

Delores J. Baylor
Women's Correctional
Institution
Inmate Handbook

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Revised.

Inmate Housing Rules and Reference Guide

I. **PURPOSE:** To establish rules, guidelines, and provide information for the inmate population at Baylor Women's Correctional Institution (BWCI). Rules must be followed at BWCI. Inmates will be treated humanely and encouraged to participate in activities which may change negative behaviors. While committed to BWCI, treatment staff will develop a plan based on inmates' needs and the needs of the facility. Counseling services are provided in several areas including, but not limited to, substance abuse treatment, anger management, and sex offender treatment. Inmates may receive additional vocational training, education, religious, and recreational services. Participation in services or activities will be determined by the inmates' behavior and classification.

II. **Definitions:**

Altered items: Any item changed from its original form.

Contraband: Anything which is not authorized on the grounds of Baylor Women's Correctional Institution.

Dangerous Contraband: Any contraband by its nature, which presents a danger to the safety of anyone.

Non-Dangerous Contraband: Any contraband by its nature, which does not present a danger to the safety of anyone.

Legal mail: Mail to or from attorneys, legal aid services, federal or state courts, the Attorney General's Office (federal or state), and/or elected officials. Any other mail not specified above would be considered regular mail.

Privileges: Any benefit, to include but not limited to, visits, phone calls, commissary, and recreation, given to an inmate by facility policy which can be temporarily revoked.

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IV. REFERENCE GUIDE:

A. General Conduct: Inmate should become familiar with the Rules of Conduct which is available in the Law Library and the Housing Units.

1. Inmates will follow the directives of staff at all times. Inmates will not interfere with or distract staff from conducting their duties.
2. Assaultive or destructive behavior, inflammatory speeches, expressing violence, horseplay, conduct disturbing others, and/or refusing to respond to an order may result in immediate corrective action.
3. Inmates will address staff by their rank or title and/or their last name.
4. Altering or destroying state or personal property is prohibited.
5. The cell door will be closed at all times, except at the direction of staff.
6. Inmates will have beds made by 0900hrs. Inmates will be authorized to return under the covers at 1800hrs. Exceptions may be authorized by staff.
7. Cell lights will normally be turned off at 2300hrs and turned on at 0600hrs.
8. Inmates are not permitted within any cell, tier, or area other than the one to which they are assigned.
9. Inmates will not pass anything from cell to cell, tier to tier, or ask any staff member to do so.
10. Inmate televisions and radios will only be played utilizing headphones.
11. Doors and window will not be covered to obstruct the view of staff.
12. There will be no buying, selling, trading, lending, gambling, giving gifts or property (including legal materials) between inmates, including SBI numbers.
13. Inmates shall report directly to the destination as directed by facility staff.
14. Chow Hall
 - a. Inmates are not permitted to take anything to the chow hall.
 - b. Talking is not permitted in the hallways and/or chow hall without approval from staff.
 - c. Inmates will be seated in the chow hall at the direction of staff.
 - d. Food will not be passed from table to table.
 - e. Cups, utensils, unconsumed food, and trays will be returned to the kitchen upon completion of each meal. Possession of any such item after a meal is not permitted and will be considered contraband. The only exception will be dietary supplements which are authorized to be taken back to their cells.
 - f. A sweatshirt or a thermal top is permitted under the DOC Uniform.

B. DISCIPLINE

Rules are in place to monitor your behavior and ensure the safety of the public, staff and inmates. Offenses are broken down into Class I and Class II Disciplinary Infractions. A finding of guilty at your disciplinary hearing for failure to abide by prison rules may result in one or more of the following disciplinary actions: Counseling, Loss of Privileges, Loss of Good Time, Isolation, or Criminal Prosecution.

If you have been found guilty of three (3) of the same Class II violations within a six (6)-month period, the next Class II offense of that type will be automatically be treated as a Class I offense. If you wish to appeal a hearing decision, the process will be explained at the time of your hearing.

	Class I Offenses		Class II Offenses
1.01	Arson	2.01	Abuse of Privileges
1.02	Assault	2.02	Bartering
1.03	Bribery	2.03	Creating a Health, Safety, or Fire Hazard
1.04	Damage or Destruction of Property over \$10.00 Under \$5(over \$10)	2.04	Damage or Destruction of Property under \$10
1.05	Demonstrations (Strike)	2.05	Disrespect
1.06	Disorderly or Threatening Behavior	2.06	Failing to Obey an Order
1.07	Engaging in a Riot	2.07	Gambling
1.08	Escape and Attempt to Escape	2.08	Horseplay
1.09	Extortion, Blackmail or Protection	2.09	Late for Appointment/Assignment
1.10	Failure to Abide by Sanction or Conditions	2.10	Lying
1.11	Falsifying Physical Evidence	2.11	Off Limits
1.12	Felony	2.12	Possession of Money and Coin under \$1
1.13	Fighting	2.13	Possession of Non-dangerous Contraband
1.14	Forgery, Counterfeiting	2.14	Unauthorized Communication
1.15	Giving a False Alarm		
1.16	Homicide		
1.17	Inciting a Riot		
1.18	Possession of Dangerous Contraband		
1.19	Possession of Money and Coins over \$1		
1.20	Possession of Staff Clothing		
1.21	Receiving Stolen Property		
1.22	Refusal to Cooperate in Drug Abuse Testing		
1.23	Restraint		
1.24	Sexual Assault		
1.25	Sexual Misconduct		
1.26	Substance Abuse		
1.27	Theft		
1.28	Refusal to cooperate in DNA Testing		
1.29	Refusal to Participate In Classifies Treatment Program		
1.30	Refusal to comply with Sex Offender Registration		
1.31	Promoting Prison Contraband		

