determine if the inmate meets the criteria set forth in Administrative Directive 9.3, Admissions, Transfers and Discharges.

**B. Inmate Refusal:** An inmate shall satisfy the conditions of the DNA testing guidelines set forth in this directive prior to release from the custody of the Department of Correction and/or classification to an overall risk level 2 or lower.

Should an inmate refuse testing, the correctional hospital nursing supervisor, or designee, shall notify the Unit Administrator. The Unit Administrator shall direct the Counselor Supervisor to meet with the inmate to review the testing procedure and ensure the inmate has correct information regarding the purpose of the DNA testing and the requirements.

the law. The Counselor Supervisor or designee shall advise the inmate that upon any further refusal a disciplinary report shall be issued and the Department of Correction will make a request to the Attorney General's office to pursue a court order authorizing compulsory taking of a blood sample. After this counseling session, if the inmate consents to the DNA test, the Unit Administrator and Correctional Hospital Nursing Supervisor shall be notified, and the inmate scheduled for phlebotomy on the next regularly scheduled laboratory day. If the inmate again refuses, the facility shall contact the Director of Health Services, or designee, for referral to the Attorney General's office.

## Part Four: OUTSIDE SERVICES & PROGRAMS

### 4:1 PAROLE and SPECIAL PAROLE

**A. Parole:** Parole is release from incarceration to supervision in the community before the expiration of an inmate's sentence. The Board of Pardons and Paroles makes parole decisions based on the Board's determination, (1) of whether is reasonable probability that the inmate will live and remain at liberty without violating the law, and (2) that such release is not incompatible with the welfare of society. (Reference: CGS. Sec. 54-124, et. seq.)

**B. Special Parole:** Inmates with Special Parole noted on a judgment Mittimus will be discharged to supervised parole when all sentences are satisfied. Special Parole is a court-ordered period of conditional community supervision following confinement of more than two years (CGS 53a-28, 53a-40, 54-125e and PA 01-84).

### 4:2 SENTENCE REVIEW

Sentence Review is the review by a panel of judges of an inmate's sentence that is three-years or more, except that sentences resulting from a plea bargain will not be reviewed. Application for Sentence Reviews must be filed within 30-days of the date the sentence was imposed. Contact your attorney to submit the application. (Reference: CGS Sec. 51-5)

### 4:3 PARDONS

A Pardon is an act of grace that releases an inmate from the full consequence of a sentence. The Board of Pardons and Paroles meets twice a year to consider applications from inmates for a pardon. A notice will be posted in the Northern Dispatch which will include the application instructions. (Reference: CGS Sec. 18-24a, et. seq.) Your unit counselor will provide you with the necessary forms when the notice is posted.

#### Information and Instructions for New Clemency Form

The Board of Pardons and Paroles has changed the procedures and forms for clemency applications from current offenders. The purpose of the changes is to focus the process of determining who might be appropriate for clemency and reduce the processing effort for those individuals who are clearly inappropriate for consideration.

Eligibility: Sentence of 8 years or more: Eligible after 4 years.

Sentence of less than 8 years: Eligible after serving 50% of the sentence.

The eligibility requirements may be waived by the Board upon application and for compelling reasons.

Application Deadlines: The Board holds two hearings per year for current offenders, in May and in November.

Deadlines as follows:

May Docket: March 15 November Docket: September 15

Applications may be sent via U.S. Mail (postage required) or State of Connecticut

Interdepartmental Mail (no postage required) directly to:

**Pardon Unit**

**Board of Pardons and Paroles**

**55 West Main Street, Suite 520**

**Waterbury, CT 06702**

The application has been simplified and it is expected that each applicant should be able to fill out and mail applications directly to the Board of Pardons and Paroles in Waterbury, with minimal staff assistance. However, offenders who have difficulty writing or expressing themselves should seek assistance from the facility-based parole officer.

Court procedures provide ample opportunity to litigate claims regarding criminal prosecution.

The Board of Pardons and Paroles is not an alternate avenue to complain about the quality of legal representation, the legality of conviction or the length of sentence. Only the most compelling circumstances of miscarriage of justice will be entertained and only after exhaustion of all judicial remedies.

