

# ADMISSION & ORIENTATION (A&O) HANDBOOK



SATELLITE PRISON CAMP (SPC)  
PHOENIX, ARIZONA  
November 2025 (English)

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### **ATTACHMENTS AT THE END OF HANDBOOK:**

#### **VOTING RIGHTS**

#### **ATTACHMENT C PREA-SABPIP: INFORMATION AND HOW TO REPORT**

#### **ATTACHMENT D**

#### **FIRST STEP ACT (FSA) ADMISSION AND ORIENTATION (A&O)**

## INTRODUCTION

The purpose of this handbook is to provide arriving inmates with information regarding the Bureau of Prisons (BOP), its programs, and the rules and regulations. It is not a specific guide to the detailed policies of the BOP. Rather, the material in this handbook will help new inmates more quickly understand what they will be encountering when they enter prison and hopefully assist them in their initial adjustment to incarceration.

| Executive Staff                        |                 |
|----------------------------------------|-----------------|
| Warden                                 | J. Gunther      |
| Associate Warden of Programs           | R. Taylor       |
| Associate Warden of Operations         | A. Tuttoilmondo |
| Unit Managers                          |                 |
| Camp Administrator/Executive Assistant | A. Rodriguez    |
| Camp Unit Manager                      | D. McAnally     |
| Department Heads/Supervisors           |                 |
| Captain                                | F. Ortega       |
| Case Manager Coordinator               | C. Rossiter     |
| Correctional Systems                   | B. Lyon         |
| Computer Services                      | B. Huntley      |
| Education                              | TBD             |
| Employee Development                   | J. Kavanaugh    |
| Facilities                             | F. Espino       |
| Financial Management                   | K. Webster      |
| Food Services                          | J. Ruiz         |
| Health Services                        | J. Secor        |
| Human Resources                        | TBD             |
| Psychology Services                    | Dr. D. Powers   |
| Recreation                             | A. Church       |
| Religious Services                     | D. Davis        |
| Safety                                 | D. Porter       |
| Attorney Advisor                       | C. Cook         |
| Trust Fund                             | E. Bingham      |
| Other Departmental Staff               |                 |
| Discipline Hearing Officer             | S. St. John     |
| Reentry                                | TBD             |
| Special Populations Coordinator        | R. Pribyl       |

## INTAKE, CLASSIFICATION AND THE UNIT TEAM

### Orientation

Inmates are given a social screening by Unit Management staff and medical screening by Health Services and Mental Health staff at the time of arrival. Inmates are immediately provided with a copy of the institution's rules and regulations, which include information on inmate rights and responsibilities. It also includes information on sexual assault and abuse. Within 28 days of arrival, inmates will participate in the Admission and Orientation (A&O) Program. While in A&O, inmates are advised of the programs, services, policies and procedures regarding the facility.

### Classification Teams (Unit Teams)

Each inmate is assigned to a housing unit. A unit is a self-contained inmate living area that includes both housing sections and office space for unit staff. Each unit is staffed by a Unit Team directly responsible for the inmates living in the unit. The unit offices are in the units so staff and inmates can be accessible to each other. The unit staff typically includes a Unit Manager, Case Manager, Correctional Counselor, and Unit Secretary. The Staff Psychologist, Education Advisor and Unit Officer are considered members of the Unit Team and provide input for classification purposes.

Inmates are assigned to a specific Unit Team. Generally, the resolution of issues or matters of interest while at the institution are most appropriately initiated with the Unit Team. Unit Team members are available to assist in many areas, including parole matters, release planning, personal and family problems, counseling and assistance in setting and attaining goals while in prison. Ordinarily, a member of the unit staff will be at the institution from 6:00 AM to 4:00 PM, and during the day on weekends and holidays.

# GENERAL FUNCTIONS OF UNIT STAFF

## Unit Management

There are two functional units at SPC Phoenix. A unit is a self-contained inmate's living area that includes both housing sections and office space for unit staff. Each unit is staffed by a Correctional Counselor. The Unit Staff offices are located throughout the facility so staff and inmates can be accessible to each other. Unit staff include: the Camp Administrator, Unit Manager, two Case Managers, two Correctional Counselors and one Camp Administrator's Secretary/Unit Secretary.

Papago B is designated for inmates approved to participate in the Female Integrated Treatment (FIT).

**Camp Administrator:** The Camp Administrator is the administrative head of the facility at the camp and oversees all unit programs and activities. The Camp Administrator also serves as Warden's Executive Assistant.