C. HEADCOUNTS:

1. Headcounts of the inmate population are conducted at various times during the day. Inmates must cooperate with staff during counts or be subject to disciplinary action.
2. During count times, inmates within their housing units will be their assigned cells or on their assigned beds.
3. Inmates not within their housing units will follow the directions of staff members during count time.

D. INSPECTIONS AND SKAKEDOWNS:

1. Inmates are subject to shakedowns, cell inspections, and searches at any time.
2. During cell inspections and shakedowns:
 - a. Inmates may be restrained or secured in another location.
 - b. Inmates are not required to be present.
3. Inmates are responsible for the items in their cells, on their person, or within their control.
4. Empty containers (excluding commissary purchased bowl or cup) are not permitted in an inmate's cell. Items purchased shall be used for the purpose originally intended.
5. Nothing will be drawn, sketched, or attached to any surface by an inmate.
6. Interfering with the functioning of a door or covering of windows, lights, or vents by and inmate is prohibited.
7. Confiscated items will be inventoried on the Inmate Acquired and Confiscated Property Form (form #537) and a copy will be given to the inmate.
 - a. Items will be held as evidence pending disciplinary and/or criminal proceedings. Any open food or unsanitary items will be discarded.
 - b. Allowable items will not be returned to the inmate unless the inmate is found not guilty of the disciplinary referral. Items will be disposed of if the inmate is found guilty.
 - c. When items are identified as contraband and not part of the disciplinary process, the inmate will be given a Removal of Personal Items form (Form #208) to indicate whether contraband will be disposed of or mailed out of the facility. Should an inmate elect to have personal property mailed out of the facility, this will be coordinated with Property Room staff. Inmates will complete a Pay-To (Form #34) leaving the amount blank. Property Room staff will be responsible for packaging the item and forwarding the item to the Mail Room. Mailroom staff will be responsible for postage calculation and annotation of the postage amount on the Pay-To.

E. AUTHORIZED CELL ITEMS:

1. Standard Issued:

- a. Sheets/Towels/Blankets/Washcloths -2 EACH
- b. Uniforms (3 for Kitchen, E-Crew, Garden Workers) -2
- c. Mattresses (additional if medically approved) -1

2. Clothing:

- a. Underwear -7 pairs
- b. Bras (No Underwire) - 5
- c. Nightshirts/Pajamas -2
- d. Robe -1
- e. Socks -5 pairs
- f. T-Shirts (White) – 5
- g. Thermal (White) – 2 sets
- h. Sweat suit – 1 set

NOTE: ALL CLOTHING MUST FIT PROPERLY

3. Jewelry:

- a. Wedding Band (Married Only) -1
- b. Watch (\$30 value or less) -1 (MUST BE ALL PLASTIC, INCLUDING CRYSTAL)

4. Footwear:

- a. Sneakers (white) or Crocs -1 pair
- b. Shower Shoes -1 pair
- c. Slippers -1 pair

5. Writing Materials:

- a. Tablets -2
- b. Stamps -1 Book
- c. Envelopes -24
- d. Pens -2
- e. Pencils (no colored) -2

6. Reading Materials

- a. Newspapers-Subscription only -1
- b. Magazines (subscription) including Game Books -4
- c. Reading Books Including Religious -3
- d. Treatment/Education Materials (currently enrolled)
- e. Dictionary -1

7. Personal Care Products

- a. Deodorant -2
- b. Lotion -2
- c. Soap Bars -4
- d. Soap Dish -1
- e. Shampoo and Conditioner -2 Each
- f. Hair Dressing -2
- g. Face Cream -2
- h. Toothbrush -1
- i. Toothbrush Case - 1
- j. Toothpaste -2
- k. Comb & Brush -1 Each
- l. Hair Pick (plastic) -1
- m. Hair Rollers – 1 Set
- n. Shower Cap -1
- o. Sanitary Napkins -6
- p. Tampons – 1 Box

8. Miscellaneous
 - a. Prescription Glasses (no metal frames)
 - b. Personal Letters -15
 - c. Photos (12 loose or commissary photo album) -12
 - d. Bowls -2
 - e. Drinking cup/coffee cup/spork -1 Each
 - f. Crocheted Blanket -1 (If already in possession)
9. Permitted in Units 3, 4, and 9 only
 - a. Poncho -1
 - b. Flat iron -1
 - c. Blow dryer -1
 - d. Boots (job approval only) -1

F. COMMISSARY: Spending amounts are based on classification levels or Quality of Life level.

1. BWC Commissary spending limit for Units 3, 4, 5, 6, 7 and 9 is \$75.00 per week.
2. BWC Commissary spending limit for Unit 8 is \$25.00 per week.