The new criteria focus on the conduct of the offender following conviction, describing the specific reasons why clemency is appropriate. The applicant must describe and submit evidence of specific extraordinary circumstances or specific exemplary conduct supporting the request for clemency. If these categories seem to require explanation in a given case, it is likely that the applicant seeking further explanation would not be in a circumstance supporting relief.

A panel of the Board will prescreen the applications administratively and select applications for further proceedings. Those applications selected for further proceedings will be examined more completely, including personal interviews and investigation of claims made. The Board will hold a formal hearing that the offender may attend. Applications not selected for further proceedings are denied. Reapplication: Reapplications with no new information are not encouraged and will be rejected.

However, denial of one application does not prohibit another application based on new or different extraordinary circumstances or exemplary conduct at a later time.

### 4:4 DISCHARGES

Your unit counselor will meet with you approximately 45-days prior to your discharge from your sentence(s) and complete your discharge package. You must advise staff at this time of any special needs you may have for your release.

### 4:5 LEGAL ASSISTANCE

The Supreme Court of the United States has held that the Constitution of the United States only requires a state to provide its prisoners with access to a law library or access to persons trained in the law. *Bounds v. Smith*, 430 U.S. 817, 97 S. Ct. 1491, 52 L. Ed. 2d 72 (1977). The choice of which alternative to provide lies with the state,

not with the prisoner. Connecticut has chosen to rely on access to persons trained in the law in order to comply with the requirements of *Bounds v. Smith*.

**A. Public Defender:** Attorneys are available to provide legal assistance in certain criminal matters to indigent inmates who are in the custody of the Commissioner of Correction. For legal assistance concerning criminal matters, contact the Public Defender's Offices in the county where the complaint is to be filed.

**B. Access to Courts and Legal Materials:** The Connecticut Department of Correction is not obligated to provide inmates with access to court by maintaining law libraries or legal forms in the various correctional institutions.

Any such material that may be located in the DOC facilities is not intended to serve as a method of providing inmates access to court.

Any inmate who wishes to seek assistance or advice concerning his or her criminal case(s) should contact the attorney or Public Defender's Office, which is representing or assisting you now or has represented or assisted you in the past.

Legal assistance for criminal matters may be provided through your attorney or Public Defender in the court where your criminal case is pending, as well as for appeals and habeas matters as follows:

State Criminal Appeals

Office of Chief Public Defender  
Legal Services Unit  
2911 Dixwell Avenue, 4th Floor  
Hamden, CT. 06518  
(203) 867-6150

Petitions for a Writ of Habeas Corpus

Office of Chief Public Defender  
Habeas Corpus Services  
2275 Silas Deane Highway  
Rocky Hill, CT. 06067  
(860) 258-4940

Any questions concerning criminal matters or requests for forms in criminal matters should be directed to the attorney handling your criminal case(s) or habeas petition(s).

The Department of Correction contracts for the provision of legal assistance to inmates in civil legal matters for issues arising from terms and conditions of confinement. For a description of the extent of such legal service, refer to section C below. If you require assistance in reading or in understanding this section you should contact Inmate's Legal Assistance at the address and telephone number in the box on this page.

**C. Civil Rights Actions:** The Department of Correction is not obligated to provide state prisoners with lawyers to represent them or appear for them in civil rights actions. However, access to court for civil matters arising from terms and conditions of confinement is provided by Inmate's Legal Assistance.

The Department of Correction contracts with Attorney Sydney T. Schulman d.b.a. Schulman and Associates for such services. The scope of said service shall be limited to:

- rendering assistance which shall include identifying, articulating and researching legal claims and enabling inmates to access the judicial and parole (for revocation hearings only) system through advice
- counsel and physical preparation of meaningful legal papers such as writs, complaints, motions and memoranda of law for claims arising from terms and conditions of confinement, determined by the contractor to be matters where in a prima facie (as defined in Black's Law Dictionary) case is presented. Meaningful papers referred to are limited, by the professional judgment of the contractor, to those which are needed to give inmates a reasonably adequate opportunity to present, among other claims, claimed violations of fundamental constitutional rights to the courts, consistent with rulings concerning the right of inmate access to courts, rendered by appropriate courts, including the State and U.S. Supreme Courts.