**Unit Manager:** The Unit Manager is the administrative head of the general unit and oversees all unit programs and activities. The Unit Manager is the Chairperson of the team which comprises the Case Manager, Correctional Counselor, with input from Education and Psychology staff. The Unit Manager reviews team decisions and may chair the Unit Discipline Committee (UDC), which is a body that hears disciplinary infractions. The Unit Manager is ordinarily present during initial classification and subsequent program review(s) in which RRC placement is discussed.

**Case Manager:** The Case Manager is responsible for all casework services and prepares classification material, progress reports, release plans, correspondence, and other materials relating to the inmate's commitment. The Case Manager serves as a liaison between the inmate, the administration, and the community.

**Correctional Counselor:** The Counselor provides counseling and guidance for the inmates of the unit in areas of institutional adjustment, personal difficulties, and plans for the future. He/She plays a leading role in segments of unit programs relating to inmate activities. The Unit Counselor may conduct counseling groups for inmates in his/her unit and/or groups open to the general population.

**Camp Administrator's Secretary/Unit Secretary:** The Secretary performs clerical and administrative duties, to include the preparation of release paperwork.

**Unit Officer:** The Unit Officers have direct responsibility for the daily supervision of inmates and the enforcement of rules and regulations. They have safety, security, and sanitation responsibilities in the unit. Unit Officers are in regular contact with inmates in units and are encouraged to establish professional relationships with them, as long as such interaction does not interfere with their primary duties. Unit Officers control movement in and out of the unit and conduct regular searches for contraband.

## Communications

Normally, a unit staff member is available each day of the week until 4:00 PM. The unit bulletin boards and the TRULINCS system contain written communication of interest to inmates. Unit Managers may utilize monthly Town Hall meetings to dispense information and foster improved communications. Unit team members will utilize either open house hours or an open-door policy to address inmate concerns. Inmates are also encouraged to use Inmate Requests to Staff to make requests in writing.

## Initial Classification/Program Reviews

Inmates initially designated to the institution will receive initial classification within 28 days of arrival. Unit Team, Education, and Psychology staff will assess each inmate and work with them to develop an individual plan which will address skill deficits that may deter successful reentry into the community. Subsequent program reviews will be held every 90 to 180 days, depending upon release date. These are held by the Unit Team to review progress on programming goals, work assignments, transfers, custody/security level, institutional adjustment, etc. The inmate may not waive appearance with the Unit Team.

## Town Hall Meetings

Town Hall meetings are held to make announcements and to discuss changes in the policy and procedures of the unit. Inmates are encouraged to ask pertinent questions of the staff and any guest speakers who are present. These questions should pertain to the unit as a whole, rather than personal questions or problems. Personal issues will be resolved by unit staff during the regular working hours which are posted in each unit.

## Treaty Transfer for Non-U.S. Inmates

Inmates who are not U.S. citizens may be eligible for a transfer to their home country to serve the remainder of their sentence. At initial classification, the inmate will be advised if the inmate's home country has a formal exchange treaty with the United States. The Case Manager will provide additional information regarding an inmate's eligibility for participation in the program.

## Foreign Consular

The most recent publication of the Consular Notification and Access directory will be located in the Law Library.

## **DAILY INMATE LIFE**

### **Sanitation**

It is the inmate's responsibility to check his or her cubicle immediately after being assigned there and report all damages to the Unit Officer or Correctional Counselor. An inmate may be held financially liable for any damage to his or her personal living area. Each inmate is responsible for making his or her bed in accordance with posted regulations before work call (including weekends and holidays when she leaves the area). Each inmate is also responsible for sweeping and mopping his or her cubicle floor, removing trash, and ensuring it is clean and sanitary. Cardboard boxes and other paper containers are not permitted for storage due to their combustible nature. Lockers must be neatly arranged inside and out, and all shelving must be neat and clean. Chairs are assigned to each cubicle and will not be defaced or marked in any manner by the inmate. Toothpaste, toothbrushes, combs, razors, and soap for personal hygiene are issued by the institution. Inmates may purchase name brand items through the Commissary. Hygiene products such as pads and tampons are not to be utilized for cleaning.