Note: This limit does not include the purchase of items such as televisions, radios, sneakers, bras and panties.

G. HYGIENE:

1. Inmates are required to take a shower at least three times a week.
2. Disposable razors will be distributed and collected at the direction of staff. Tampering with razors or removing blades is prohibited.
3. Schedules for cosmetology are at the direction of the Shift Commander.
4. Inmates will be responsible for ensuring their cell or living area is clean and orderly.

H. INMATE ATTIRE:

1. Alteration and/or destruction of clothing is prohibited:
2. Uniforms will be worn properly when leaving the cell with pants at the waist, unrolled pant legs, and sneakers or boots with laces tied. T-shirts and/or thermal tops shall be worn and will be tucked in. Inmates are not allowed to wear excessive clothing. Excessive clothing is defined as the wearing two of any one type of clothing. Inmates are prohibited from placing their hands in their pants.
3. The follow are exceptions to inmate attire:
 - a. When walking between the cell and bathroom and/or shower, inmates are to be appropriately dressed to include a shirt and pants (Pajama, sweatpants, or uniform pants).
 - b. For recreation (yard or gym) an inmate must wear issued inmate uniform and shoes to depart the cell.
 - i. During tier recreation inmates may wear shower shoes.
 - ii. When exiting the tier, inmates are required to wear a complete DOC uniform and shoes.

4. Headwear will be removed indoors (except religions or prescription).
5. Identification Wrist Bands will be worn on the right wrist at all times. Any lost or damaged I.D. will be replaced at the inmate's expense.

I. LAUNDRY AND LINEN PICK-UP AND RETURN:

1. Clothing and linens must be washed and dried in the facility laundry.
2. On specified laundry days, inmates will put their clothing, towels and washcloths in a laundry bag for washing.
3. It is recommended for proper cleaning that laundry bags be less than half full.
4. On linen exchange days, inmates will be required to turn in two sheets and one pillowcase.
5. Blankets and coats will be cleaned as directed by staff.

J. COURT APPEARANCES:

1. Housing Unit staff will notify inmates of their scheduled court appearance. Inmates cannot refuse to go to court under any circumstance.
2. The inmate may take only the paperwork which pertains to the court appearance. Other items are not permitted (i.e. pens, pencils, paperclips, etc.).
3. For court appearances inmates must be properly dressed. If leaving the facility, boots are not authorized. For cold weather seasons, inmates are allowed to wear one more piece of clothing consisting of: 1. thermal top, 1 sweatshirt, or a coat.

K. LEGAL SERVICES:

1. The facility provides Law Library services to the inmate population.
2. Legal photocopying services are available from the Law Library.
3. Law Library appointments are scheduled by the Paralegal and may be posted in the Housing Units.
4. Inmates housed in Unit 8 will use the facility mail to correspond with the Law Library.
5. Request for notary services will be sent to assigned area Law Library.
6. Inmates with court deadlines, who require legal supplies, may request legal supplies through the Law Library, when commissary is not available.

L. GRIEVANCES: The entire grievance procedure (BWCI and BOP SOP 4.4 Inmate Grievances Procedure) is available through the Law Library. The BWCI Grievance Protocol is described in the end of this manual for a more comprehensive understanding.

1. Inmates should first discuss their complaint with Housing Unit staff or area supervisor.
2. If a solution cannot be reached, inmates may submit complaints in writing by following the instruction on the Institutional Grievance form (Form # 586.)
3. Classification, disciplinary, Parole Board decisions, and prohibited mail items are not grievable because there is an appeal process provided for each.
4. The grievance process is an administrative remedy.

5. Administrative remedies must be exhausted through the grievance procedure before an inmate may take legal action.

M. TREATMENT PROGRAMS: Treatment staff work to accurately to assign inmates to available programs. Inmates must take responsibility for active participation in programs. Education, religion, recreation, library, substance abuse, and counseling services are available within the facility. These services may be on a full or part-time basis.

1. Each inmate will participate in an orientation as directed.
2. To schedule a meeting with Treatment staff, a written request, including the reason, must be submitted.
3. When sentenced, classification will be initiated by the Multi-Disciplinary Team (MDT) with appropriate recommendations referred to the Institution-Based classification Committee (IBCC) or the Central Institutional Classification Board (CICB) for action. Treatment plans will be developed to ensure appropriate placement into housing and programs.
4. Inmates requesting information concerning their Department of Corrections file, including but not limited to sentencing calculations, good time, and discrepancies, can write to:

Central Offender Records
245 McKee Road
Dover, DE 19904

N. ACADEMIC EDUCATION AND VOCATIONAL EDUCATION PROGRAMS: Include, but is not limited to the following courses:

1. Education
 - a. ABE (Adult Basic Education) - Individualized instruction to adults who wish to improve in reading, writing, and mathematics.
 - b. GED (General Education Development) - Programming for adults to learn and demonstrate skills equivalent to those of a high school diploma.
 - c. James H. Groves Adult High School Diploma - An opportunity for adults to continue secondary education and increase employability.
 - d. Computer Education - Introduction, Intermediate, and Advanced instruction in Office 2007, including Microsoft Word, Excel, PowerPoint, Publisher and Computer Basics.
 - e. Culinary Arts Education - Students learn basic culinary skills as well as demonstrate knowledge and industry experience.
 - f. Life Skills – a program designed to improve moral development.
2. Treatment Programs:
 - a. AA (Alcoholics Anonymous) - AA is a 12-Step self help group for alcoholics.
 - b. Art Fusion - The Art Fusion Program utilizes the Arts (improvisational theater techniques) as a catalyst to address social issues, educate, engage communities, and open doors for dialogue.