For assistance in reading or in understanding this section, contact:

Inmate's Legal Assistance  
P.O. Box 260237  
Hartford, CT 06126-0237  
1-800-301-ILAP (4527)

Said assistance does not include representation and/or entering an appearance in a case or extend to the actual trial of the claim or argument in appellate or administrative proceedings or any other ancillary proceedings hereto. This includes not accepting any court appointments for representation of any inmates in any matter whatsoever, except that the Commissioner may authorize the Board of Pardons and Paroles to utilize the services of Attorney Schulman for the purposes of representing inmates at Parole revocation hearings in appropriate circumstances. Such representation shall be provided on a case by case basis consistent with rulings concerning the right of counsel before the Board of Pardons and Paroles, rendered by appropriate courts, including the State and U.S. Supreme Courts.

You may direct your calls to Inmates Legal Assistance. These calls shall be deemed "privileged" in accordance with Administrative Directive 10.7, Inmate Communications.

Other civil rights organizations, which may, on occasion, in a particular case, provide legal assistance in civil rights, are the following:

Connecticut Civil Liberties Union  
32 Grand Street  
Hartford, CT 06106  
(860) 247-9823

The Department of Correction is not obligated to provide inmates with legal assistance or legal forms, which are related to state or federal criminal matters. If you wish such assistance or such forms you should contact either your own attorney or the office of either the State Public Defender or the Federal Court. Forms for federal civil rights complaints, under 42 U.S.C. & 1983 and forms for federal habeas corpus petitions pursuant to 28 U.S.C. & 2254, as well as other forms may be obtained by writing to:

Clerk of the Court  
United States District Court  
915 Lafayette Boulevard  
Bridgeport, CT 06604

**D. Law School Clinics:** The following is a list of law school clinics:

University of Connecticut School of Law Legal Clinic  
65 Elizabeth Street  
Hartford, CT 06105

In the UConn Legal Clinic, state-funded law school professors, adjunct faculty and students, may, at their discretion take individual cases (criminal appeals, sometimes habeas corpus matters) on request or referral, but not appointment.

The Jerome N. Frank Legal Services  
P.O. Box 209090  
New Haven, CT. 06520-9090  
(203) 432-4800

Similar to the UConn Legal Clinic, the Jerome N. Frank Legal Services Clinic, Yale Law professors, adjunct faculty and students, may, at their discretion take individual cases (criminal appeals, sometimes habeas corpus matters) on request or referral, but not appointment. The Yale Law School Clinic has also represented Connecticut inmates in civil rights actions including class actions involving the Connecticut Department of Correction's policies, procedures and regulations.

The Public Defender Services Commission provides post-conviction advice and representation, at state expense, to indigent prisoners on:

- Criminal appeals and criminal habeas corpus petitions attacking the judgment of conviction
  - Habeas corpus petitions alleging illegal confinement based on claims of improper sentence administration by the Commissioner of Correction
  - habeas corpus petitions challenging involuntary transfer of temporary custody pursuant to provisions of the Interstate Agreement on Detainers, Connecticut General Statutes, Section 54-186, Art. IV
- The Commission also administers assignments of special public defenders from the Habeas Corpus Panel. Conn. Gen. Statute, Sec. 51-289, et seq. The public defender will not accept assignments of cases challenging conditions of confinement.

**E. Federal Petitions for a Writ of Habeas Corpus:** The State of Connecticut is not obligated to provide state prisoners with lawyers to represent them in Federal Habeas Corpus Petitions.

If you need counsel in a Federal Habeas Corpus Petition, you should make a motion to the District Court. If the Court grants your motion for counsel, the Federal Public Defender or counsel appointed under Criminal Justice Act may represent indigent prisoners on Federal Habeas Corpus Petitions challenging the judgment of conviction in state court. If you have a matter pending in the U.S. District Court in Connecticut, you must notify the court, and your counsel, if any, of any change in your address.

The following resources may be of assistance:

Habeas Corpus Petitions pursuant to 28 U.S.C. Sec. 2254:  
Federal Public Defender  
450 Main Street  
Hartford, CT. 06103

For Criminal Justice Act Panel of Attorneys:  
Chief Deputy Clerk  
United States District Court  
141 Church Street  
New Haven, CT 06510

Attorneys are available to provide legal assistance in certain criminal matters to indigent inmates who are in the custody of the Commissioner of Correction. For legal assistance concerning criminal matters, contact the Public Defender Offices in the county where the complaint is to be filed.

