

Northwest State Correctional Facility

Inmate
Handbook

**Do Not Remove this Handbook
from your room.**

Handbooks are assigned to each bunk. If it is lost or damaged the cost of the handbook will be charged to the inmates account.

Introduction

The Northwest State Correctional Facility is a medium and close custody central correctional facility. We are located in the Town of St. Albans. The mailing address of this facility is:

**3649 Lower Newton Road
Swanton, Vermont 05488**

This handbook is meant to be a reference tool for the inmate population. It outlines the intake process, programs & services, rules & regulations, and process for resolving conflicts. As the user of this handbook, your feedback for future revisions is valued and may be submitted to the management team.

Facility Management Team

Greg Hale – Superintendent

Scott Dubois – Assistant Superintendent

Brian Reed – Security and Operations Supervisor

Dan Davies – Living Unit Supervisor

Michael Beyor – Living Unit Supervisor

Deb Vigneault – Business Manager

INDEX

INTAKE PROCESS

- 1. FACILITY INTAKE PROCESS.....**
 - a. HOUSING
 - b. HEALTH SERVICES SCREENING
 - c. CASEWORKER ASSIGNMENT
 - d. INTAKE PACKAGE

PROGRAMS/SERVICES/ACTIVITIES

- 2. CASEWORKER SERVICES.....**
- 3. HEALTH CARE SERVICES.....**
 - a. MEDICATION
 - b. MEDICAL EMERGENCIES
 - c. DENTAL CARE
- 4. AMERICAN DISABILITIES ACT (ADA).....**
- 5. PRISON RAPE ELIMINATION ACT (PREA).....**
- 6. UNIT PROGRESSION/UNIT MANAGEMENT.....**
- 7. EDUCATION.....**
- 8. INMATE EMPLOYMENT OPPORTUNITIES.....**
- 9. VOLUNTEER/RECREATION DEPARTMENT.....**
- 10. INMATE RECREATION COMMITTEE.....**
- 11. OUTSIDE RECREATION**
- 12. DINING SERVICES.....**
- 13. VISITATION.....**
 - a. VISITATION BY THOSE UNDER DOC SUPERVISION
 - b. GENERAL VISITING GUIDELINES
 - c. VISITING SCHEDULE
 - d. NO CONTACT VISITING
 - e. FATHER/CHILD VISITATION
- 14. LAUNDRY.....**

ADMINISTRATIVE SERVICES

- 15. MAIL.....**
 - a. OUTGOING MAIL
 - b. INMATE TO INMATE CORRESPONDENCE
 - c. INCOMING MAIL
 - d. MAIL LIMITATIONS
 - e. BOOKS/MAGAZINES/NEWSPAPERS
 - f. FORWARDING MAIL

- g. LOST MAIL
- 16. COMMISSARY.....
- 17. MONEY & MONEY TRANSFERS.....
- 18. SAVING/CHECKING.....
- 19. TELEPHONE.....
- 20. MARRIAGE.....
- 21. VOTING.....
- 22. FIRE & OTER EMERGENCIES.....
- 23. TRANSFERS TO OTHER FACILITIES.....

SECURITY

- 24. HEADCOUNT.....
- 25. PROPERTY.....
 - a. ALLOWABLE
 - b. STORAGE OF PROPERTY
 - c. SPECIAL/INITIAL PACKAGES
 - d. VENDOR CATALOG ORDERS
 - e. LOST/MISSING/DAMAGED PROPERTY
 - f. DISPOSAL OF PROPERTY
 - g. CONTRABAND
- 26. UNIT CLEANING/MAINTENANCE OF LIVING QUARTERS...
 - a. ROOM INSPECTIONS
- 27. DRESS CODE.....
- 28. SHAVING/RAZOR PROCEDURE.....
- 29. FACILITY RULES, INMATE DISCIPLINE AND SANCTIONS...
 - a. FACILITY RULES
 - b. LIVING UNIT RULES

CONFLICT RESOLUTION/ASSISTANCE

- 30. INMATE GRIEVANCE SYSTEM.....
 - a. INFORMAL COMPLAINTS
 - b. FORMAL GRIEVANCES
 - c. EMERGENCY GRIEVANCES
 - d. GRIEVANCE APPEALS
 - e. CONTINUANCES
- 31. LAW LIBRARY.....
- 32. PRISONER’S RIGHTS.....
- 33. ACCESS TO ATTORNEYS AND OTHER REPRESENTATIVES.....
- 34. AGENCY OF HUMAN SERVICES INMATE/OFFENDER HOTLINE...
- 35. REQUESTS TO SEE THE SUPERINTENDENT.....
- 36. CENTRAL OFFICE

INTAKE PROCESS

1. Facility Intake Process

a) Housing

Upon entering NWSCF from the community, transports, or transfers you may be housed in Booking or Delta units for an intake and assessment provided by DOC, medical, and mental health. The results of the assessments will determine the inmate housing placement within the facility. The unit break down at NWSCF is as follows: A, B, C, F, G, H – Medium Custody housing units; D – Intake & Segregation; E – Close Custody; I, J – Program/VCI/Grounds.

b) Health Services

You will have a health services screen performed by a member of the Health Services Staff. It is important that you notify medical staff of any medical, mental health or dental problem that you may have. You will be given a Tuberculosis Test at the time of admission. If you have had a positive Tuberculosis test in the past please inform the health services staff at the time of your screening.

The medical and mental health intake process is mandatory. Failure to comply may result in limited privileges and/or segregation status.

c) Caseworker Assignment

Upon arrival at NWSCF you will be assigned to a caseworker. Your Caseworker will meet with you within 2 business days of being assigned your case to complete an orientation to the facility.

d) Intake Package

You will be issued an intake package upon admission. This intake package will contain inmate uniforms, 2 blankets, 2 towels, 2 sheets, 1 laundry bag (socks and undergarments will be issued only to those inmates considered indigent.) You are responsible for returning these items undamaged upon exiting the facility. Any items returned damaged or missing will cause your account to be charged prior to a check being issued for the remainder of your funds.

PROGRAMS / SERVICES / ACTIVITIES

2. Caseworker Services

All new inmates are assigned to a caseworker the business day following their admission or court.

Caseworkers will meet with inmates assigned to them within 2 business days. They will complete an orientation with each new inmate and provide the inmate access to the facility handbook.

If you would like to meet with your caseworker you must put in a written request form. The caseworker will meet with you within 3 working days of getting the request.

If you do not meet with your caseworker within the above time frame or receive a response back, you may request assistance from the Living Unit Supervisor.

All inmates will meet with their caseworker at least once a month.

Inmates requiring a lawyer call may submit a request form with the attorney's name and number to their caseworker, the caseworker will call the attorney and ask that they call in to the offender on the attorney line.

3. Health Care Services

a) Medication Administration

Medication is administered by the nursing staff at the following times:

0630, 1200, 1500, 1800

Inmates will receive medications in a small cup. Inmates will not be allowed to remove the medication from the cup with their hand; it must be cup to mouth. All narcotic medications will be crushed by medical staff and it will be placed in a cup of water, yogurt, or apple sauce. The cup that had the controlled substances in them will be handed back to the nurse for disposal in the Health Center garbage. All snacks issued during med line will be consumed in the medical waiting area.

All medication is administered by a physician's order. Nothing can be administered from the health services without a doctor/providers order. If you do not take any medication that is prescribed for you by the physician you will be asked to sign a refusal. Some medications are ordered PRN (as needed) and you must tell the nurse in the medication line if you wish to receive medication ordered for you as needed. PRN medications are usually medications ordered to be taken for pain, nausea, etc. You will not be automatically placed on the medication list for PRN medications. If you are caught diverting medication, it can be discontinued or if you are found to be taking illegal drugs in the jail, and these drugs can have dangerous interactions with the medications you are taking, those medications could be discontinued. Be advised that if you are prescribed medications and you refuse to attend med call, your medication can be discontinued for non-compliance. If you are prescribed a medication and wish to not take it any longer, advise the health services staff via a sick call slip.

Behavior in the med line must be appropriate, inappropriate language and or behavior may result in disciplinary action and the inability to issue medication.

Inmates on a drug maintenance program such as Suboxone / Methadone / Buprenorphine will be continued on these programs if their stay at the facility is going to be less than 30 days. Those inmates that are anticipated to be incarcerated longer will be placed on a detox protocol and removed from the drug maintenance program.

b) Medical Emergency

If you experience a medical emergency notify your unit officer immediately and he/she will notify the health services staff.

c) Sick Call

If you wish to see a member of the health care staff regarding a medical, dental or mental health issue, please complete a sick call request form. The slips are kept in the housing units. Sick call slips are to be delivered to the health center by the inmate. You will be seen within 48 hours during the week and within 72 hours on the weekend of the submission of your request.

Specialty Care

There are times, that outside specialty care occurs, for those with significant illness injury, please know that specialist are often booked weeks in advance, and getting one of these appointments can take several weeks – if your condition is deteriorating during the time it takes, you need to notify health services staff.

Prophylactics

Sexual relations/acts whether consensual or not are not allowed in the facility. However as a precaution condoms as well as educational materials are available from the health care staff upon request.

d) Dental

You will receive dental hygiene instructions at the time of your screening. Dental is on site 2 times per week. Dentures and other extensive care are offered in emergent situations and in the case of lengthy sentences. All other dental care is: fillings, extractions, x-rays, exams and cleanings, all at the discretion/assessment of the licensed dentist.

Hepatitis C

- If you self report Hepatitis C then you will be referred to see the physician. At that time your outside medical records will be requested with your consent and blood work will be done.
- At the next visit you will receive the results of your lab work and a treatment plan will be developed. If your blood work is normal or near normal then your blood work will be repeated regularly to track the degree of your liver function.
- If your liver tests are repeatedly elevated over two times normal over a period of six to eight months then further testing may be ordered by the physician in anticipation of treatment to include; an alpha-fetoprotein level, liver ultrasound, Hepatitis genotype and viral load/ Certain types of Hepatitis requires a biopsy for treatment.

- You must have a sentence length of greater than 2 ½ years to be a candidate for treatment within DOC.
- At any time you may request to be tested for HIV.