### **Housing Unit/Dorm Expectations**

Housing unit/dorm expectations are implemented to ensure the orderly running of each housing unit. Compliance with the expectations outlined is MANDATORY. Failure to comply with these expectations may result in disciplinary action, loss of T.V. privileges for the entire pod/dorm, confiscation of chairs, loss of visitation privileges, or temporary closure of housing unit activity rooms, laundry rooms, ironing rooms. Please be mindful this list is NOT all inclusive. Housing unit/dormitory expectations are posted on the TRULINCS Bulletin Board for inmate viewing. A copy of the housing unit/dormitory expectations are also available for viewing on the bulletin board in each housing unit.

**\*\* Please be aware that both male and female staff routinely work and visit inmate housing areas. \*\***

### **Personal Property Limits**

Items which may be retained by an inmate are limited for sanitation and security reasons, and to ensure excess personal property is not accumulated which would constitute a fire hazard or impair staff searches of the cubicle. Each institution is required to establish an Institution Supplement regarding Inmate Personal Property, specifically identifying personal property which the inmate may retain.

**Inmates are prohibited from possessing, securing, or retaining another inmate's property under any circumstances.**

### **Storage Space**

Staff shall set aside space within each housing area for use by an inmate. The designated area shall include a locker or other securable area in which the inmate is to store authorized personal property. The inmate shall be allowed to purchase an approved locking device for personal property storage in regular living units. Limited space may also be available under the bed for approved items. The amount of personal property allowed each inmate is limited to those items which can be neatly and safely placed in the designated space. Under no circumstance will any materials be accumulated to the point where they become a fire, sanitation, security, or housekeeping hazard.

### **Clothing**

Civilian clothing (i.e., clothing not issued to the inmate by the Bureau or purchased by the inmate through the Commissary) ordinarily is not authorized for retention by the inmate. Prerelease civilian clothing for an inmate may be retained by staff in the Receiving and Discharge area during the last 30 days of an inmate's confinement. All inmates are prohibited from wearing any clothing not government-issued or purchased in the Commissary. No inmates may be issued, permitted to purchase, or have in their possession any blue, black, red, or camouflage clothing or cloth items. Commissary sales of clothing are limited to the following colors: Only gray and/or white clothing may be sold in institutions for males and only pastel green, gray, and/or white may be sold in institutions for females. The only exception is for religious headgear. All government clothing, except undergarments, may be tagged with a label indicating the inmate's name and registration number. These items are to be neatly stored in the identified storage space provided. Individual washcloths and towels are issued to inmates. Representative authorized footwear/shoes may include work (1 pr.), shower (1 pr.), athletic/specialty (1 pr. – black, white, grey, or a combination thereof with a maximum value of \$100.00), slippers (1 pr.), and casual (1 pr.). Footwear will be placed neatly under the bed.

### **Commissary/Special Purchase Items**

These items are authorized to the point they can be contained in the storage area provided for personal property.

### **Letters, Books, Photographs, Newspapers, and Magazines**

An inmate will be limited in the number of letters, books, photographs, magazines, and newspapers that can be stored in their designated storage space. Nothing is to be tacked, stapled or scotch taped to any surface except to bulletin boards. Ordinarily, photographs, particularly those of family and friends, are approved, since they represent meaningful ties to the community. A personal



photograph is defined as a photograph intended for individual viewing, as opposed to a photograph published for commercial use. Personal photographs may be stored or displayed in the housing units according to local sanitation and housekeeping guidelines. Inmates may not retain Polaroid photos. Nude or sexually suggestive photos (individual prints or copies as opposed to those from publications) present special concerns about personal safety, security, and good order, particularly when the subject is an inmate's relative, friend, or acquaintance or could reasonably be perceived as such. For these reasons, an inmate may not be permitted to retain, receive, or possess a personal photograph in which the subject is partially nude or nude, or when the photograph depicts sexual acts such as intercourse, fellatio, or sodomy. These materials will be returned to the sender upon receipt at the institution.

### **Legal Materials**

Staff may allow an inmate to possess legal materials in accordance with the provisions on inmate legal activities.

### **Hobbycraft Materials**

Staff shall limit an inmate's hobby shop projects within the cubicle or living area to those projects which the inmate may store in designated personal property containers. Staff may make an exception for an item (for example, a painting) where size would prohibit placing the item in a locker. This exception is made with the understanding that the placement of the item is at the inmate's own risk. Staff shall require that hobby shop items be removed from the living area when completed. Inmates must obtain an approved project form (attachment A) before starting a new project. Any project without both an approved project form and an affixed register number is subject to confiscation. Please refer to Institutional Supplement - Inmate Recreation Programs PHX5370.10i. Hobbycraft materials need to be sent home as soon as the project is completed.