- c. AVP (Alternatives to Violence Project)
- d. Basic AVP Workshop - Teaches basic conflict resolution skills
- e. Advanced AVP Workshop – Teaches advanced conflict resolution skills
- f. Inmate Trainers Workshop – Training for future AVP facilitators
- g. Trauma Healing Workshop – Provides tools to heal pieces of trauma
- h. BARK (Baylor’s Assisted Resocialization for K-9’s) - Selected inmate trainers work with dogs and a professional dog trainer to help the animals become more social and learn basic obedience skills in order to improve their chances for adoption.
- i. Delaware Mentor Program Pre-Release Class (PRC) - A program which addresses the challenges of being released.
- j. HIV/AIDS Peer Education - Trained and certified Peer Educators conduct workshops around HIV, AIDS, and other STD’s.
- k. IADAPT (Individual Assessment Discharge and Planning Team) - A reentry program designed to identify needs and make referrals prior to release.
- l. Inmate Orientation - Gives new or returning inmates information regarding Policy and Procedures that they are expected to follow while incarcerated.
- m. Key Village - A modified therapeutic community designed to provide substance abuse treatment to female offenders.
- n. Moving-On - assists women to mobilize and develop personal and social resources that lower the risk for future criminal behavior.
- o. Parenting - Provides participants the skills needed to improve the relationship that they have with their children.
- p. Prison SMART - Teaches skills for reducing stress, healing trauma, and providing practical knowledge of how to handle one’s emotions.
- q. Radical Forgiveness - Teaches participants how to forgive themselves, and how to reconnect with their lost self and restore love to their true self.
- r. REACH – Extended, structured, supervised visits between incarcerated mothers and their children
- s. Read Aloud - An audio-tape reading program where imprisoned mothers read books to their children on tape.
- t. SOAR (Survivors of Abuse in Recovery) - individual and group therapy regarding issues related to Safety and Stabilization, and Working Through Trauma
- u. Str8 Talk - Trained inmates meet with at risk and/or delinquent youth to discuss the realities of prison life
- v. Structured Care Unit – A residential, programming unit for women who are dealing with Mental Health issues.

O. RELIGION: It is the responsibility of the individual inmate to tend to their spiritual needs. Chaplain staff members are available to assist inmates as needed. Questions and/or requests are to be sent to the Chaplain.

P. RECREATION:

1. Recreation periods will include designated time outside of the cell, showering, and cell clean up at a minimum of one hour, five (5) times a week. This includes inmates on sanctions, as scheduled by the on-duty Shift Commander.
2. Staff will direct inmates when and where recreation will take place through the direction of the Shift Commander.

Q. MEDICAL SERVICES AND SICK CALL:

Medical staff members treat minor illness and injuries, provide medications when prescribed, arrange for infirmary care, hospital services, or other medical consultation when needed. Medical staff will orientate inmates who arrive at the facility about the health care services and go over their medical records.

1. Inmates with or observing medical emergencies should notify Housing Unit staff.
2. Inmates should use sick call slips when requesting to be seen by medical. Sick call slips will be placed in the secured sick call box, which will be emptied daily by medical staff. Sick call appointments will be scheduled through the Medical Department.
3. Medical staff will dispense prescribed medication to inmates at designated times.
4. Inmates will be charged a medical co-pay fee \$4 for medical visits and \$2 for non-prescription medication. The chronic care clinic and mental health services are excluded from the co-pay fee program.
5. Inmates must report to medical staff for medical appointments. Inmates may refuse medical treatment and/or medication, at that time, and must sign a refusal form.
6. Inmates wanting to file a medical grievance must submit a Medical Grievance form (form # 585). For additional information refer to the Inmate Grievance Policy.
7. Mental Health Services are available to inmates. Inmates with feelings, thoughts, and behavior, which cannot be coped with, should contact Mental Health personnel in the facility.
8. Dental services are located within the facility to address necessary dental concerns.