Grievance Process

If at any time during your incarceration you have a complaint regarding medical services, grievance forms are available in your housing unit. These complaint forms should be submitted through the facility grievance process. These grievances will be logged and investigated. A written response should be returned to you within 14 business days of receipt. If you are not satisfied with the response you may submit a level three grievance.

IMPORTANT

While you are residing within the community your personal doctor has final say over your health care plan. While you are incarcerated the facility doctor has final say over your health care plan and the medications you will or will not be receiving. You will not automatically receive the medications prescribed for you by your community doctor. The new law took effect 7/2010 that states we must provide the medication being taken at the time of intake if it can be verified and was prescribed in the 30 days prior to incarceration, however, once a doctor sees the individual, the medication can be changed.

*If your complaint is of an emergent nature, advise your unit security staff so that appropriate measures may be taken (i.e. summoning an ambulance, contacting medical staff, etc.)

4. Americans with Disabilities Act (ADA)

The federal Americans with Disabilities Act prohibits state and local entities from discriminating against any qualified individual with a disability in their programs, services, and activities. The Vermont Department of Corrections and its contracted entities are required to make “reasonable modifications” to existing policies, administrative directives, and procedures in order to allow qualified offenders with disabilities the same opportunities as non-disabled offenders, unless to do so would be an undue burden on the Department or jeopardize the safety or security of staff, offenders or others at the facility, or would result in fundamental alteration in the nature of a program or activity. During medical screening from the health services, all inmates will sign for receiving ADA orientation. For additional details regarding the Americans with Disabilities Act reference Directive #371.01.

5. Prison Rape Elimination Act (PREA)

PREA was signed into Federal law in September of 2003 for the purpose of establishing a zero-tolerance standard for rapes in prison; making prevention of prison rape a top priority and developing national standards for detection, prevention, reduction and punishment of prison rape.

There are several ways in which an inmate can protect himself from becoming a victim of prison rape. These include, but are not limited to:

- Stay away from isolated areas such as closets, stairwells and isolated/unoccupied restrooms.

- Stay within eyesight of a correctional staff member whenever possible.
- Be aware of your body language; avoid conversations involving sexual topics, family relationships, sexual experiences or financial status.
- Do not get into debt (you may be expected to repay a debt with sex).
- Do not purchase large amounts of canteen items, you may give the impression you have money available to you (you may be strong-armed or approached to pay for protection, etc.).
- Know that victims are selected by stronger inmates seeking out those that appear weaker (both physically and mentally) and are frequently similar to domestic violence situations.

6. Unit Progression/Unit Management

All living units at the NWSCF are assigned a Correctional Officer One and/or Two for the purposes of unit management and supervision of daily operations and other issues within the living units. The main focus of the living units is to keep them safe, secure, orderly, and clean. Room changes will not occur unless it is within the interest of safety and security within the facility. Inmates requesting a room change may submit their request to the unit CO/II.

Typical unit assignments will be made/changed by the facility CLUS staff. Emergency unit changes will be made by the shift supervisor as needed.

7. Education

“All persons under the custody of the Commissioner of Corrections who are under the age of 23 (have not reached their 23rd birthday, per policy) and have not received a high school diploma, shall participate in the Education Program...” per state statute.

- All Under 23 year olds inmates (U 23's) that do not have a high school diploma are required to attend classes. The Education staff will determine any exceptions to this rule except for the following excused absences.
- Excused absences: court, sick slip (resident is confined to bunk for the day), special visit, medical call, or other institutional/security requirement.
- Two or more unexcused absences during the week may result in loss of canteen the following week and/or other sanctions.

Inmate movement: Each unit will go as a group and return as a group. If a student is late leaving the unit, he will have to stay in the unit and it will be a miss. If a student has to return to the unit before the end of class, the Correctional Instructor/Staff will notify the unit CO that the student is returning. The CO will ensure the student returns to the unit as directed.

8. Inmate Employment Opportunities

Inmates that wish to work within the facility need to submit a job application to their unit officer. There are job applications available in every unit.

Inmates who work past 22:00 hours will be allowed reasonable sleeping hours. Night workers are required to keep their beds made at all times other than when they are allowed to sleep. Room inspection for night workers is the same time as for other inmates. The only allowed difference is that the inmate may be in bed if it is less than ten hours after his return from work or from job end. The room must meet all other specifications to pass.

Employment at the Northwest State Correctional Facility is a privilege. Inmates may be terminated from any facility job at any time for reasons including but not limited to: poor job performance, failure to follow facility rules, risks to safety and/or security, or other behavioral or attitude concerns.

It is this facility's practice to allow qualified offenders with disabilities the same opportunities as non-disabled offenders, unless to do so would be an undue burden on the Department or jeopardize the safety or security of staff, offenders, or others at the facility, or would result in fundamental alteration in the nature of a program or activity

9. Volunteer/Recreation Department

The NWSCF Volunteer/Recreation Program is broken down into four categories:

1. Religious Services: one on one counseling, and various religious groups.
2. Substance abuse programs
3. Education: parent/child visits, parenting workshops, etc.
4. Recreation and Leisure: library, playing cards (gambling not allowed), board games, sports, movies, etc. There is also a gym playing area, and an outside recreation yard.

Please refer to the recreation bulletin board located outside of the gym doors for the weekly activity schedules. Recreation food is also made available for inmates to purchase on a weekly basis. Indigent individuals may request hygiene items from the Recreation Coordinator.

10. Inmate Recreation Committee

The primary unit Correctional Officer (CO) and/or unit caseworker will appoint an inmate to serve on the facility recreation committee. This committee will meet at least once a month with the Facility Recreation Coordinator to address recreation, leisure issues, and community donations from the inmate recreation fund. Request for unit supplies (playing cards, envelopes, board games, sports equipment etc.) need to be submitted to the unit rec. rep. who will then forward it to the Facility Recreation Coordinator.

11. Outside Recreation Schedule

NWSCF conducts open yards for all units. Yard times are approximate as they are influenced by facility operations, emergencies, weather, and the seasons. Approximate yard times are as follows:

0830-0930

1230-1330

1430-1530

1730-dark (1730 yard is conducted during the summer months when daylight savings allows)

Once in the yard inmates are required to stay there until the yard period is over. The only exceptions would be for medical or casework reasons.

12. Meal Schedule

Meal times are approximate and subject to slight change due to headcounts or facility operations. Approximate times are as follows:

Breakfast - 0630

Lunch- 1100

Dinner – 1600

All units will be fed in the dining hall except for D and E units which will be fed in their units.

13. Visits

At the NWSCF there is the opportunity for family and friends to visit per VT DOC Directive 327.01. Prior to any visitor entering the facility, they must be cleared by the facility.

Inmates who want to receive visitors at NWSCF must submit a visitor request form with a maximum of ten family members and one non family member. The list will include the exact addresses and date of birth for all visitors. The form will be submitted to your assigned caseworker for review and screening. Requested visitors who are currently under the supervision with the VT/DOC or the Federal System will not be allowed into NWSCF to visit unless given prior approval from the Superintendent. Additions or changes to your approved visitor list may be made at the beginning of each quarter.

a) Visitation by offenders under DOC Supervision

Those offenders currently under supervision of the Department of Corrections may only visit under the following conditions:

- The visit must be approved by the offenders Probation Officer.
- The visit must be approved by the Superintendent or designee.

Requests to visit by those persons recently released from any form of supervision must be reviewed and approved by the Superintendent or designee.

b) Visitation Guidelines

Inmates who are residing in Delta and Echo Units are eligible for visiting. Delta inmates need to submit a request to the Security and Operations Supervisor. Once the request has been reviewed, the resident will be advised as to the date, and time of the visit. These visits will be held in non-contact only.

Echo unit visiting procedures will be posted in the unit.

All visitors are required to present picture identification upon entering the facility. Acceptable forms of identification will include a valid photo driver's license and state issue non driver identification or passport.

All visits will be held in the visiting room or through the no-contact video system.

Any visitor under the age of 18 must be accompanied by a parent or legal guardian. The court or legal guardian may authorize an adult to escort the minor into the facility by court order or by the parent/guardian signing a notarized letter. That letter must identify the inmate to be visited, the adult who is to accompany the minor and the full name and birth date of the minor. This letter must be accompanied by a certified copy of the minor's birth certificate or legal documentation identifying the author of the permission slip as the legal guardian. The parent or guardian must remain with the under aged person at all times when on facility grounds.

All visitors must pass security clearance. All items entering or leaving the facility are subject to search and/or monitoring by security staff. If the supervisor has reasonable suspicion that a visitor is carrying contraband, the visitor will be turned away. Inmates may only visit those persons approved by NWSCF.

Inmates and visitors are subject to legal prosecution if they are responsible for contraband (drugs, alcohol, weapons, tobacco) entering the facility.

Visitors will not be allowed in the building if they are under the influence of alcohol or drugs.

Visitors who arrive 30 minutes or less prior to the end of visiting will not be permitted to visit.

No food or drinks, including canteen items, are permitted in the visiting room.

Inmates may not bring any items to or take any from the visiting room.

Any visitors entering the facility must be properly attired. Male - trousers, shirt, and shoes. Female - dress or slacks, blouse, bra and shoes. At minimum clothes must cover the body from the chest to at least to the knee. No tube tops or strapless garments will be allowed. Visitors can wear shorts if they cover the leg to an inch below the knee. Coats, jackets, pocketbooks, wallets, keys, money, credit cards, phones, electronic devices, and tobacco related items must be locked up in the

visitor's vehicle and may not enter the facility. Inmates must abide by the dress requirements outlined above. Jogging or sweat suits and shorts will not be allowed.

Infant's and Toddlers will be allowed to have 1 clear bottle or a sippy cup with a clear liquid or with powdered formula that is mixed prior to entering the facility and one small infant sized blanket once checked by security. No car seats, toys, diapers, or wipes will be allowed into the secure portion of the building.

The facility will not assume responsibility for lost or stolen property.

All inmates are limited to three visitors at any one time in the visiting room. The Shift Supervisor may grant exceptions to this rule; however, the number of people in the visiting room will not exceed the seating capacity.

All children must be kept under control. An officer will warn the visitor once if the child is presenting a problem. If the problem continues, the visit will be terminated.