### **Radios, MP3 Players, tablets/iPads, and Watches**

An inmate may possess only one approved radio or MP3 player, tablet/iPad and watch at a time. The inmate must be able to demonstrate proof of ownership. An inmate who purchases a radio, MP3 player, tablet/iPad or watch through a BOP commissary is ordinarily permitted the use of that item at any BOP institution if the inmate is later transferred. If the inmate is not allowed to use the radio, MP3 player, tablet/iPad or watch at the new institution, the inmate shall be permitted to mail, at the receiving institution's expense, the item to a destination of the inmate's choice. Where the inmate refuses to provide a mailing address, the radio, MP3 player, tablet/iPad and/or watch may be disposed of through approved methods, including destruction of the property. The MP3 player can be managed through TRU-Units. This service allows inmates to manage the player and to purchase non-explicit music. MP3 players are not authorized or transferrable to contract facilities.

### **Jewelry**

Inmates may have a plain wedding band and an appropriate religious medallion and chain without stones. Inmates may not wear body jewelry, plastic, or metal (other than approved jewelry) that is removable examples include, but not limited to nose rings, eyebrow piercings, lip piercings, etc. **Inmates found to be wearing unauthorized jewelry may receive an Incident Report and appropriate disciplinary action will be taken.**

### **Smoking**

Inmate smoking to include vaping is prohibited in all BOP facilities.

### **Quarters Rules**

In order to minimize maintenance costs, uniform inspection, search procedures, and maintain orderly congregate living, the institution has imposed reasonable regulations on inmate conduct and furnishings in housing units. Unit Officers and Counselors inspect cubicles daily and publish individual ratings of appearance. The rules include items such as:

- All beds are to be made daily in the prescribed manner. If a cubicle or room is not acceptable, disciplinary action will be taken.
- Unit meal rotation may be based on weekly sanitation ratings of each unit. The unit with the highest sanitation is called first, and the unit with the lowest rating is called last to Mainline.
- Lockers are to be closed when inmates are not in cubicle.
- Each inmate is responsible for the cleaning and sanitation of his or her room or cubicle.
- Everyone is responsible for cleaning up after themselves.
- Sexually suggestive photographs are **NOT** authorized for display outside of the individual locker or cabinet. Provocative pictures, posters, cartoons, and any items cut out of magazines may not be displayed on the bulletin boards or in any cubicle or dorm.
- Showers are available every day, but inmates may not be in the shower during an official count. Only one inmate is permitted at one time.
- Safety shoes must be worn to work as designated in policy.
- Unit televisions may be viewed during established off-duty hours. During normal working hours, unit televisions may be viewed at the discretion of staff.
- **All changes of clothing and feminine hygiene products must be done inside the bathrooms. Changing clothes, pads, or**

**tampons is not permitted in the cubicle areas.**

### **Wake-up**

A general wake-up for all inmates is 5:30 AM. It is the inmate's responsibility to leave the unit for meals and work. Late sleepers who are unable to maintain rooms or arrive at work on time are subject to disciplinary action.

### **Unit Open House/Mainline Open House Procedures**

To resolve issues that you have not been able to solve with your Unit Team, all institution Executive Staff and department heads maintain an Open House policy to assist you. Open House is during the noon mainline meal, inside/outside the dining room and in the Unit Team area, during posted open house hours, with Unit Team members. Your Unit Team will also be available throughout the day to assist you. It is stressed, you first attempt an honest informal resolution of problems with your assigned unit staff, Correctional Counselor, Case Manager and Unit Manager, in this order, prior to addressing issues with Executive Staff. If an issue/concern involves another department other than Unit Management, representatives are available during the weekdays, during the noon mainline meal.

### **GROW Program**

The GROW Program addresses criminal behavior by structuring individualized plans to address participants' needs. GROW is a voluntary program where participants reside on a unit with other motivated inmates, allowing them to focus on personal growth and skill building. In this setting, they have the opportunity to address the individual factors that would otherwise contribute to future criminal behavior and reentry problems. Instead of a punitive or negative consequence approach, GROW is based on the ability to earn positive consequences for positive behavior, while learning new skills for reentry success.

In order to be considered for the GROW Unit please submit an application to Unit Team Staff.

### **Dog Program**

The Dog Program partners with Canine Companions, an organization at the forefront of the service dog industry. Inmates in this program volunteer to train dogs that will eventually become service animals, helping improve the lives of individuals with disabilities. Canine Companions provides service dogs to adults, children, and veterans, as well as facility dogs for professionals in healthcare, criminal justice, and educational environments. Since its inception in 1975, Canine Companions has offered its dogs and all follow-up services at no cost to the recipients.