4:6

## CIVIL RIGHTS ACTIONS

The State of Connecticut is not obligated to provide state prisoners with lawyers to represent them in civil rights actions. However, access to court is provided by:

### A. NOTICE TO INMATE POPULATION: Termination of Correctional Ombudsman Services

Effective June 30, 2010, the Department of Administrative Services no longer contracts for Correctional Ombudsman services. The funding for these services has been eliminated and the statutory language requiring that these services be contracted has been repealed.

This notice applies to services formerly provided to inmates by the Ombudsman relative to complaints regarding the terms and conditions of their confinement. Inmates should first make every attempt to resolve their issues through the existing internal grievance procedure. Inmates also have access to the Inmate Legal Assistance Program as a means to address their complaints regarding the terms and conditions of confinement.

The Inmate Legal Assistance Program may be contacted at the following address:

Inmate Legal Assistance Program  
Law Office of Sydney T. Schulman  
78 Oak Street  
Hartford, CT 06119  
Telephone: (860) 246-1118

**B. SPEEDY TRIAL:** Speedy trial is a petition from an inmate to the court having jurisdiction to initiate proceedings to dispose of pending charges. There are three types of speedy trials that affect inmates in custody; (1) an inmate in custody solely because of charges pending in this state (CGS Sec. 54-82m); (2) an inmate under sentence with charges pending in this state (CGS Sec. 54-82c); (3) an inmate under sentence with charges pending in another state (CGS Sec. 54-186, Article III). To apply for a speedy trial under CGS Sec. 54-82m, contact your attorney. To apply for other speedy trials, send a request to the records office and contact your unit counselor to confirm that your request is being processed.

4:7

### FAMILIES IN CRISIS:

Families in Crisis a private, non-profit organization providing support services to inmates and their families to address problems caused by incarceration of the spouse. For information, contact: Families in Crisis, 30 Arbor Street, North Wing, Hartford, CT 06106

4:8

### CLERGY VISITS:

Professional Clergy Visits are permitted provided that all the criteria are met and said religion does not compromise safety and security of the institution. The process begins by first contacting the Religious Services Department.

4:9

### SOCIAL SECURITY:

Inmates may have Social Security entitlement such as an age or disability pension. For Social Security information contact the Department of Health and Human Services at the address in the box to the left.

4:10

### SELECTIVE SERVICE SYSTEM:

If you are between 17 years 3 months and 26 years old, you are required by law to register with the Selective Service System. Although inmates are exempt from registering while incarcerated, Selective Service will accept your registration. If you are over age 26, you cannot register, so it is important to do so while you are within the age limits.

If you do not register with the Selective Service System, you will be ineligible for federally funded job training and federally funded financial aid.

Contact the facility Selective Service System Liaison for additional information including instructions on how to register.

4:11

### CHILD SUPPORT ENFORCEMENT PROGRAM (CSEP):

Inmates may be contacted by the Support Enforcement Services Unit which is the enforcement branch of Connecticut's Child Support Enforcement. If contacted, you may be eligible to request a court hearing to modify child support payments during your incarceration. SES will supply you with a Child Support Modification Request along with instructions for processing.

Families in Crisis  
30 Arbor Street, North Wing  
Hartford, CT 06106

Inmates may have Social Security entitlement such as an age or disability pension. For Social Security information contact:

Department of Health and Human Services  
Social Security Administration  
450 Main Street  
Hartford, CT 06103

## APPENDIX A: Inmate Administrative Remedies Summary

### What are Administrative Remedies?

Administrative Remedies are the means for an inmate to request a formal review of any action or decision that is within scope of authority of the Commissioner of Correction. There are three types of administrative remedy: (1) a grievance, (2) an appeal of a discretionary decision, and (3) a property claim. The grievance procedure, appeal procedure and property claim procedure are set out in Administrative Directive 9.6, Inmate Administrative Remedies. This summary provides general information about these procedures. A copy of the Inmate Administrative Remedies directive is available in the library, and may be provided upon request. When Can You File For An Administrative Remedy?