Inmates will sit on one side (Center isle) of the visiting table and visitors on the other. All visitors and inmates must keep their hands above the table at all times. All inmates and visitors must keep their feet on the floor at all times. Inmates and visitors are not allowed to physically touch each other. Failure to abide will result in termination of the visit.

Any disruptive behavior will be grounds for immediate termination of the visit and possible disciplinary action.

Visitors may use the ladies or men's room in the front lobby with the permission of the visiting room officer. The adult visitor responsible for the supervision of the child at the visit will accompany children to the bathroom. The use of the bathrooms outside of the secure area of the facility require that the visitor(s) be checked in again.

Inmates are not allowed to use the bathroom once they enter into the visiting room for visitation purposes.

Inmates are not permitted in the visiting room unless they have a visit. A visitor may only visit one inmate at a time.

At no time will an inmate be allowed into the visiting room before the arrival of his/her visitor.

Inmates are responsible for keeping the visiting area clean.

c) Regular Visiting Schedule

If your Last Name Starts with the letter:	Your weekly visit is:
A - D	Saturday 0830-1030
E - L	Saturday 1300-1500
M - R	Sunday 0830-1030
S - Z	Sunday 1300-1500

d) No Contact Visiting

Some inmates will be required to participate in visits in no contact visiting. This is determined by unit or if the inmate has been determined as a threat to the facilities safety and security.

Inmates on this status will be notified of the assigned time for their no-contact visit.

- 1) All non contact visitors must sign in visiting log
- 2) All non contact visitors must be on I/M's visitor list.
- 3) All non contact visitors' must have proper ID. Photo ID or pass port, minors must have birth certificate and be accompanied by parent or legal guardian, court papers showing they are the legal guardian.
- 4) Proper attire must be worn.
- 5) No more than two visitors at a time for non contact. (To include infants and children
- 6) Visitors are connected to black box on table by secretary's office.
- 7) Unit is notified that I/M have a visit.
- 8) Children must be kept under control and remain with parent/guardian the entire time
- 9) Behavior must be appropriate by visitors and inmates or the visit will be terminated.

e) FATHER/CHILD VISITATION

Father/child visitation is a volunteer supervised activity offered to inmates that have a child between the ages of 0-13 years old. If the child is not your biological child and you wish to be considered for a father/child visit, you can put in a request to the Assistant Superintendent for review.

WHEN: Visits take place on Saturday evenings from 1600-1800

ELIGIBILITY CRITERIA

- Must reside in a medium custody unit (A, B/C, F, G, H, I, J)
- Must provide a clean UA within 30 days of being accepted.
- Must agree to random UA testing while engaged in Father/child visits
- Must be eligible for regular contact visits
- Must participate in on-going parenting classes

HOW TO APPLY

- Submit a request to the Recreation Coordinator
- The Recreation Coordinator will develop a list and post it.

Approval of Father/Child visitation is at the discretion of the Superintendent or designee. Denial can occur based on available space, past or current inmate behavior, legal restrictions, inmate safety, child safety, or facility safety and/or security.

Process

- An Officer will check in the children beginning at 1600
- The child must be dropped off by 1620 or they will not be eligible to visit
- One volunteer will escort the children into the visiting room & the 2nd volunteer will remain in the visiting room with the father's and children
- Children must have identification as outlined in the visiting directive.
- Father's will be called to the visiting room prior to their children entering the visiting room
- Children are allowed 1 clear bottle or sippy cup with a clear liquid or with powdered formula that is mixed prior to entering the facility and one infant sized blanket once checked by security. Toys, activities, diapers and wipes will be provided by the facility.
- Father's must remain appropriate during the visitation
- Caregivers will be allowed to enter the facility lobby to pick up the children. Volunteers will remain with the children until the caregiver arrives
- The caregiver must arrive by 1800 to pick up the child

ELIGIBILITY RESCINDED & REAPPLICATION

- Any instances of contraband being passed during visits (will also be reported to DCF)
- Father becomes inappropriate during the visits (administration will review)
- Caregiver is late picking up the child
- Father becomes ineligible for regular contact visits
- Father discontinues attending parenting classes
- Credible information is received indicating the father intends to smuggle contraband into the facility
- Father is caught using child to smuggle in contraband (may reapply by request to Superintendent/designee)
- Father test positive on a Urinalysis

1st offense = 30 day suspension from conclusion of segregation time served

2nd offense = 60 days

3rd offense = 180 days

4th offense = indefinitely

14. Laundry

- Laundry is to be out by 0630 daily
- Sheets will be collected and exchanged every Sunday. They must be out by 0900. (**No Exceptions**)
- Inmates must turn in all sheets and remove any knots.
- Inmates are not to put sheets into their laundry bags.
- Inmates may place blankets into laundry bags as the need washing.

Unit Laundry Schedule is as follows:

Mondays – A, D, F, G, I

Tuesdays – B, C, H, J

Wednesdays – A, D, F, G, I

Thursdays – B, C, H, J

Friday – A, D, F, G, I

Saturday – B, C, H, J

Sundays – Facility sheets only

Laundry in Echo unit will be done in the unit.

ADMINISTRATIVE SERVICES**15. Mail**

The mailbox is located in the main lobby outside of the supervisor's office. Inmates are responsible for mailing their own correspondence. For inmates housed in Delta and Echo units, the mail boxes are located in the living units.

a) Outgoing Mail

All outgoing mail will be mailed out within the next business day.

Inmates are allowed seven stamps a week. The stamps will be placed on the inmates' mail by the facility and a record shall be maintained of the amount used per week. No mail will go out unless there is a facility return address with the inmates' full names. Letters and or packages suspected of containing contraband or writing that is suspected of posing a threat to the safety, security of the

facility or the public officials or the community may be inspected. Should such an inspection be warranted, the superintendent will notify the inmate of such inspection in writing.

b) Inmate to Inmate Mail:

Inmates are not allowed to write to another inmate who is committed to the custody and supervision of the Department of Corrections, whether in the same facility or a different facility. The only exception would be if the inmate is an immediate family member. The inmate to inmate correspondence form needs to be filled out and approved by the Facility Superintendent or designee at both sites.

c) Incoming mail

Incoming mail will be distributed within 24 hours of it's delivery to the facility. All incoming mail will be opened and inspected by a staff member prior to being delivered. Incoming mail deemed as privileged will be opened in front of the inmate.

All letters coming in must have a return address with a proper name or the letter will be sent back to the post office.

All stamps, stickers, hand drawn or painted art work, and seals are considered contraband and will result in the affected portion of the mail to be seized as contraband.

Envelopes will not be issued and will be destroyed.

Any items for which postage is due will be returned to the sender.

Privileged mail will be opened in front of the inmate to whom it was addressed. Privileged mail is defined as:

“Correspondence concerning a legal matter or official government business involving an inmate, between that inmate and any of the following persons or entities at their official business address, or received from such persons.

Government/Public Official: Any elected or appointed American federal, state, or local government official, department or agency, or any Native American tribe having federal recognition; any official of a nation of which the inmate is a citizen.

Legal Mail: In a correctional facility for an inmate, incoming or outgoing mail to or from an attorney; approved legal representative; representative employed or supervised by an attorney; any legal services organization such as American Civil Liberties Union (ACLU), Human Rights Commission (HRC), Prisoners Rights Office (PRO), Vermont Disability Rights, and Disability Law Project.; any officer of a court (Judge and Clerks of Court).”

d) Mail Limitations

An inmate may not:

- Correspond with a current Department employee, current Department volunteer, or contract staff person for purposes other than departmental business unless prior authorization is obtained from the Superintendent;

- Send correspondence containing threatening, harassing, or obscene materials;
- Send correspondence containing criminal solicitations or furthering a criminal plan;
- Use the facility address to fraudulently identify themselves as a staff member, agent, or representative of the facility;
- Correspond with any prohibited party through a third party;
- Send “bill-me-later” or free gift transactions;
- Send or receive any correspondence containing contraband;
- Send or receive correspondence written in code;
- Send or receive correspondence containing unsanitary or hazardous material;
- Send or receive correspondence that advocates the interest of a security threat group;
- Send or receive battery-operated greeting cards;
- Receive correspondence or homemade artwork in correspondence that has any item affixed to it with glue or other types of adhesives;
- Receive nude or sexually explicit photographs / drawings;
- Receive envelopes, blank paper, or stamps through correspondence;
- Send or receive plans for escape or how to introduce contraband;
- Receive materials that describe procedures for the brewing of alcoholic beverages or the manufacture of drugs;
- Receive Polaroid-type photos;
- Receive or send out maps, atlas descriptions, Internet depictions, or drawings that depict the facility or the local geographic region;
- Send out mail that violates Department directives or procedures.

e) Books, magazines, and newspapers:

Inmates will make requests for orders of books, magazines, newspapers, or periodicals in writing through a supervisor or caseworker designated by the Superintendent. That staff person will determine:

- 1) The inmate is able to pay for the desired materials
- 2) The inmate will be at the facility long enough to receive the publication
- 3) The requested materials meet the requirements outlined in directive.

These publications will not be allowed into the facility if they:

1. Are not shipped directly from the publisher
2. Constitute a threat to the safety, security, or order of the facility
3. Feature nudity or sexually explicit material
4. Are in hard cover form
5. The publication could cause harm to the inmate

f) Forwarding mail

Any first class mail addressed to those inmates that have been released from custody will be returned to sender.

All first class mail that is delivered to an inmate that has been transferred to another facility will be forwarded to the inmate.

g) Lost Mail

Should an inmate not receive expected mail he should advise the sender to contact the local post office from which the mail was sent.

16. Commissary

Inmates may purchase food and personal care items from the commissary system. A menu of items available can be obtained from the unit officer. Orders must be placed prior to lock-in time on Thursday evenings through the commissary phone. (On occasion this schedule will be adjusted to accommodate holidays, on these occasions all inmates will be notified)

Inmates can order through the unit commissary phone only. When inmates order phone debit through the commissary phone it is usually on the account within one hour.

Inmates may also have someone from the community order commissary or debit for them by accessing the following website: www.vermontpackage.com

Inmates in all medium custody units will be allowed to order any items on commissary up to \$85.00 (excluding Debit). Inmates living in Delta and Echo Units will be allowed to order select items on commissary up to \$50.00 (excluding debit). Items will be confiscated over the monetary limit, and donated to the Recreation Fund.