In order to be considered for the Dog Program please submit an application to Unit Team Staff.

## **ADDITIONAL AUTHORIZED INMATE PERSONAL PROPERTY**

C = Commissary Only

I = BOP Issue

[ ] = Total amounts authorized for retention at this institution if different from national policy.

### **LOCAL USE ONLY:**

#### **CLOTHING:**

Cap, baseball - W GRY (no logos) c (1)

Handkerchief - W c (5)

Shoes, Athletic/Specialty, B W BW (\$100 value maximum/no pumps/no pockets) court, turf, running shoe c (2 pr)

Shoes, Shower, c (1 pr)

Shoes, Slippers, c (1 pr)

Shoes, Work, c (1 pr), (I)

Shorts, Gym - W GRY c (2)

Socks, Tube, W c (5)

Sweatshirt - GRY (cotton/pullover/no hoods/no logos) c (2)

Sweatpants - GRY (cotton/no logos) c (2)

T-Shirts/Sleeveless Undershirts - W GRY (no pockets/no logos) c (5)

Underwear - W White c (7)

Bras - W White (7)

Thermal Top - GRY and/or White (2)

Thermal Bottom - GRY and/or White (2)

#### **PERSONALLY OWNED ITEMS:**

Address Book, c (1)

Alarm Clock (non-electric), c (1)

Bag, Athletic Tote (no logo) c (1)

Batteries (not including batteries stored in electronic items), c (4 packs of 4)

Books (hard/soft), (5) (religious books included)

Book/Reading light, c (1)

Bowl (plastic/24 oz or less), c (1)

Calculator, small (electronically unsophisticated, inexpensive, non-print feature/battery or solar operated) c (1)

Calendar, small, c (1)

Comb/Pick (plastic), c (2)

Combination lock, c (1)

Cup (plastic), c (1)

Dentures (1 set)  
 Earplugs, c (1 set)  
 Envelopes, c (1 box)  
 Eyeglasses (no stones), (2 pr)  
 Eyeglass case (2)  
 Hairbrush, c (1)  
 Hangers, plastic, c (5)  
 Headphones, c (1)  
 Jug (plastic/up to 1 gal), c (1)  
 Language Translator, (small, electronically unsophisticated, inexpensive, non-print feature/battery or Solar operated, c (1)  
 Laundry bag (mesh), c (1)  
 Letters (25)  
 Mirror (small/plastic) c (1)  
 MP3 Player (BOP purchased only) c (1)  
 Pen, Ballpoint, c (2)  
 Pencils, c (2)  
 Photo Album/Scrapbook with photos, c (1)  
 Photos (single faced) (25)  
 Picture frame, (clear plastic) c (2)  
 Playing Cards, c (2 decks)  
 Radio with earplugs (Walkman-type), c (1)  
 Shaving Bag, c (1)  
 Stamps (total value equivalent to 40, 1st Class), c  
 Sunglasses (non-reflective), c (1)  
 Towel (white/large), c (1)  
 Watch (100 maximum value, no stones, electronically unsophisticated, (i.e., inability to send signals), c (1)  
 Watchband, c (1)  
 Wedding Band (plain - no stones/white/yellow metal) (1)  
 Writing Tablet, c (2)

#### HYGIENE ITEMS:

Dental Floss and/or pick (unwaxed) c (1 container)  
 Denture Adhesive, c (1)  
 Denture Brush, c (1)  
 Denture Cleaner/Powder, c (1)  
 Denture Cup, c (1)  
 Deodorant, c (2)  
 Lens Cloth, c (1)  
 Nail Clippers (no file), c (2)  
 Razor, c (1)  
 Scissors, Mustache (blunt tip), c (1)  
 Sewing Kit, c (1)  
 Soap, Bar, c (3)  
 Soap, Dish, c (1)  
 Toothbrush, c (1)  
 Toothbrush Holder, c (1)  
 Toothpaste, c (2 tubes)

#### RECREATIONAL ITEMS:

Athletic Supporter - c (2)  
 Eye Protection, c (1)  
 Gloves (fingerless/athletic), c (1)  
 Gloves (handball), c (2)  
 Headbands/Sweatbands, W c (2)  
 Knee Wraps, c (2)  
 Knitting/Crochet Needles (plastic) c (1)  
 Mouthpiece, c (1)  
 Racquetballs (2 cans of 2), c (4)  
 Softball Glove, c (1)  
 Tennis Balls (can of 3) (Camp only) c (1)  
 Tools for Beadwork, c (1)  
 Weightlifting Gloves, c (1)  
 Plastic Needles, c (1 set)