**For a Grievance or a Property Claim:** If you have a grievance or a property claim, first try to resolve it by sending a completed Inmate Request Form (CN 9601) to the staff member who oversees the area of your complaint. Each housing unit should have a list that identifies the staff members to whom inmate requests should be addressed for a specific issue or topic. If this action does not resolve the problem, to file a grievance use the Inmate Administrative Remedy Form (CN 9602), or to file a property claim use the Lost/Damaged Property Investigation Form (CN 9609).

**For an Appeal of a Discretionary Decision:** Discretionary decisions include disciplinary decisions (you must have pled 'not guilty' at a hearing to appeal a disciplinary decision), classification decisions, special management assignments, Security Risk Group designations, media review decisions, furlough decisions and decisions about issues related to the Americans with Disabilities Act. Use the Inmate Administrative Remedy Form (CN 9602) to file an appeal.

Filing for an administrative remedy must be made within fifteen (15) calendar days of the action taken, or discovery of the problem.

### How Do You File?

Complete the Inmate Administrative Remedy Form (CN 9602) or Lost/Damaged Property Investigation Form (CN 9609) and deposit it in the "Administrative Remedies" Box located in your housing unit.

### What Happens Next?

The Administrative Remedy Boxes are regularly collected and the filings are formally recorded by the Administrative Remedies Coordinator (ARC). The ARC routes the grievance, appeal or property claim to the appropriate decision-maker. There are time standards for the decision-maker to decide the issue and respond to you in writing. In some cases there are additional steps that you may take if you are not satisfied. The steps differ for each of the remedies; they are described in the response that you receive.

### Exhaustion of Administrative Remedy

Exhaustion of administrative remedy means that you have reached the end of the grievance, appeal or claim process and no further response or action will be taken by the Department.

### Administrative Directive 9.6, Inmate Administrative Remedy

The procedures and standards for the Department's Administrative Remedies Process are fully set out in Administrative Directive 9.6, Inmate Administrative Remedies. You should make yourself familiar with its provisions and refer to it for specific information pertaining to an issue you may have, and how to address it. This summary is intended for information only and, of itself, establishes no procedures or standards.

### In Case of Emergency

Contact a staff member if you have an emergency and explain the situation.

### Resource list

In an effort to answer your questions and resolve your problems, you are being provided the following list of who to contact for a specific problem. It is not helpful to address the same problem to more than one staff member at a time. That actually slows down the response time that a staff member may provide to problems that are within their individual control. It is also not necessary to file grievance unless you have made an attempt to resolve the problem using the correct resources. In most cases your unit counselor can direct you to the proper resource.

Problem	FIRST CONTACT FOR INFORMAL RESOLUTION
1. Property Issues	Correction Officer (Property)
2. Housing Change Issues	Unit Manager
3. Job/Pay Issues	Unit Counselor
4. Classification/Phase Review Issues	Unit Manager/Counselor
5. Visiting Issues	Unit Secretary/Counselor



6.	Sentence Computation Issues	Records Specialist
7.	Inmate Correspondence Issues	Unit Counselor
8.	Education Issues	Teacher
9.	Staff Conduct Issues	Unit Manager/Supervisor
10.	Inmate Conduct Issues	Unit Manager/Unit Staff
11.	Medical Issues	Head Nursing Supervisor
12.	Food Issues	Kitchen Supervisor
13.	Laundry Issues	Correction Officer (Laundry)
14.	Inmate Account Issues	Unit Staff/Inmate Accounts
15.	Religious Issues	Religious Services Staff
16.	SRG Issues	Unit Manager/Unit Staff
17.	Notary Issues	Unit Staff
18.	Telephone Issues	Correction Officer (Telephone Monitoring)
19.	Mail Issues	Unit Staff/Mailroom Staff
20.	Mental Health Issues	Mental Health Staff
21.	Commissary Issues	Unit Counselor/Unit CTO
22.	Board of Parole	Institutional Parole Officer
23.	Speedy Trial Issues	Records Staff
24.	Legal Calls	Unit Counselor/Unit CTO

#### PROPERTY CLAIMS

This notice is being sent to inmates currently under the custody of the Department of Correction who have submitted a property claim to the Office of State Claims Commissioner.

According to D.O.C. policy (Administrative Directive 9.6—Administrative Remedies, Section 15. Property Claim only claims that request a reimbursement amount of Three Thousand Five Hundred Dollars (\$3,500.00) or higher are to be submitted to the State Claims Commissioner's Office. All other property claims are to be submitted to the Department of Correction's Lost Property Board at 24 Wolcott Hill Road, Wethersfield, CT, 06109. The official form to be used for filing property claims is CN9611. These forms can be obtained from the facility Administrative Remedies Coordinators.