Delta and Echo units will have different allowable items as a result of their custody level. The unit officers will have the allowable menu for those units.

Delivery of Commissary will generally take place on Tuesday's but may be changed due to facility activity or holidays. Purchase amounts and items allowed vary to living unit assignment at the time the order was placed.

If a resident places an order, but is released to the community before the commissary arrives the resident will have 10 days from his/her date of release to arrange for the order to be picked up. If the order is not picked up the resident forfeits his order and it will be donated to the Recreation Coordinator for inmates that are indigent.

If an inmate has placed a commissary order and is transferred to another in-state facility before the order is delivered then the sending facility will forward the commissary package within the same week. The goal is to ensure that the inmate is in receipt of their order within the same week as they would have received the order had they not been transferred.

If an inmate places a commissary order and is transferred to an out of state correctional facility or out with federal authorities before the order arrives the order will be returned to the company. The inmates account will be credited and the money from the account will be mailed to the out of state correctional facility.

17. Money

All inmates that enter the NWSCF are required to surrender all funds. These funds will be placed into an inmate account in the inmate's name. The inmate account is designed so that if an inmate is transferred to another Vermont facility they will still have access to their money.

Inmates can have money sent to their account by having friends and family members mail a money order or bank checks only to Vermont Department of Corrections Inmate Trust P.O. Box 1344 Williston Vermont 05495-1344. Make payable to VT Dept. of Corrections, For the Benefit of (Inmate Name) with inmate ID# in the memo field of the money order or bank check. Along with the money order or bank check include a deposit form which can be obtained in the lobby of any State of Vermont Correctional Facility, online at <http://www.doc.state.vt.us/offender>, or directly from the inmate. Inmate accounts are used for commissary ordering and debit calling. The NWSCF does not provide private banking services for inmates. Checks from inmate accounts will only be issued with prior approval from the caseworker and the administrative staff.

Note all funds must be made out by the sender to the inmate's legal name. No funds will be processed if the funds are not made out to the inmate's legal name.

The following forms of currency are the only forms accepted to be deposited:

Social Security Checks

State and Federal Tax Checks

Treasury checks

Checks from Law Enforcement Agencies

Checks from out of state correctional facilities

(Checks must be made out to the inmate only. Any checks with a second "made payable to" name will not be accepted.)

Non acceptable funds:

Personal checks

Cash

If cash is received the offender will be issued one warning in writing and it will be returned to sender. Subsequent receipts of cash after the initial warning will be seized, considered contraband, and turned over to the State's Treasurer Office.

Releases

Upon release of a resident from this facility to the community, the balance of the residents account will be given to the resident via check along with a receipt form for the resident and corrections staff to sign. In the event that the resident incurred a debt with the facility due to damaged linens or property that amount will be deducted from the resident's account total prior to the issuance of the check.

If the resident is being transferred to another Vermont facility the balance in the resident's account will automatically follow the inmate to the receiving facility as well as any debt incurred.

Money Transfers

Money can only be routinely taken out of an inmates' account for the purpose of commissary purchasing or purchasing through an approved vendor. If an inmate would like to make a payment on a bill he must provide the original bill and a request to his caseworker. Once the caseworker approves payment the request will be forwarded to the administrative office for further approval. The money will be taken from the inmate's account and the check will be made payable to the company name from which the bill was sent. The administrative office will mail the bill out with payment directly to the company. The inmate will be notified of payment and will be required to sign the documentation provided stating that the money was taken from his account.

NOTE: During the month of December inmates may request money from their account be sent to family members. Family members are defined as immediate family to include parents, children, fiancées, or the legal guardians of the inmate's children.

There is a \$500.00 withdrawal limit on all requests unless a greater amount is approved by the Superintendent or designee.

18. Savings / Checking Accounts**Savings Accounts**

Any savings books brought in with inmates will be mailed out to an address provided by the inmate. If a resident wishes to have an active savings account, he can set one up via the mail with a bank of their choice. Any correspondence with said bank will be mailed out and paid for by the inmate.

Checking Accounts

Inmates at this facility will not be allowed to open checking accounts. Any active accounts held by an inmate will have to be maintained via mail at the inmate's expense. Funds from the inmate accounts will be available to them as stated in the previous section.

19. Telephone System

The phone system at the NWSCF is a collect call or debit calling system. To access pre-paid/collect calling the inmate must dial 888-288-9879.

Steps for making a call from the NWSCF are as follows:

- Submit a pin sheet to the unit caseworker with the phone numbers you wish to call. A maximum of ten numbers are allowed to be submitted.
- After the numbers have been approved inmates will be assigned a 14 digit number that will be requested when making calls.
- Any changes to pin sheets are completed daily.
- Emergency requests must be submitted to the inmate's assigned caseworker for approval.

Any issues regarding the phone need to be submitted in writing to the administrative staff in the front office by using the telephone system complaint form.

Debit calling may be purchased through the commissary ordering process.

Telephones may be monitored by DOC staff to insure facility safety and security. Using the system other than how it is intended such as call forwarding, 3 way calling, or conference calling will result in discipline. Telephones may be used from 0800 each morning until 2115 hours at night.

20. Marriage

Inmates wishing to get married are to submit their request in writing to the Superintendent. Such a request should include the name, address, and other pertinent information about the prospective spouse. Additional requirements will be discussed with the inmate after the request has been submitted per VT DOC Directive 310.

21. Voting

Inmates retain the right to vote by absentee ballot in a primary or regular election provided the person has otherwise fulfilled all voting requirements. To obtain an absentee ballot you must be a registered voter and request in writing from the Town Clerk of your town of residence an absentee ballot. Instructions and a ballot will then be sent to you. Your request should be made well in advance of the election, as absentee ballots must be returned to the Town Clerk before the election. Education staff or the Recreation Coordinator will also help you out in obtaining further voting information.

22. Fire and other emergencies

All inmates will be informed upon entering the units of fire routes and should follow commands of staff during any emergency.

Inmates will be informed of fire or other emergencies by the most expedient means possible. This would include notice by fire alarm or voice command from staff. Upon receiving a voice command from staff you are expected to follow orders given you without questions. The safety of staff and inmates is of paramount concern and it is important that all remain calm and orderly during any emergency. Please review the fire evacuation plan posted in your units. It is imperative that you understand where to go in case of an emergency and what is expected of you.

Once in the designated area the officer will conduct a physical headcount to ensure that everyone is accounted for and safe.

23. Transfers to other facilities

Upon being admitted to the Northwest State Correctional Facility your legal status will be assessed. Depending on your status it is possible that you could be recommended for transfer to one of our other facilities. In order to better prepare you in this transition we have listed all facility names, addresses and phone numbers below:

Caledonia Community Work Camp 1266 US Rte 5 St. Johnsbury, VT 05819 (802) 748-6628	Chittenden Regional Correctional Facility 7 Farrell Street South Burlington, Vermont 05403 (802) 863-7356
Marble Valley Regional Correctional facility 167 State Street Rutland, VT 05701 (802) 786-5830	Northern State Correctional Facility 2559 Glen Road Newport, VT 05855 (802) 334-3364
Northeast Regional Correctional Facility 1270 US Rte 5 St. Johnsbury, VT 05819 (802) 748-8151	Northwest State Correctional Facility 3649 Lower Newton Road Swanton, VT 05488 (802) 524-6771
Southeast State Correctional Facility 546 State Farm Road Windsor, VT 05089-9724 (802) 674-6771	Southern State Correctional Facility 700 Charleston Road PO Box 650 Springfield, VT 05156 (802) 885-6854

In addition to the possibility of being transferred to another in state facility, you could also be recommended for transfer to an out of state facility. Again, to better prepare you for that possibility we have listed those facilities names, addresses and numbers below:

CCA/Florence Correctional Center PO Box 2667 Florence, AZ 85232 Out of State Unit Phone # (802) 751-0256	CCA/Lee Adjustment Center PO Box 900 Beattyville, Kentucky 41311 Out of State Unit Phone # (802) 751-0256
Franklin County Sheriff's Office 160 Elm Street Greenfield, Massachusetts 01301 Out of State Unit Phone # (802) 751-0256	

SECURITY

24. Head-counts

There are times throughout each day that all residents are physically counted. It is mandatory that each inmate is in his room, or bunk with the door closed where possible, unless otherwise authorized. Resident counts are as follows:

0200, 0530, 0740, 1040, 1340, 1540, 2000, 2130, 2330

Headcounts will also occur following emergencies, special events, or at the supervisor's discretion.

When headcount is announced by staff all inmate movement will cease until the Head-count has been completed. Inmates participating in programs or institutional work assignments may be counted in their program or work location, and will not be required to return to their unit. The booking officer will receive and verify all inmate locations and headcounts.

The following is mandatory during all headcounts:

- If in the unit each inmate must be in his room with the door closed unless they are engaged in an attorney phone call.
- Each inmate must be clearly visible to the officer doing the head-count.
- If in the unit the door must remain closed throughout the entire headcount.
- Any failure to abide by these rules may result in disciplinary action.

25. Property

Inmate Responsibility – An inmate's property is retained at their own risk. The Department of Corrections will not be responsible for any property personally retained by the inmate, which is lost, stolen, damaged, consumed, or discarded while in the inmate's possession. An inmate will not loan, trade, sell, give, or transfer property to another inmate. Property transferred in violation of this policy will be deemed contraband and will be confiscated and disposed of in accordance with established procedures. Property that is used to cover sprinkler heads, lights, vents, windows, or safety/security equipment will be considered contraband.

a) Allowable property

During the booking process all property will be inventoried using the following forms: (Release of Liability/Declaration of Valuable Property form and the Inmate Property Receipt/Outside Purchase/Special Package Request form).

Inmates will not be allowed to keep any item that has a value greater than \$50. Any inmate wishing to keep an item having a value greater than \$50 must complete a Release of Liability/Declaration of Valuable Property form.

Items not allowed will be refused at admission and returned with the police or will be sealed and mailed out immediately.

An inmate will not be allowed to inventory or pack the property of another inmate

Please review the property matrix to view what is allowed.

b) Storage of Property:

Inmates will be allowed to store one set of personal clothing/court clothes, no other long term storage is available. Inmates must resolve stored property within 30 days or commissary privileges will be denied until such time as the storage is resolved.