#### RELIGIOUS ITEMS:

Religious Headgear (approved by Chaplain)  
 Religious Medal and Chain (maximum value \$100.00)  
 Religious Reading (must comply with standards for books, newspapers, and magazines)

#### OTHER ITEMS:

Newspapers: Local may be retained for three days from date of issue. Out-of- town may be retained for ten days from date of issue.  
 Magazine: [three] (must be within 90 days of issue date)  
 Chocolate, instant (C) [10 packets]  
 Shoe Polish/Wax (C) [one]  
 Shoe Brush (C) [one]  
 Skin Cream (C) [one container]  
 Shampoo (C) [three]  
 Shaving Cream/Lotion (C) [two]  
 Brushless Shave (C) [two]  
 Conditioner, hair (C) [two]  
 Contact Lens Cleaning Solution (C) [one]  
 Detergent, laundry (C) [one]  
 Hair Oil/Gel (nonflammable, non-alcohol) (C) [two]  
 Lotion, Skin (moisturizing) (C) [one]  
 Mouthwash (C) [one]  
 Powder/Body/Foot (C) [one]  
 Razor blades (C) [one pkg]  
 Plastic Spoon (C) [one]  
 Hanger, Plastic Tube (C) [six]  
 Squeeze Bottle (C) [one]  
 Accordion File (C) [one]  
 Document File (C) [one]  
 Pony Braids rubber bands, Black (C) [15]

## SECURITY PROCEDURES (CORRECTIONAL SERVICES)

### Attire

Inmates will be in the proper uniform (green pants and green shirt at the SPC), Monday through Friday, between 7:30 a.m. and 4:00 p.m. The uniform will be maintained in a neat and professional manner, with shirts buttoned (no top button buttoned), pants around the waistline and composite toe boots (or athletic shoes if you have Medical Clearance for a soft shoe pass). Pant legs will NOT be pegged at the bottom, pant legs will not be tucked under boot tongue, nor will they be altered to be tight at the ankle. Other than approved religious headgear, hats, beanies or sunglasses will NOT be worn while indoors. Vests, jackets, aprons are not a substitute for buttoned-up blouses.



*\* Any inmate wearing or found in possession of altered clothing can be issued an incident report for a code 329-Destroying Government Property Valued Less Than \$100, and/or fined/restitution.*

**Altered clothing is considered contraband and may be confiscated. Shoes must be worn at all times when outside of the housing units. Shower shoes/flip flops are not authorized outside of the housing units. Sunbathing is not authorized in any area of the institution.**

Failure to follow these rules will result in disciplinary action.

### **Inmate Identification Cards**

Inmates are required to possess their identification cards at all times upon departing their assigned living quarters. The inmate identification card will be easily accessible for staff to identify the inmate. Inmates will be issued an identification card upon arrival at the institution. Inmates are responsible for the care of these cards. All inmate commissary/ID cards must be in possession of the inmates at all times when the inmate is out of their housing unit. The loss of the commissary/ID card must be reported to staff immediately. The Inmate Systems Department is responsible for replacing lost commissary/ID cards.

### **Counts**

Each institution will conduct, at a minimum, five official inmate counts during every 24-hour period. On weekends and holidays, an additional count will be conducted at 10:00 a.m. Inmates are expected to be standing at bedside during official counts held at 4:00 p.m. and 10:00 p.m., on weekdays and 10:00 a.m., 4:00 p.m., and 10:00 p.m. on weekends and holidays, and during any emergency count. Institutions with secure cubicle space are required to inmates in their cubicles for all official counts, unless the inmates are on out-counts in areas such as Food Service, Health Services, Visiting, etc. Disciplinary action will also be taken against inmates for leaving an assigned area before the count is clear. The inmate must actually be seen at all counts, even if the inmate must be awakened.

### **Count Expectations**

- ❖ Remain quiet until count clears.
- ❖ During Official Count time, stand next to your bed in your cubicle bunk in the SPC daily except during the 12:00 a.m. and 5:00 a.m. counts.
- ❖ During the Daily Census Counts, you are to stand next to your assigned cubicle door or bunk.
- ❖ You are to have your photo ID with you at all times should the Housing Unit Officer have any questions.
- ❖ Staff will take disciplinary action if you are not in your assigned area during a count.
- ❖ Disciplinary action will also be taken against you for leaving an assigned area before Count is cleared.