Claims wrongly submitted to the State Claims Commissioner's Office will be returned to the claimant to be forwarded to the Lost Property Board, which will result in unnecessary delays.

#### Property Claim Procedure

1. Inmate writes a request in an attempt to obtain an Informal Resolution
2. Inmate shall attach the returned request (if problem is unresolved) to CN9609 form and submit it to the Administrative Remedies Coordinator (ARC).
3. The ARC will investigate the inmate's claim and respond on the same CN9609 form.
4. If the issue is still unresolved, the inmate will attach the CN9609 form and the original request to a Property Claim form (CN9611) and submit it to the Lost Property Board at Central Office in Wethersfield, Attn: Lt. Martins
5. The Lost Property Board will create a Claim File and assign a number.
6. The Lost Property Board will request investigation from the facility ARC (where the inmate currently resides).
7. The ARC will gather all pertinent information and return completed investigation to their respective District Office within 30 days.
8. The Disciplinary Hearing Officer (DHO) will notify the inmate of the hearing date.
9. The DHO will complete the hearing on the scheduled date.
10. The DHO will provide the inmate with the finding in writing.
11. The Property Claim File will be returned to the Lost Property Board.

#### MAIL:

The address to receive correspondence is:  
 Northern Correctional Institution  
 P.O. Box 665  
 Somers, CT 06071

All outgoing mail is collected from the blue mailboxes within the units Monday through Friday by the Mail Handler or designee.

All outgoing mail is sent out and all incoming mail is distributed on a daily basis (Monday through Friday), with the exception of those inmates on mail review status whose mail is processed within twenty-four (24) hours.

The address to send funds to is:  
 Department of Correction  
 Inmate Trust Fund  
 P.O. Box 290800  
 Wethersfield, CT. 06109

ENVELOPES:

Indigent inmates (as defined in administrative directive 6.10 sec. 3E) are entitled to receive two (2) free regular postal envelopes per week and five (5) legal envelopes per month. Legal envelopes can be in any combination of white or manila.

INMATE ACCOUNTS:

Your account balance will be transferred to this facility within 5 to 10 working days of your arrival here. If you have concerns after the 10 day period, address with your Unit Counselor.

INDIGENCY:

Administrative Directive 6.10 sec. 3E defines an indigent inmate as one who has less than five (\$5.00) dollars on the account at admission or whose account has not exceeded five (\$5.00) dollars for the previous 90 days.

COMMISSARY:

Commissary sheets are distributed and collected by the Unit CTO's on a weekly basis. Commissary staff delivers commissary bags to all housing units on a weekly basis. Commissary bag delivery is subject to change without notice due to observed holidays.

DISCHARGES:

Discharge planning is completed by your Unit Counselor approximately 45 days prior to discharge. If discharging within a year, discharge planning should be a high priority. The Facility through your Unit Counselor has a number of resources to assist with identification (social security cards, DMV non-driver identification) is needed, the process must start 6 months prior to discharge. Contact your Unit Counselor if you have any questions or concerns.

NOTARY PUBLIC:

Notary Public services are available upon request to Unit staff.

ADDRESSES:

Central Office  
Department of Correction  
24 Wolcott Hill Road  
Wethersfield, CT 06109

Office of Offender Classification and Population Management  
Karl Lewis, Director of Offender Classification and Population Management  
MacDougall-Walker C.I.  
1153 East Street South  
Suffield, CT 06078

Interstate Compact Office  
Lynn Milling, Director of Inmate Classification and Population Management  
MacDougall-Walker  
1153 East Street South  
Suffield, CT 06078

Office of Claims Commissioner  
18-20 Trinity Street  
Hartford, CT 06106

Office of the Chief Public Defender  
Habeas Corpus Unit  
2275 Silas Deane Highway  
Rocky Hill, CT. 06067

Inmate Legal Assistance to Prisoner's (ILAP)  
P.O. Box 260237  
Hartford, CT 06126-0237  
(860) 246-1118  
(800) 301-4527

\*Pre-stamped ILAP envelopes are available upon request from Unit Counselors.