Inmates cannot retain personal property in excess of 3.5 cubic feet.

- Any property that does not fit in the box that is 3.5 cubic feet will be considered excess property and will be removed for disposal. The following items will not be included in the 3.5 cubic feet:
 - Legal Materials- The amount of legal material that may be retained in a cell will not exceed what will fit into a 12" x 10" x 18" box.
 - Prescribed medical equipment and medications
 - Materials required for need reducing programs
 - Approved appliances
 - Bed linen and special- issued work apparel
 - Perishable commissary items

c) Special Package Allowance:

If an inmate is new to the system, transferred from an out of state facility to a Vermont facility or a Vermont uniformed facility to a non-uniformed facility, they may have a special clothing package within the first 30 days of their intake/transfer. An inmate may receive 1 initial special clothing package containing the items listed below. The items must be within the allowable limits and types specified in the property matrix.

Undergarments
 Pants
 Shirts
 Socks
 Sweatpants
 Sweatshirts (no hoods)
 Sweaters
 Coats- plastic zipper, no leather, no hoods
 Gym shorts
 Sleepwear

- i. Special package items may not include jewelry, cosmetics, or food items.
- ii. Special packages, other than those coming directly from a vendor or catalog source, may only be received from an individual on an inmate's approved visiting list.

- iii Special packages containing items of contraband or dirty clothing will be rejected in their entirety. They may be retained or turned over to law enforcement for criminal investigation.
- iv Inmates must submit a request to the unit officer for a special package; the unit officer will confirm the need for a special package and forward the form to the supervisor or property officer overseeing the process.

The special package items may not exceed the allowable property limits that are on the Inmate Allowable Property Matrix.

Special Packages, other than those coming directly from a vendor or catalog source, may only be received from an individual on an inmate's approved visiting list.

Packages may be mailed or dropped off during normal business hours. Only those items approved for a special package are allowed, packages containing items other than those approved will be rejected or sent back in their entirety.

d) Vendor Catalog Orders-

Items available through Commissary cannot be purchased through an outside vendor.

Inmates must submit a request for an item contained in a vendors catalog. Catalogs are available in the unit or with the inmate's assigned caseworker.

Below is a current list of approved Vendors to order from:

Access Catalog
J. L. Marcus
Edward Hamilton Bookseller
Barnes and Noble Books
Christian Book Distributer
Azure Green (Religious items)

INMATE ALLOWABLE PROPERTY MATRIX

Item	M	F	W	R	Comments
Clothing					
Athletic Supporter	1	0	1	1	Standard Design – Male only
Bras	0	5	7	7	No underwire – Female only
Underwear	7	7	7	7	Boxer Shorts, Briefs, Cotton/cotton blend. No thongs, G-string, or transparent fabric
Long Underwear	1	1	2	2	Standard two-piece set; top and bottom; no one-piece
Undershirts/T-shirts	4	4	5	5	Standard; short sleeved; plain white t-shirt; crew or v-neck
Pajamas/ Nightgown	2	2	2	2	Light colors only; no threat group colors. Nightgown – Female only, at least knee length
Robe	1	1	1	1	Standard tie waist; white or gray only; ¾ length only
Socks	7	7	10	10	Pair. Dress sock; standard crew or calf length; gym or dress
Handkerchiefs	3	3	3	3	White only
Shirts/Blouses/Tops	4	4	6	6	May not be low cut. Must be pull-over or complete closure covering shoulders. No "half shirts" or mesh type, no epaulets
Pants/Jean	5	5	6	6	Sized proportionately to the offender; straight leg or boot cut leg; no tight fitting; no invisible pockets on pant leg; no hip-huggers or low-rise; no carpenter
Shorts	2	2	2	2	No tight fitting; no cutoff or altered; no less than 6" inseam; no invisible pockets or reversible shorts; no open fly boxer style
Skirts/Dresses	0	2	2	2	No tight fitting; no cutoff or altered; at least knee length – Female only
Sweater	1	1	1	1	Knit pullover; crew or v-neck; snap, turtleneck, button front; plastic zippers only
Sweat Clothes	2	2	2	2	Top: standard long sleeve pullover; crew or v-neck. Bottom; standard drawstring/elastic waist; elastic or open ankle; no jogging suits. 2 piece set: cotton/cotton blend; pullover, crew or v-neck; plastic zippers only
Maternity Clothes Pants/Skirts/Dresses/ Shorts/ Tops	0	7	7	7	Same standards as listed above – Female only
Belt	0	0	1	1	Plain leather or cotton mesh; open buckle no larger than 2"x2"; unlined
Mittens/Gloves	1	1	2	2	No leather
Hat/Cap	1	1	2	2	1 Summer 1 Winter
Jacket/Coat	1	1	2	2	No leather; light lining; hoodless; plastic zippers only; waist Length
Rain Coat or Poncho	0	0	1	1	Clear plastic

** Designates item must be engraved with inmate name & DOB
 Key: M = Male Facility; F = Female Facility; W = Work Camp; R = Re-entry Unit

INMATE ALLOWABLE PROPERTY MATRIX

Item	M	F	W	R	Comments
Coveralls	0	0	1	0	Insulated
Footwear					
Boots	1	1	1	1	No steel toe, W/C & RU must have boots. 6" or less from bottom of heel to top of boot. 1" or less heel thickness
Shoes	1	1	1	1	Closed toe - 6" or less from bottom of heel to top of shoe. 1" or less heel thickness
Sneakers	1	1	1	1	6" or less from bottom of heel to top of sneaker. 1" or less heel thickness
Slippers	1	1	1	1	For inside use only
Shower Shoes	1	1	1	1	For inside use only
Hygiene Items – No Glass					
Hygiene					
	No more than 2 individual items in each group (e.g., 2 hair conditioners, 2 toothpaste tubes).				Must be clear substances and in clear containers.
Hair Brush	1	1	1	1	Callus Pads (box), Lipbalm, Contact Lens Solution, Dental Floss, Denture Adhesive, Denture Cleanser, Deodorant (non-flammable, non-aerosol), Eye Wash, Hair Conditioner, Hair Dressing, Shampoo, Mouthwash, Toothpaste, Shaving Cream (non-aerosol), Skin Cream or Lotion (no baby oil), Soap, Foot Powder.
Hair Comb	1	1	1	1	Plastic only, 1 piece
Hair Pick	1	1	1	1	Plastic only, no rattail
Nail Clipper	1	1	1	1	Plastic only, no rattail
Sanitary Napkins/Tampons	One month's supply				Without file; commissary-purchase only
Denture Cup	1	1	1	1	Commissary purchase except indigent inmates. Females only
Mirror	1	1	1	1	
Toothbrush	1	1	1	1	Plastic; no larger than 4"x6", one piece
Make Up					
Eye Shadow ^w	0	2	2	2	
Foundation Cream	0	2	2	2	Non-alcohol, Non-aerosol. Must be from Commissary source only. Females only
Mascara	0	2	2	2	
Linens					

** Designates item must be engraved with inmate name & DOB
 Key: M = Male Facility; F = Female Facility; W = Work Camp; R = Re-entry Unit

2 books and balance of magazines must fit in the 3.5 cubic sq feet bin

1 walkman type radio, no external speakers, no tape or CD players. (Must be used with ear phones)

INMATE ALLOWABLE PROPERTY MATRIX

Item	M	F	W	R	Comments
Towels	2	2	3	3	
Washcloths	2	2	3	3	
Comfort Items					
Photo Album	1	1	1	1	Photos only; no metal binder; not for newspaper or magazine clipping; not to exceed 8 1/2" x 11"
Plastic Bowl	1	1	1	1	
Plastic Mug	1	1	1	1	
Plastic Spoon/Spork	1	1	1	1	
Plastic Soap Dish	1	1	1	1	
Wallet	0	0	0	1	
Appliances/Electronic Devices					
Alarm Clock	1	1	1	1	No radio; battery operated only
Batteries (AA & AAA)	4	4	4	4	Only if inmate has battery-operated devices
Electric Razor **	1	1	1	1	Battery-operated; Non-rechargeable only; as authorized by facility; no hair trimmers
Handheld Game ** (e.g. Game Boy)	1	1	1	1	Clear view; only 10 games; no Internet capability
Headphones	1	1	1	1	
Electric Fan **	1	1	1	1	12" or less; plastic only
Handheld Radio **	1	1	1	1	Clear view only
Combination Lock	0	0	1	0	
Stationery Items					
Envelopes					Limited to the amount that will fit into property box size limitations
Greeting Cards	1	1	1	1	Box of 12
Pen	2	2	2	2	Commissary purchase only
Pencil	2	2	2	2	
Postage Stamps					Limited to \$20.00 in total value
Stationery					Limited to the amount that will fit into property box size limitations

Medical Supplies

** Designates item must be engraved with inmate name & DOB
 Key: M = Male Facility; F = Female Facility; W = Work Camp; R = Re-entry Unit

INMATE ALLOWABLE PROPERTY MATRIX

Item	M	F	W	R	Comments
Prescription Contact Lens	6	6	6	6	Pair; contacts will be clear, disposable/non-disposable, as prescribed
Prescription Eye Glasses	1	1	1	1	Pair
Prescription Contact Lens Case	1	1	1	1	
Prescription Eye Glasses Case	1	1	1	1	
Sunglasses	1	1	1	1	Non-reflective type; non-mirrored
Hearing Aids	1	1	1	1	1 hearing aid per each ear & 1 replacement battery
Hearing Aid Batteries	1	1	1	1	
Medications					
Antacid					Pack
Cough Drops					Bag
Acetaminophen					Pack
Vitamins					Pack or container approved by medical provider
Recreational Materials					
Books, Magazines, Newspapers					Equal to the amount that will fit into property box size limitations; No more than 2 library books
Playing Cards	1	1	1	1	Deck - Standard and Pinochle
Board Games	1	1	1	1	Dominoes, Chess, or Checkers only
Colored Pencils	1	1	1	1	Set
Musical Instrument	1	1	1	1	As authorized by each facility
Sketch Pad	1	1	1	1	
Jewelry					
Watch	1	1	1	1	Time, day, date, alarm, and stopwatch functions only; no gems/stones
Wedding Ring	1	1	1	1	No gems/stones; only authorized if the offender is married
Medallion	1	1	1	1	1.5" wide or 1" in diameter; no gems/stones; religious item