R. PRISON RAPE ELIMINATION (PREA)

1. The Prison Rape Elimination ACT (PREA) of 2003 is a federal law established to support the elimination and prevention of sexual assault/sexual misconduct in correctional systems. PREA addresses both inmate-to-inmate sexual assault and staff-to-inmate sexual assault. The Delaware Department of Corrections and Delores J. Baylor Women's Correctional Institute fully support the guidelines set forth in this law and remains committed to a zero-tolerance policy against sexual violence.
2. Victims of a sexual assault or any sexual coercion should report the incident to any staff member as quickly as possible. Victims unwilling to report sexual assault to facility staff members may contact the Institutional Investigator's office in writing through in-house mail. Information will be received and investigated in a confidential manner.
3. Forced or coerced sexual behavior is a criminal act that merits criminal prosecution. Substantiated incidents will be reported to the Delaware State Police for a formal investigation.
4. In an effort to minimize the risk of becoming a victim, these are several things which should be considered:
 - a. Avoid isolated or secluded areas.
 - b. Be aware of body language.
 - c. Never share personal information.
 - d. Never accept gifts from another inmate.
 - e. Be cautious of inmates offering protection.
 - f. Report all acts of violence.
5. Sexual abuse incident reporting by victimized offenders is best handled by a timely report of the details. Non-victimized offenders, aware of the sexual abuse, may report additionally. These communications may take form as follows:
 - a. Immediate report to a staff member
 - b. Sick call process
 - c. Grievance, (Grievances shall be identified by writing SA at the top)
 - d. A phone call to someone outside of the facility, who can make an inquiry
 - e. Contacting the institutional investigator
 - f. Writing a sealed, confidential letter to the Warden
 - g. Contacting Internal Affairs via inmate phone system at number *9667
 - h. Outside resources
6. All inmates are issued the Department of Correction PREA Handbook for offenders upon admission for additional reference.

S. MAIL:

Inmates will be allowed to correspond with others, except other inmates, unless your privilege is withdrawn as a result of disciplinary action, taken where an abuse of the mail privilege is found, or action taken where a person requests termination of correspondence. Incoming mail will be opened and inspected prior to delivery to the inmates. Outgoing reasonably suspected of containing contraband, and/or appearing to be fictitious in either name or address, may be opened and inspected.

1. Outgoing Mail:

- a. Mail received in the Mail Room must include postage. Legal mail must include postage or a Pay-to for postage. If postage is not included, mail will be returned to the inmate.
- b. Outgoing mail will be placed in the building's mailbag or given to staff if a mailbag is not available.
- c. Outgoing packages will be forwarded to the Mail Room via Housing Unit staff. Inmates will complete a Pay-to (Form #34) leaving the amount blank. Packages will be sent unsealed to allow for inspection. Mail Room staff will be responsible for sealing the package, postage calculation, and annotation of the postage amount on the pay-to.
- d. When requesting mail to be sent as certified, the following must be accomplished by the inmate:
 - i. Submit a Pay-to made payable to the U.S. Post office attached to the items, covering the costs involved in processing.
 - ii. Mark the Pay-to as Certified Mail and if the inmate wants a receipt, the request will be written on the Pay-to form.

2. An inmate is considered eligible to purchase indigent supplies for correspondence if they have less on their inmate account than the amount necessary to purchase the supplies for two consecutive months, as calculated on the first day of the month. Amounts will be deducted from the inmate's account once funds are made available.

3. Incoming Mail

- a. To receive mail, the following information must be included on the envelope or package:

Inmate's name and SBI number
Baylor Women's Correctional Institution
660 Baylor Blvd
New Castle, DE 19720

- b. Money orders or cashier's checks received by mail for inmates are removed from the envelope. A receipt shall be forwarded to the inmate. The inmate's account may not exceed \$500. Cash and checks are not permitted to be received by mail.
 - c. Authorized items received must be prepaid. Any unauthorized item mailed into the facility may be sent out at the inmate's expense or refused.
 - d. The inmate will be notified in writing if mail is rejected. Notifications will include instructions for the appeal and disposition process.
4. Delivery of Legal Mail:
- a. Inmates will be directed to sign for Legal Mail at the time of delivery. Legal mail will be opened by staff in the presence of the inmate and checked for contraband. If there is a refusal to sign, the mail will be returned to the mailroom.
 - b. Money orders and cashier checks are not permitted to be sent in with legal mail and when discovered will be confiscated.

T. THE PAY-TO SYSTEM is a process to allow inmates to authorize payment of money from their inmate fund account. Pay-to forms (form #34) may be acquired from housing unit staff.

1. Inmates will complete Pay-to forms with required information: name, SBI, date, the name (and address when applicable) to whom the money is being sent. This completed pay-to will be submitted to housing unit staff for processing in the housing unit's pay-to log.
2. Housing unit staff will review the submitted pay-to form and after verifying the inmate's identity they will sign the pay-to form.
 - a. Dollar amounts of \$99 and below will be signed by the housing staff or lead-worker.
 - b. Dollar amounts or \$100 to \$999 will also be signed by the area lieutenant.
 - c. Dollar amounts which exceed \$1000 will also be signed by the Shift Commander.
3. Housing unit staff will process the pay-to by annotating a chronological log number from the log book. The pay-to will then be submitted with the log sheet to the Business Office for processing of inmate funds.