### **Bed Book Count**

- ❖ A count using photos of each inmate living in a particular housing unit or dorm assigned to a cubicle/bunk will be used to verify all inmates are present for count and to ensure inmates are in their correct assigned cubicle/bunk.
- ❖ When staff approach the cubicle door or bunk, each inmate will state their name and register number to the Counting Officers.

### **Lockdown**

The following procedures will be followed when staff are securing housing units or dorm for any reason. Failure to follow staff instructions, will lead to disciplinary action:

- ❖ Staff will notify you in the unit by announcing, "Lock Down" indicating to you it is time to be secured in your assigned cubicle/bunk.
- ❖ You will go directly to your assigned cubicle or lay in your assigned bunk (SPC).
- ❖ YOU ARE NOT to go and use the ice machines, phones, computers, charge iPad/MP3, or visit any area in the unit.
- ❖ Once all inmates are in their cubicles/bunks.

### **Movement From Cubicles**

- ❖ When staff begins to unsecure cubicles in the housing unit/dorm, all inmates are to remain in their assigned cubicle/bunk until the staff announces, "Clear."
- ❖ If you begin exiting your cubicle/bunk prior to the "Clear" announcement, staff will not clear count.
- ❖ Only when all inmates are back in their assigned cubicle/bunk.
- ❖ Failure to follow the above instructions will lead to disciplinary action.

### **Callouts**

Call-outs are a scheduling system for appointments (which include medical, dental, educational, team meetings, and other activities)

and are posted each day on the unit bulletin boards after 4:00 PM, on the day preceding the appointment. It is the inmate's responsibility to check for appointments on a daily basis.

Monday through Friday, the Unit Officer will post a "Change Sheet" which reflects inmates' detail and quarter's changes and a "Call Out Sheet" when an inmate is to report to such areas as R&D, Chapel, Education, Health Services, etc. Inmates are responsible for reading these sheets and for being where they are supposed to be.

Inmates are responsible for being where they are supposed to be whether it be the detail assignment, call out, etc. Inmates found "out of bounds" are subject to disciplinary action.

### **Out of Bounds**

Areas marked, "OUT OF BOUNDS" or "STAFF ONLY," are unauthorized areas for all inmates without staff escort. Areas marked with red or yellow lines painted or taped on the ground are out of bound areas unless escorted by staff. Going into other housing unit pods is NOT allowed. If you are discovered in an unauthorized housing unit/pod, you are considered "Out of Bounds", and disciplinary actions will be taken against you. Inmates found in an unauthorized area are subject to disciplinary action.

### **Metal Detectors**

Wherever there are metal detectors, you MUST clear ALL metal detectors stationed throughout the institution. To clear a metal detector, you will remove all items out of your pockets, and you will not sling your arms through the metal detector to avoid removing items that will not clear. You DO NOT have the option of clearing the metal detector or being pat searched. If you cannot clear the metal detector a visual search will be conducted. If you have a medical exception, you will be required to go through the metal detector and then a pat search will be initiated. You must have your medical exception document in your possession.

### **Contraband**

Items possessed by an inmate ordinarily are not considered to be contraband if the inmate was authorized to retain the item upon admission to the institution, the item was issued by authorized staff, purchased by the inmate from the commissary, purchased or received through approved channels (to include approved for receipt by an authorized staff member or authorized by institution guidelines). This ensures a safe environment for staff and inmates by reducing fire hazards, security risks, and sanitation problems which relate to inmate personal property.

Contraband includes material prohibited by law, or by regulation, or material which can reasonably be expected to cause physical injury or adversely affect the security, safety, or good order of the institution.

Staff shall consider as nuisance contraband any item other than hard contraband, which has never been authorized, or which previously has been authorized for possession by an inmate, but whose possession is prohibited when it presents a threat to security or its condition or excessive quantities of it present a health, fire, or housekeeping hazard. Examples of nuisance contraband include: personal property no longer permitted for admission to the institution or permitted for sale in the commissary; altered personal property; excessive accumulation of commissary, newspapers, letters, or magazines which cannot be stored neatly and safely in the designated area; food items which are spoiled or retained beyond the point of safe consumption; government-issued items which have been altered, or other items made from government property without staff authorization.

Staff shall seize any item in the institution which has been identified as contraband whether the item is found in the physical possession of an inmate, in an inmate's living quarters, or in common areas of the institution. An inmate may not purchase, give, or receive any personal property from another inmate.