** Designates item must be engraved with inmate name & DOB
 Key: M = Male Facility; F = Female Facility; W = Work Camp; R = Re-entry Unit

2 pens and 2 pencils

**INMATE ALLOWABLE PROPERTY MATRIX
RESTRICTIVE HOUSING STATUS**

ITEM	DISC-SEG	AD-SEG I	AD-SEG II	P/C **	C/C	COMMENTS
Underwear	7	7	7	7	7	Boxer Shorts, Briefs, Cotton/cotton blend. No thongs, G-string, or transparent fabric
Bras	1	1	1	2	2	No underwire – Female only
Shorts	0	0	1	1	1	No tight fitting; no cutoff or altered; no less than 6" inseam; no invisible pockets or reversible short; no open fly boxer style
Palamas or Nightgown	1	1	2	2	2	Light colors only; no threat group colors. Nightgown – Female only, at least knee length
Pants or Jumpsuit	1	1	2	2	2	Sized proportionately to the offender; straight leg or boot cut leg; no tight fitting; no invisible pockets on pant leg; no hip-huggers or low-rise; no lanyard; no carpenter
Shoes or Sneakers	1	1	1	2	2	Closed toe - 6" or less from bottom of heel to top of shoe/sneaker. 1" or less heel thickness
Shower Shoes	1	1	1	1	1	For inside use only
Socks	2	2	3	4	4	Pair. Dress sock; standard crew or calf length; gym or dress
Sweatshirt	0	0	1	1	1	No jogging suits. Standard long sleeve pullover; crew or v-neck. Cotton/cotton blend only. No hood
Sweatpants	0	0	1	1	1	No jogging suits. Standard drawstring/elastic waist; elastic or open ankle Cotton/cotton blend only
Undershirts/T-shirts	3	3	3	4	4	Standard; short sleeved; plain white t-shirt, crew or v-neck

Hygiene & Snack Items Per Administrative Directive #410.06, Attachment #3

** May be limited based on Protective Custody Safety Plan

e) Lost, Missing, or Damaged Property:

Any personal property that an inmate retains shall be brought into the facility at the inmate's own risk. The Department of Corrections is not responsible for retained personal property.

An inmate who claims to have property that has been lost, missing, or damaged due to a staff member's negligence will be eligible for an investigation.

- i. The inmate making a claim will fill out the top portion of the *Report of Lost or Damaged Property* form and submit it to the Security & Operations Supervisor (SOS).
 - ii. Only those items on the approved *Inmate Property Receipt* form(s) for which the inmate has proof of ownership, may have a claim investigation value. As such, the SOS will need to verify ownership by checking the inmate's property file.
 - a) If ownership cannot be verified, there will not be an investigation and the form will be returned to the inmate.
 - b) If ownership is confirmed, the SOS signs and dates the form acknowledging receipt and confirmation that the claim is eligible for an investigation.
 - iii. Once signed, the facility has a fifteen (15) business day timeline to investigate and resolve a claim of lost or damaged property.
 - iv. If the claim involves another facility, the time period for resolution may be extended an additional fifteen (15) business days.
 - v. The Superintendent or designee will assign the investigation to a staff member.
 - vi. The investigating staff member will complete the investigative summary on the *Report of Lost or Damaged Property* form before forwarding their findings to the Superintendent.
 - vii. The Superintendent will make a determination to either approve or deny replacement or reimbursement at the estimated value or less.
- A copy of all lost or damaged property reports must be retained by the facility where the claim was settled.
 - All claims that are found to be valid by replacement or reimbursement need to be finalized by having the claimant inmate sign along with a staff witness, concluding the issue.
 - The Department of Corrections will not be responsible for any property personally retained by the inmate which is lost, stolen, damaged, consumed, or discarded while in the inmate's possession.
 - The facility will attempt within reason to recover property stolen by other inmates. However, the facility will not be responsible for the reimbursement of those items unless it is proven through investigation to be based on Department of Corrections' negligence.

f) Disposal of Property

Staff will give an inmate a receipt for all property to be disposed of.

- I. An inmate who chooses not to have excess property mailed out or picked up by a designated person may have the property donated to a charity, or destroyed. Inmates retaining property

in storage after 30 days will not receive canteen privileges until the property has been properly removed from storage.

II. In no case will excess property be used by, or given to, Department staff, including volunteers and contractors.

III. Failure of an inmate to choose one of the disposal options noted below will represent a forfeiture of any claim to the property after thirty (30) calendar days.

IV. Unclaimed property will be disposed of by:

- a) Designating it for use by the facility;
- b) Donation to a charity;
- c) Designating it for use by an indigent inmate;
- d) Transfer to another State agency or department;
- e) Being destroyed.

g) Contraband

Contraband is anything that is in the possession of an inmate contrary to the rules and regulations for the facility. Anything that is not on the allowed property list is, by definition, contraband. Contraband will also cover allowed items that are received through unauthorized channels.

Possession is meant to include anything on the inmates' person, in his clothes, living unit and any place where there are reasonable grounds to believe it is in the inmates' custody and control or an area that the inmate exerts control over.

Contraband will include, but not limited to, the following:

1. Any type of weapon, whether commercially manufactured or fabricated by hand, which can inflict any degree of bodily harm. Examples: Any firearm or item resembling a firearm, knives, explosives, ammunition, blades, blackjacks, clubs, and pieces of glass, wire or rope.
2. Any intoxicating beverage, including those which can be fermented. Examples: liquor, beer, wine, and homebrew.
3. Any drugs, prescribed or otherwise.
4. Any paraphernalia which could be used to take illicit drugs. Example: rolling papers, syringes or pipes.
5. Excess items of clothing, food, or supplies in addition to those allowed by facility regulations.
6. Any item that must be stored for any reason will not be accepted (Policy #413). Items intended for people other than the inmate addressee will not be accepted.
7. Incense, candles, wax, dyes and bleaches.
8. Any item in possession of an inmate who is not the actual owner and any property being passed from one inmate to another.
9. Any literature that is detrimental to the safety of the security of the institutions, for example, how to build homemade explosive, zip guns etc.
10. Any literature which demonstrates how to inflict bodily harm to another, i.e. martial arts handbooks.
11. Maps of Vermont and the region surrounding the facility (home made or published)
12. Pornography of any kind
13. Chewing Gum.

14. Glue, white out, fasteners of any type including nails, screws, rivets, wire, tape etc.
15. Toxic or corrosive substances, poison of any kind.
16. Tools of any kind, whether homemade or manufactured, including scissors.
17. Electrical appliances.
18. Tobacco products of any type.
19. Cigarette lighters, matches, flints, or other items used to light fire.
20. Aerosol products or any pressurized substance, including shaving cream and deodorants.
21. Shaving lotion, hair tonic, or mouthwash that has alcohol in it.
22. Locks or keys of any kind unless issued to offenders by the facility.
23. Glass or porcelain items of any kind.

24. Magic markers, shoe polish, paints, or other items that can be used to deface objects.
25. Any item that can not be thoroughly checked.
26. Spring loaded pens.
27. Cassette and CD players of any type.
28. Cassettes, DVD's and CDs
29. Any item that can potentially be used as a weapon or which an officer finds questionable.
30. Metal combs.
31. Recording devices, cameras.
32. Computer Software unless approved by Education Department and stored in Education building.
33. External speakers
34. Any flammable liquid or substance, including candles
35. Cosmetics, makeup, hair dye, wigs, masks or any item that can be used to change ones appearance.
36. Extension cords
37. Camouflage clothing or fabric
38. Electrical adapters
39. Any clothing similar to or resembling officers' uniforms
40. Belts
41. Currency to include paper money or coins
42. Wallets, plastic cards of any type except inmate ID tag
43. Credit cards, drivers' licenses, social security cards, draft cards or any form of identification.
44. Personal bedding to include pillows, sheets, blankets, comforters, bedspreads, unless approved through the medical department.
45. Food items other than approved canteen items.
46. Any item altered or used for other than its intended purpose
47. Cellular phones and chargers, pagers
48. Personal computers, palm pilots
49. Calculators
50. Sewing needles, pins, including safety pins, thumb tacks
51. Anything magnetic
52. Any item of clothing that has been altered from the original manufactured design.
53. Steel toed shoes.

26. Unit Cleaning

- The unit will be kept clean at all times.
- Each unit has a unit cleaner which is a paid inmate job. The unit cleaner is responsible for detail cleaning of the unit such as painting, pressure washer, waxing the floors, etc...

a) Room Inspections Maintenance of Living Quarters

Room inspections will be at 09:00. Inmates must strip their beds at least once a week and place them in the laundry. The officer will check the condition of mattress and pillow on laundry day. Each unit has their own laundry time.

The following are criteria to determine cleanliness for room inspections:

- Beds are made (on unit linen days the bed is to be stripped with linen at the foot of the bed.) **Inmates may not be under the covers once their bed is made until after 1600. Beds are to remain made through 1600 hours unless the inmate is a third shift worker or a medical exception is made. This does not apply to weekends and holidays.**
- The floors are swept and mopped.
- All other surfaces are dusted.
- Trash is emptied.
- Dirty clothes are kept in a laundry bag.
- Footwear is arranged neatly under the edge of the bed.
- Clothing is folded and placed in a storage box.
- Nothing is hung from the bunks.
- Nothing is hung on any outside wall, window and windowsill or between the desk and window.
- Lights must not be covered.
- Letters and other documents are kept in a shoe box size container.
- Personal hygiene items are displayed on the shelf or desk or kept in the locker.
- Issue a minor # 11 disciplinary report for inmates failing room inspection.