U. VISITING:

1. The visit scheduling office will be open 0900 to 1500hrs. Monday thru Wednesday. Visits are scheduled by calling (302)-577-5837. Information for rules of inmate visitors for this institution can be found on the Department of Correction's website under FAQs.
2. Inmates are eligible for one visit once per week for duration of one hour.
3. Inmates and visitor will not cross communicate with other inmates and visitors.
4. Inmates will not wear any jewelry or watches (except wedding band) to the visit. Inmates will not wear hoodies or sweat bands. A coat may be worn to the visit, but not worn during the visit.
5. If, for any reason, the inmate or visitor departs the visiting area, the visit is terminated.

6. **Honor Visits** are a specialized privilege arranged by your housing unit counselor. Inmates must meet the following criteria to be eligible:
 - a. Inmate must have must have been incarcerated for at least twelve continuous months at Delores J. Baylor's Women Correctional Institution prior to scheduling the visit.
 - b. Inmates must have completed six months of full-time work activity, or have six months of applicable program participation prior to the scheduling of the Honor Visit. See facility Treatment Administrator or designee for approved programs.
 - c. Inmates will be disqualified for Honor Visitation as follows:
 - i. Inmates shall not have pending criminal charges twelve months prior to the Honor Visit. Inmates cannot apply for Honor Visits for at least twelve months after the final disposition of open charges.
 - ii. Inmates apply for Honor Visit shall not have any Class One or Class Two convictions within the past twelve months, or more than two Summary Actions. Inmates shall not have any record of staff assault for five years prior to applying.
 - iii. Inmates housed in Unit 6, Unit 8, or on Pre-Trial status, are not eligible for an Honor Visit.
7. **Compassionate Visits:** Inmates may be permitted to attend a private viewing or visit a critically ill member of their immediate family as coordinated through the facility Treatment Services Unit and pending Warden's approval.

V. TELEPHONE ACCESS: Inmates are responsible for using the phone system in accordance with operating instructions. Misuse of the phone system, including providing incorrect identification information (SBI, number, name, etc.) or failing to follow directions give through phone system prompts, may result in disciplinary action including loss of phone privileges and/or other sanctions.

1. Telephone calls will be collect-calls and may last up to 15 minutes.
2. To request to have telephone numbers added or deleted, you must first obtain a Telephone System Number Request form (Form # 703) from the Housing Unit Staff and submit it to the telephone contractual staff via the housing unit mailbag. Inmates may designate up to five personal telephone numbers and one attorney telephone number. Numbers will be verified prior to approval. Inmates may change their telephone numbers once per quarter in accordance with the established schedule.
3. The facility has the right to and may monitor, record, and report telephone activities.
4. Effective June 01, 2013, inmate phone calls are limited to two per day for Units 5, 6, 7 and 8. Units 3, 4, and 9 are limited to 5 calls per day.
5. To place a telephone call, the inmate will enter 0-area code-telephone number-and her SBI number. Legal telephone calls are completed during the 0800hr to 1600hrs shift by submitting a legal call request form and are scheduled by the housing unit staff.
6. Bail calls are completed during the receiving process. Requests for additional bail calls shall be submitted to the assigned unit counselor only during the first 7 days of incarceration.

FREQUENTLY ASKED QUESTION

How will my family know where I am?

You are given one phone call when you are admitted for the purpose of bail.

What will happen to my child/children while I am incarcerated?

If a family member or friend is unable to care for your child/children, Family Services will take temporary custody of the child/children and place the child/children in foster care.

When is my court date?

For security reasons, you will not be notified of your court date until the night before your scheduled court appearance.

When will I be transferred to Level 4?

Once you are sentenced to any Level 4 program, your name will be added to the waiting list, and you will be transferred when a bed becomes available. Please be patient, as it could be a while before your transfer.

How long will it take for my telephone numbers to be entered into the system so that I can make calls?

Phone numbers will be entered by the next business day.

Is an ex-offender allowed to visit?

Approval for this visit needs to be granted by the Deputy Warden or designee. Various factors will be considered, including but not limited to, the date of conviction, nature of offense, current legal status, etc.

How long does it take for my sentence to be loaded?

Sentencing Orders are sent from the Court to our Central Records Office, where they are loaded as soon as possible. You will be sent a Status Sheet via in-house mail once your sentence has been loaded.

My cellmate gets on my nerves. Can I move to another cell?

No. Legitimate concerns should be brought to the attention of the Security Staff.

How do I talk with a White Shirt?

You must follow the Chain of Command as outlined in this Handbook.

NOTES

BWCI Grievance Protocol

The following is an explanation of the BWCI Grievance for a complete understanding of the processes for the inmate population. Secure grievance boxes are located throughout the facility to include on all units, the law library, and the main hallway.

The inmate grievance process serves as a method to report incidents of sexual abuse. When submitting grievances as a method of PREA reporting, the grievance shall have SA written at the top of the form for identification purposes. The grievance submitted shall be referred to the facility PREA Manager within 24 hours of receipt.

Copies of the Inmate Grievance Policy and its relevant forms shall be readily available to inmates in each facility. All inmates, regardless of physical condition, security, or administrative status shall be entitled to file a grievance. Inmate complaints regarding policies and conditions must be within DOC jurisdiction. This includes actions by employees, inmates, and incidents occurring within the facility that personally affect the Grievant. Policies that have their own formal appeal mechanisms are not grievable under the grievance policy and protocols. Specifically excluded are issues concerning inmate disciplinary sanctions (BOP Policy 4.2), classification (BOP Policy 3.3), and Parole Board decisions (BOP Policy 3.33 & 3.34). Inmates must address appeals on these issues as directions in each specific policy.

Inmates seeking appeal of court ordered sentencing, credit for time served, or other conflicts regarding sentencing order intent must address those issues directly with the sentencing judge. The IGC will return the grievance with guidance to write the appropriate Court or Central Offender Records.

Inmates and staff shall have access to periodic training on the grievance policy and protocols, as circumstances dictate, or at the discretion of the facility Warden. The grievance policy and protocols shall afford the Grievant a meaningful, understandable answer to the administrative remedy requested. Relief may include adjustment to an objectionable condition of confinement, institutional procedure or practice, or restitution. The grievance policy and protocols prohibits reprisals against inmates or staff for their use of or participation in the grievance process. If either participant experiences retaliatory acts, they may appeal directly to the facility Warden. The Warden shall respond in writing within 10 calendar days of receipt of the appeal. The Warden's decision is appealable to the Bureau Chief for final disposition.

No inmate or employee named as a party to the grievance shall participate in any capacity in the resolution process. This instruction includes contact for information gathering not just decision-making. Grievances filed against the IGC or appealing authority shall be reviewed by the next higher authority. All grievances shall be kept separate from the inmate's master file.

Neither staff nor inmates shall have access to records except to the extent necessary for clerical processing, grievance resolution, or compliance monitoring. The maximum period between initial grievance receipt and Bureau Chief final decision shall not exceed 180 calendar days.

Inmates are prohibited from submitting more than one grievance arising from the same incident. Such behavior will be interpreted by the IGC as willful abused of the administrative remedy process and subject to discipline. Inmates should only submit one issue per grievance form. Grievances can be returned unprocessed for vulgar/abusive or threatening language, expired filing period, if they are requests, and if they are inquiries on behalf of other inmates. If more than one inmate files a grievance on the same issue, the IGC will consolidate the staff investigation and RGC hearings into a single "group grievance." The IGC will notify all individuals involved and make note in all associated grievance response forms.

If a full RGC panel cannot be convened as scheduled, the Grievant may elect to have the grievance heard by those committee members assembled or have the hearing reschedules. The IGC shall provide a copy of the response to each process step to the Grievant within 7 calendar days of IGC receipt. The RGC shall be comprised of two inmates, elected by the majority vote from their own housing unit and two staff designated by the facility Warden. Designated staff should include custody and treatment staff, as well as, those who have frequent contact with the housing units. Each RGC member has one vote; the IGC shall only vote to break a tie. Two inmate and two alternate inmate RGC members shall serve for a term of six months; staff RGC members shall serve at the discretion of the facility Warden. One staff RGC member shall be from Security and one from Treatment. The RGC shall deliberate on its findings and forward its recommendation to the facility Warden. All investigative work must be completed and documented prior to the RGC hearing. Inmates may withdraw a grievance at any time during the process by providing the IGC written note. The IGC shall process and maintain the Grievant's handwritten documents and the DACS grievance case records in a timely manner, in order to expedite clearance of any unresolved case.

Remedies which are dependent on state agencies or departments outside of the DOC may require more time to coordinate their activities. The IGC shall monitor progress of outside DOC entity progress. All Bureau Chiefs share responsibility for revising the grievance policy as it pertains to their specific functions and missions. This includes policy distribution to staff and inmates.

NON-EMERGENCY GRIEVANCE RESOLUTION STEPS:

This procedure is subject to change at the discretion of the Warden 20

Step One (Informal Resolution)

The grievance process begins when an inmate manually completes Form #584 "Grievance Form." The Grievant must submit the completed form to the IGC within 7 calendar days of the incident.

The IGC shall collect all manual Grievance Forms deposited into a secure inmate drop-box, accessible only to the IGC or IGC designee. The IGC will data enter collected forms into an automated grievance tracking system. The IGC is the hub of the case tracking mechanism. This system will electronically forward grievances to the appropriate housing unit supervisor, area supervisor, or local SME staff within 7 calendar days of IGC receipt. In the event that the grievance filed related to the conduct of any supervisor, the case shall be electronically provided to that individual's immediate supervisor for review and investigation. Employees, who have received electronic notifications of a grievance, shall respond with the investigation outcomes, in the automated tracking system, within 14 calendar days of receipt. The IGC shall provide a copy of the "Step One" reply to the Grievant within 7 calendar day of receipt. The Grievant's acceptance of the "Step One" reply to the remedy requested constitutes an informal grievance resolution. The Grievant signs the Form #584 acceptance section, and returns the document to the IGC within 7 calendar days of receipt. Informal resolution ends the grievance process; the IGC electronically closes the case and monitors any resolution compliance issues. The Grievant's signed rejection of an informal resolution on Form #584, within 7 calendar days of receipt, moves the case into Step Two administration. The IGC updates the automated tracking system and electronically forwards the case to the RGC or SME Panel, in order to schedule a grievance hearing. The Grievant's failure to return a signed acceptance or rejection of an informal resolution will be interpreted as abandonment of the grievance. In such instances, the IGC will electronically close the case indication an "Abandonment" status code.