27. Dress Code

All inmates are issued facility uniforms. The dress code is established for this institution for health, safety and appearance and to provide a standard for permissible wearing apparel and under what conditions. The following standards will be enforced:

1. All clothing must be neat and clean, without holes and free of derogatory, provoking or obscene statements or design.

2. When leaving the living unit for any reason, inmates will wear state issued blue uniforms, socks, and shoes. Inmates going to work may wear the designated uniform for that work area. Clothing must properly cover groin and buttocks.
3. Shower shoes, slippers or sandals shoes may only be worn within the unit.
4. When outside of their cells inmates will wear their ID's around the neck and outside of the clothing where it is visible at all times.
5. No tank tops or cutoff T-shirts will be allowed.
6. Shorts, sweatpants and other sports type wear, can only be worn in a living unit or outside a living unit when engaged in a recreational activity.
7. Inmates are not permitted to sleep in the nude and must be appropriately clothed in shorts, pants, or undergarments.
8. Footwear with laces will be tied.
9. No hats or caps will be worn inside the building except for religious practice with the exception of kitchen workers.
10. No bare feet or stocking feet are allowed outside of your room for health and safety reasons.
11. Any inmate employed outside his living unit (i.e., outside work crew, kitchen, etc.) will conform to the dress code for that employment. (For example: hardhats, work boots, goggles, hair nets, paper hats, work gloves, plastic gloves, etc.) If an inmate is hired for a job which requires work boots, he may purchase them through the facility. The facility may provide boots, if available.
12. No clothing resembling Correctional Officers apparel.
13. Inmates will not be allowed to wear sweatpants when being transported, unless approved by the Supervisor.

Determination of inappropriate attire is at the discretion of staff.

28. Shaving/Razor Procedure

There are two options available for shaving.

The first option is to purchase an electric razor by ordering one through the commissary company as an alternative to shaving with the disposable razors. Electric razors may be possessed by inmates and stored in their cells at all times after having the razor properly marked with identifiers (i.e. Name and date of birth) and used at their will – there are not designated shaving days for electric razors. Any device that is discovered altered will be considered contraband and will be confiscated in accordance with the Contraband Directive and will be subject to disciplinary action.

The second option is to sign up for use of a disposable razor. The process for use of disposable razors is as follows:

General Population:

- A. NWSCF has designated Monday, Wednesday, and Friday as authorized shaving days when using disposable razors.
- B. In order to shave on these days, using a facility issued disposable razor, each inmate interested in shaving needs to sign up the day before a scheduled shaving day on the Razor Request Log.
- C. On shaving days, following the securing of the 1st shift morning headcount, the unit officer will issue disposable razors to those inmates on the sign-up log. Inmates will only receive one disposable razor per shaving day.
- D. No more than 4 inmates will be issued razors at one time. As a razor is returned another razor may be issued.
- E. Each inmate will have 20 minutes to shave and return the razor with the cap on it to the Unit Officer one inmate at a time. All razors will be accounted for and removed from the unit by 1000 hours.
- F. Each razor will be inspected by the Unit Officer in the presence of the inmate as it is turned in to ensure all blades are intact and that the device was not altered in any way.
- G. Inmates who fail to return a razor or who turn in a disposable razor which appears to be tampered with will be issued a DR for a Major A #07.

Delta and Echo Units:

- A. For safety of these units will not be permitted to shave using disposable razors.
- B. Inmates who are housed in these units are only authorized to use electric razors – possession of a disposable razor in these units may result in disciplinary action.
- C. Inmates who choose to shave will be provided the opportunity to use the facility owned self cleaning razor.
- D. Shaving with any facility issued electric razor is for the removal of facial hair only – they are not to be used to shave any other areas of the body, to include but not limited to the head.
- E. Self cleaning razor systems that are damaged or destroyed in a malicious manner will result in disciplinary action and if found guilty, the facility will seek restitution for the cost of replacing the razor system as well as other applicable sanctions as directed in Directive 410.01.

Supervised Shaving:

At any time where there is a concern of harm to self or others the shift supervisor or above can place an inmate on supervised shaving status. In this status shaving occurs in the presence of security staff so that staff can visually observe the inmate while they shave.

29. Facility Rules and Inmate Discipline

Facility discipline is carried out according to Directive 410.01 and 410.03. The attempt to, or formulation of a plan, or aiding or soliciting others to commit a violation is a violation and it carries the same sanction as if the violation had been committed by the individual who formulated or aided in this violation.

All disciplinary segregation will take place in Delta Unit unless otherwise authorized by the Superintendent or designee.

a) NWSCF Facility rules

In order to insure a safe, healthy and orderly environment, it is necessary to impose rules and regulations which apply to inmate housing units and the facility.

Violations of these rules will be dealt with through DOC Directive 410.01 Inmate Discipline by staff issuing the appropriate minor DR.

1. You are not permitted to place any type of covering over the ventilation openings, lights or window in your room or living unit. Also no item can obstruct the view of any part of the room from the cell door window. This includes no items hanging from the bunk.
2. You must wear issued blue top and blue bottom any and every time you leave the unit. You may remove your blue top and bottom when you arrive at the yard or gym (wear shorts under your pants). You must put your blues back on when you leave the gym or yard. Grounds crew and garden workers may be exempted if approved by the Superintendent or designee. **(wear is defined as having the garment on as designed and not thrown over the shoulder or worn around the neck only).**
3. Littering is not permitted within the facility or on the grounds.
4. Loitering on the top tier, main hallways, unit bathrooms, officer stations, and in cell doorways of the facility is not permitted.
5. Sitting on or hanging from any railings or stairway within your living unit is not permitted.
6. Inmate rooms and units are to be kept clean and presentable at all times. Each inmate will be held responsible for their own room. Unit cleaning assignments are made by the unit officer in charge. Inmates are expected to comply with the cell inspection protocol. Cell Inspection will be daily at approx. 0900. It is the inmate's responsibility to have their room ready for inspection.
7. Inmates living in single occupancy rooms will be held accountable for damage, contraband or destruction of state Property and charged with the appropriate rule violation. This will also apply to double occupancy rooms. Where it cannot be determined which inmate is responsible, both inmates will be charged.

8. Horse playing between inmates is not permitted.
9. Whenever you leave your cell TV's and lights are to be turned off. TV volumes must be kept at a low level so they not disrupt others (unit staff discretion). TV at NWSCF is considered a privilege and not a right.
10. The throwing of any object in the building is not permitted.
11. Sitting or lying on tables/facility furniture is not permitted. Placing feet on any furniture is not permitted.
12. Facility (State) owned furniture, equipment, fans, TV, etc., are to remain where designated by NWSCF staff.
13. All inmates must report to the unit officer whenever they leave the units and whenever they return to their units. All inmates must report back to the unit officer prior to going to a different location
14. Exchange/purchase/possession/gift of items including money between inmates is prohibited. This rule applies to transactions occurring outside the facility as well. Once any personal property has been sent from the facility, it will not be allowed to re-enter the facility as the property of another inmate. Any items brought or sent to the facility in violation of this rule will be returned at the expense of the inmate who was to receive them and the appropriate DR may be written.
15. No black soled or leather soled footwear are allowed in the gym.
16. No items (to include coffee, Kool-Aid, etc.) will be brought from the dining room area to living units.
17. No drink or food items may be brought from living areas to other areas (a drink item may be brought to outside rec. and must be in a clear container that is subject to search). Commissary hot sauce may be brought to the dining hall for personal use.
18. No food items may be received through visitors or the mail with the exception of special Holiday packages which may be purchased through commissary.
19. Contact between Restrictive Housing inmates and general population inmates is prohibited.
20. Nothing is to be posted on cell walls except in the designated area. Refer to posting protocol.
21. Inmates are not permitted to run in hallways or dayrooms.
22. Inmates are not permitted in a unit other than their own unless it is related to their employment (e.g. ice, laundry, etc).

23. Spitting is prohibited.
24. Blanket/sheets, etc., are to be used as bedding only and must be turned on designated linen days. They are not to be used as rugs or curtains.
25. Personal property may not be left outside of individual inmate rooms.
26. Inmates are not permitted to loiter, hang around, congregate, assemble, and linger, etc., in the court yard area outside of the X-4 door. If you go outside for recreation, you must be in the recreation yard and beyond the gate (to include the concrete slab).
27. A-Wing televisions are provided to the unit since the cells do not have TV's. In these areas TV's may come on at 0800 and left on until 2115.
28. All lights will be turned off from 2300-0600, and TV's will be turned off at 0100. Fridays, Saturdays and the nights before a holiday TV's may remain on all night.
29. Unless medically approved, inmates are not to be in possession of any type of container used for urine collection. Inmates with medical approval must empty containers by room inspection during the week or 0900 on weekends and holidays.
30. Hats are not to be worn inside the facility with the exception of kitchen workers.
31. Any area within the institution that is designated as an unauthorized area may not be entered without staff permission.
32. The inmate telephone system will be shut off at 2115 hrs.
33. Gambling of any type is not allowed.
34. Five minutes prior to lock-in inmates will gather their belongings and enter their cell.
35. Showers must be completed prior to 2115.
36. During Headcount times, it is expected that you are in your cell with your door closed. Headcount is not secured until the unit officer announces it.
37. Inmates are expected to follow direction (lawful orders) from staff at all times
38. Use of the unit mop closet will be at the unit staff's discretion
39. Shaving will occur in accordance to the local procedure (posted in the unit)
40. You must secure facility doors when you pass through and not leave them ajar.

41. Inmates attending program activities in another unit not assigned to them are prohibited from interacting with that population.
42. All inmates will wear their ID around their neck when outside of their cells. The ID will be outside of the clothing and visible at all times.

Additional Third Shift Rules and Regulations

1. No personal items (towels, washcloths, tooth paste toothbrush etc) are allowed out of cells after lock in with the exception of their cup.
2. In units that do not have toilets in cells, bathroom runs will not begin until 2215 hours.
3. In units that do not have toilets in cells only two cells will be open at a time. Please knock lightly and have patience. The officer will respond to you as soon as possible.
4. Inmates are not permitted to sleep in the nude and must be appropriately clothed in shorts, pants, or undergarments.
5. No hot water, ice or use of the microwave after lock in.

b) Living Unit Rules

In addition to facility rules there are rules specific to the living units.

- When instructed to lock-in, the inmate(s) in question will go into their cell and shut the door behind them.
- A shirt, pants or shorts and footwear must be worn in the dayroom.
- Inmates may not enter another inmate's cell to include standing in the doorway.
- Only one plastic storage bin is permitted per inmate. All possessions (except for coat, shoes and commissary) need to fit in this bin. Bins must be kept under your bunk; they may not be used as tables or shelves. All bin lids must be kept on the bin and not used for other purposes such as a back board. Bins are not allowed to leave the units.
- Sharing, swapping, gambling, or selling property is not permitted.
- Abusive, profane, or vulgar language is not permitted.
- All inmates will be required to be in their rooms/bunks for every head-count. Once the facility has secured the head-count, the inmates may leave their rooms/bunk area.
- Noise levels will be kept at an acceptable level as determined by staff. Any noise that interferes with radio, telephone or other dayroom activities will be discontinued.
- Inmates may not be under the covers once their bed is made until after 16:00 hours unless the inmate is a third shift worker or a medical exception is made. This does not apply to weekends and holidays.

- Lock-in time for all units is at 21:30. Dayroom TV's and telephones will not be used after 2115. All cell lights must be turned off at 23:00 hours, all cell TV's must be turned off by 0100. After lights out radios may be played at a level that is heard only by the inmate listening to it. External speakers are not allowed, only approved headphones.
- Nothing may be placed on the bunk, the windows or hung in the room so as to block the staff's view of any part of the room or its occupants.
- No one is allowed outside their room after 21:30 without the unit officer's permission.
- During lock-in hours, only two cells are allowed to use the bathroom at a time.
- Nothing will be stored on windows or windowsills.
- Signs, pictures, paintings, or other items hanging on the walls and cells doors are not permitted.
- The only places that towels may be hung to dry are chairs or on hooks provided in the room. At no time will a towel be hung in such away as to shield the inmate from the officer's view or to block the view of any part of the cell or it's windows. No exceptions to this rule will be made.
- Recreation/Leisure Skills property must remain on the unit for all unit inmates' use. When leaving the unit or facility, no inmate may remove recreation property with their own property. To attempt to do so is interpreted as "taking another's property without consent," and subject to inmate discipline.
- Inmates may come out of their cells starting at 0600. They are allowed to use the microwave, sit in dayroom and read the newspaper. Televisions and phones are not allowed to be used until 0800. (Delta unit may allow phone access starting at 0700)
- Inmates will present themselves and their environment in a clean and sanitary manner at all times. The requirement is one daily shower and neat appearance, clean clothes and sanitary habits that do not exhibit negative behavior.

CONFLICT RESOLUTION/ASSISTANCE

30. OFFENDER/INMATE NOTICE OF RIGHT TO GRIEVE

The Department realizes that many complaints or issues that an offender/inmate may have are resolved by talking to staff informally. We encourage you to continue to use this positive approach to problem-solving. Nevertheless, you do have the right to file grievances concerning alleged actions by the Department and its representatives. While you may write the Commissioner at any time, the offender grievance system will be the administrative process to try to resolve conflicts or problems in a timely manner. If you wish to exercise this right, you must follow the procedures outlined below.

NOTE: You must attempt an informal resolution with staff and document that before filing a formal grievance. You may ask for help in filling out the *Informal Complaint & Plan for Resolution Form*.

With the exception of grievances that allege staff misconduct or criminal activity, all grievances investigated by the Department of Corrections will adhere to the timelines detailed below.

General Issues

- In Vermont facilities all forms relating to the grievance system are in the inmate law library, the main library and all living units.
- In out of state facilities all forms relating to the grievance system are in the inmate law library.
- In field offices, these forms are in the waiting area.
- You may ask Corrections staff for any grievance form, and staff will provide one by the end of the shift in a facility or the end of the day in the field.
- You may ask Corrections staff or a trained volunteer for help filing a grievance.
- No staff member may retaliate or threaten to retaliate against you for filing or withdrawing a grievance.
- You should report any time you believe you have suffered retaliation or the threat of retaliation regarding your use of the grievance system to the Superintendent /District Manager/OOS Supplemental Housing Manager, any supervisor, or the Agency of Human Services Investigation Unit as soon as possible.

a) Informal Complaint:

- **You must make an attempt at an informal resolution before filing a formal grievance unless the issue is an emergency or alleges staff misconduct.**
- It may be verbal or written.
- You must voice or file the informal complaint within 10 business days of the event or cause of the complaint. You write it using the *Informal Complaint & Plan for Resolution Form, Grievance Form #1*.
- **If a plan is agreed** upon, you must record it using the *Informal Complaint & Plan for Resolution Form (Grievance Form #1)* and have a staff member sign the form.
- If a plan to resolve the informal complaint is not agreed upon within 48 hours, you may proceed to the formal grievance process.

b) Formal Grievances:

- **You must make an attempt at an informal resolution before filing a formal grievance unless the issue is an emergency or alleges staff misconduct.**
- It must be written and filed within 14 days of the resolution of the informal complaint
- Only 1 grievance may be filed per incident
- Formal grievances will be answered within 20 business days
- Formal grievances may be resolved by the shift supervisor

c) Emergency Grievances:

- An emergency grievance is an issue that presents (1) a threat of death or injury, (2) a threat of disruption of facility or field operations, or (3) a need for speedy resolution because the time is running out when meaningful action is possible.
- You should file it immediately.

- Complete the *Offender/Inmate Grievance Submission Form, (Grievance Form #2)* and
 - o write the word “EMERGENCY” on the top of the form
 - o tell correctional staff that you have a written “emergency grievance” to declare.
- You will receive an initial response within 8 hours.
- Final resolution may take up to 10 calendar days.

d) Appeals by the Offender/Inmate:

You may appeal the Superintendent’s/District Manager’s/OOS Supplemental Housing Manager’s decision about your grievance. First, you would appeal to the appropriate Corrections Executive.

- Appeal to a Corrections Executive
 - o You must file your appeal to a Corrections Executive within 10 business days of the outcome of a formal grievance.
 - o You complete the *Decision Appeal to Corrections Executive, Grievance Form #5*
 - o The Corrections Executive will respond to you within 20 business days.

If you are not satisfied with the decision of the Corrections Executive, you may appeal to the Commissioner.

Appeal to the Commissioner

- o You must file your appeal to the Commissioner within 10 business days of receiving the appeal response from the Corrections Executive.
- o You complete the *Decision Appeal to Commissioner, Grievance Form #7*
- o The Commissioner will respond to you within 20 business days.
- o Staff will screen appeals involving Emergency Grievances for as quick a response as needed.

e) Continuances:

- o The Department of Corrections may apply continuances once during a formal grievance,
- o Once during the Appeal to a Corrections Executive and
- o Once during the Appeal to the Commissioner.
 - A continuance will not be longer than 20 business days.
 - You will be notified, in writing, of the length and reason for a continuance.

31. Law Library

Law Library is open for inmates for a minimum of 12 hours per week although the facility strives to allow more access. In order to attend the law library you must put your name on the list posted outside of the law library on the day before you wish to access it. You should not go to this activity unless you have legal questions. Inmates who appear to be loitering or socializing will be sent back to their units. No food or drinks are allowed by anyone accessing the law library; the law librarian may have one drink container. Any questions regarding the law library should be addressed to the CSS in charge of the Law Library.

32. Prisoners Rights Address

120 State Street
Montpelier, Vermont 05602

33. Inmate access to their attorneys and representatives

The following rules and regulations and procedures will apply to the inmates, attorney and or their representatives whenever they desire to visit the North West State Correctional Facility in order to provide legal counseling to residents.

Inmates shall have access to their attorneys or designated representatives under the following conditions.

Attorneys or their authorized representatives may visit their clients Monday thru Fridays 08:00-11:00 and 13:00- 16:30. After hours visits with attorneys or their authorized representative must be approved by the Superintendent or designee prior to the attorney or their authorized representative's arrival.

All legal visits shall be in the attorney rooms and/or visiting room. At no time will attorneys be allowed to the living units.

Upon arrival at the facility the attorney shall present proper identification (VT BAR Assn ID), have all bags checked for contraband, and sign the visitor log. No type of sound recording device or camera will be allowed in the facility without prior approval by the Superintendent or their designee.

Incoming legal calls will be patched through an attorney phone between the hours of 8-4:30 pm.

Legal mail from the courts, lawyers, Vermont State or federal officials will not be subject to any form of censorship. This mail will be opened by an officer in front of the inmate.

34. Agency of Human Services Inmate/Offender Hotline

The Agency of Human Services and the Department of Corrections are committed to the promotion of safety and security for all inmates and staff. This means an environment safe from sexual abuse, discrimination, harassment, physical harm and threats.

All persons under Department of Corrections supervision will have the ability to contact the hotline for bringing concerns or complaints regarding themselves or others. All persons housed in a Vermont facility, will have access to this dedicated phone line when they are given access to the unit phones.

This designated phone line will at no time be recorded or monitored by the Department of Corrections. Complaints will be referred to the designated authority so that an investigation may be conducted, when deemed appropriate, regarding the concern, complaint or allegation. If you choose to intentionally provide a false statement of sexual abuse against an inmate or staff you may be charged criminally.

This phone will not replace the standing grievance process currently in place. You are encouraged to continue to use the grievance process, as you have in the past. Complaints regarding matters that are normally addressed by the grievance process will not be forwarded.

Examples of APPROPRIATE calls:

- Mistreatment to include verbal, emotional or physical abuse
- Violations of work rule, state policy and statute on the part of staff, contract employee and/or volunteer
- Any activity that causes an unsafe environment to you or staff
- Activity revolving around the use or sale of contraband to include but not limited to drugs, tobacco and weapons
- Discriminating or harassing behavior on the part of an inmate, staff, contract employee or volunteer
- Forced, romantic, sexual or inappropriate relationships on the part of an inmate, staff, contract employee or volunteer
- Physical assault or the threat of assault to you, your family or another inmate on the part of an inmate, staff, contract employee or volunteer

Hours of Operation:

Monday through Friday from 7:30 AM to 4:00 PM

Voicemail is available on the weekends and after hours

To call from the unit phone:

Press #1 English, #2 Spanish, or #3 French

Press #0 Collect

Then Dial 88888123456789

#55

To call from the Community:

1-877-360-2597 toll-free

35. Request to see the Superintendent and/or Assistant Superintendent

Request to see the Superintendent or Assistant Superintendent may be made by requesting this in writing and depositing your request in the unit mailbox.

36. Commissioner and Deputy Commissioner of Corrections Address

103 South Main Street

Waterbury, Vermont 05671-1001

Attn: Andrew Pallito, Commissioner

Attn: Lisa Menard, Deputy Commissioner