Step Two (RGC/SME Panel Recommendations & Warden's Decision)

The IGC shall provide written notification to the Grievant when a RGC or SME hearing will be held. This hearing notice shall be sent within 7 calendar days from IGC receipt of the rejected Form #584 informal resolution. The RGC or SME Panel shall convene within 30 calendar days to examine the issue grieved, document investigative data, hear testimony, and make a recommendation on the Grievant's remedy requested. The hearing panel shall ask any questions it feels relevant to the issue grieved. If the panel determines that further investigation is required to render a recommendation, the hearing may be postponed for an additional 14 calendar days, by majority panel vote and Grievant consent. The additional time option justification and Grievant's consent must be documented. Grievant's shall provide all available supporting evidence to the hearing panel for consideration. Evidence purposely withheld from the panel will not be eligible for insertion into the grievance case at a later date

and may result in a finding that the Grievant has abandoned the Step Two review. RGC and SME Panel hearing recommendations shall be electronically documented in the automated grievance tracking system and forwarded to the IGC. The IGC shall electronically forward the RGC/SME Panel recommendation to the facility Warden or appropriate Bureau-Level SME within 3 calendar days of receipt. The facility Warden or Bureau-Level SME shall make a decision within 14 calendar days of receipt. Decision options include directing additional investigation, uphold or deny the Grievant's remedy requested, or making a partial accommodation. Wardens and Bureau-Level SME staff shall electronically forward their decisions to the IGC within 14 calendar days of receipt. The IGC notifies the Grievant of the decision and supporting logic, within 7 calendar days of receipt. If the Grievant accepts the decision, the case shall be electronically closed by the IGC, and its status will indicate "resolved." The IGC shall monitor any resolution compliance issues. If the Grievant rejects the decision, a written "Grievance Appeal Form" shall be submitted to the IGC within 14 calendar days of the decision receipt. Failure to appeal within this timeframe shall be interpreted as abandonment of the grievance, and the Grievant's acceptance of the decision. Upon receipt of the completed "Grievance Appeal Form," the IGC shall enter the appeal into the automated grievance tracking system and electronically forward the case to the appropriate Bureau Grievance Officer (BGO), within 7 calendar days of receipt.

Step Three (Bureau Chief Decision & Case Resolution)

Within 7 calendar days following the receipt of the appealed case, the BGO shall make an electronic recommendation to the Bureau Chief. Recommendation options include directing additional investigation, uphold or deny the Grievant's remedy requested, making a partial accommodation, or Outside Review. The Bureau Chief shall accept or reject the BGO recommendation. The Bureau Chief shall decide the case, in the automated system, within 7 calendar days of receipt. If the Bureau Chief opts for an Outside Review, the resulting hearing shall occur within 7 calendar days of the Reviewer's receipt of the case materials. The Outside Reviewer shall issue a written recommendation with supporting logic, to the Bureau Chief, within 7 calendar days of the hearing. The Bureau Chief shall accept or reject the Outside Reviewer recommendation, in the automated system, within 7 calendar days of receipt. The Bureau Chief's decisions are final and not open to further Grievant debate. The Bureau Chief's electronic decision letter to the Grievant shall include a statement that the grievant has fully exhausted all available administrative remedies.

EMERGENCY GRIEVANCE RESOLUTION:

The IGC shall expedite and forward emergency grievances to the facility Warden or Bureau-Level SME; the Warden or Bureau-Level SME shall determine if the grievance qualifies as an emergency case under the policy definition. If the case qualifies, the Warden or Bureau-Level SME shall provide for a solution and respond in the automated system within 24 hours of

receipt. If the Grievant accepts the decision, the case shall be electronically closed by the IGC, and its status will indicate "resolved." The IGC shall monitor any resolution compliance issues. If the Grievant rejects the decision, a written "Grievance Appeal Form" shall be submitted to the IGC within 24 hours of decision receipt to be forwarded to the Bureau Chief. Failure to appeal within this timeframe shall be interpreted as abandonment of the grievance, and the Grievant's acceptance of the decision. The Bureau Chief shall make a decision on the emergency grievance appeal within 24 hours of receipt in the automated system. If the Warden or Bureau-Level SME determines that the case is not an emergency, the grievance is electronically returned to the IGC for regular case processing. The IGC shall notify the Grievant that the case is not an emergency, and proceed with regular processing.

MEDICAL GRIEVANCE RESOLUTION:

Grievant's shall submit manually completed Form #585 "Medical Grievance" to the IGC for electronic entry into the automated tracking system. The IGC is the hub of the case tracking mechanism and will only be responsible for facilitating the scheduling of grievance hearings at the institution level. Specific instructions and reply time periods for medical grievances are addressed in BCHS Policy A-11 "Grievance Mechanism" and are not part of the BOP non-medical grievance administration.