Staff shall return to the institution's issuing authority any item of government property seized as contraband.

Items of personal property confiscated by staff as contraband are to be inventoried and stored pending identification of the true owner (if in question) and possible disciplinary action. Staff will then provide you with a copy of the inventory as soon as practicable.

### **Shakedowns**

SPC Phoenix has placed metal detection devices throughout the institution for the control of contraband. A metal detector search may be done in addition to the pat search. Staff may conduct a pat search of an inmate on a routine or random basis to control contraband. Staff may also conduct a visual search where there is reasonable belief that contraband may be concealed on your person or a good opportunity for concealment has occurred. Finally, staff may search an inmate's housing and work area, and personal items contained within those areas, without notice, randomly, and without the inmate's presence. The property and living area will be left as close to the same conditions as found.

### **Drug Surveillance / Alcohol Detection**

BOP facilities operate drug surveillance and alcohol detection programs which include mandatory random testing, as well as testing

of certain other categories of inmates. A positive test, or refusal to submit a test, will result in an incident report.

### **Fire Prevention and Control**

Fire prevention and safety are everyone's responsibility. Inmates are required to report fires to the nearest staff member so property and lives can be protected. Piles of trash or rags in closed areas, combustible material, items hanging from fixtures or electrical receptacles, or other hazards will not be tolerated. Regular fire inspections are made by qualified professionals.

### **Emergency Response**

If there is an institutional emergency, (fight, medical emergency, etc.) you are required to sit down until staff advise you to move away from the area. If you are in your housing unit, you are required to vacate the common area and return to your assigned cubicle and remain there until staff deem the area safe.

### **Cubicle Sanitation**

All inmates are expected to always maintain proper cubicle/bunk sanitation. Your cubicles are to be inspection ready by 7:00 a.m. daily. The following expectations are to be met daily:

- You are only allowed to store your institution issued uniform outside of your assigned locker.
- You are permitted to hang one laundry bag per person outside your assigned locker, which may only be used for dirty clothes/linen only.
- You will only be permitted one pair of work boots, one pair of tennis shoes, and one shower shoes tucked under your bed.
- Your bed is to be made and inspection ready by 7:00 a.m. every day.
- Only family friendly photos may be displayed on your assigned bulletin board. No other pictures are allowed outside of your assigned locker.
- Nothing is to be stored on top of your assigned locker.
- Your desk must be free of clutter.
- Nothing is to be stored under your desk.
- No clothes lines are permitted.
- All commissary items are to be stored in your assigned locker.

All excess items that are not properly stored will be confiscated for proper disposition.

## **PROGRAMS AND SERVICES**

### **Job Assignments**

All inmates, who have been medically cleared, and completed the Institution Admission and Orientation (A&O) program will maintain a regular job assignment. Many job assignments are controlled through an Inmate Performance Pay (IPP) system, which provides monetary payment for work. Federal Prison Industries has a separate pay scale. Unit staff assign work and approve all job changes. They also see that the changes are posted on the Daily Change Sheet.

Institutional maintenance jobs are usually the first assignment an inmate receives. This might include work in Food Service, as a unit orderly, or in a maintenance shop. However, most institutions have a significant number of inmate jobs in factories operated by Federal Prison Industries, also known as UNICOR. Many institutions have a waiting list for factory employment.

UNICOR employs and trains inmates through the operation of, and earnings from, factories producing high-quality products and services for the Federal government. Some examples of products and services UNICOR produces are electronic cable assemblies, executive and systems furniture, metal pallet racks, stainless steel food service equipment, mattresses, towels, utility bags, brooms, data entry, signage, and printing. UNICOR provides an opportunity for the inmates to pay their court ordered financial obligations to society at a faster pace than any other job in the institution. Most institutions give priority for employment in UNICOR to inmates with large court ordered financial obligations. The training and experience acquired in UNICOR is beneficial for re-entry into society.

### **Inmate Performance Pay (IPP)**

Inmates are only eligible to receive pay for work that is satisfactory. Ordinarily, inmates may be awarded performance pay at a rate of Grade 1 = \$0.40, Grade 2 = \$0.29, Grade 3 = \$0.17, Grade 4 = \$0.12, per hour, depending on the grade level of the detail. Details are graded 1 through 4, from highest to lowest, based on the complexity and/or difficulty of the work. Inmates who perform only minimal work may receive only "maintenance pay" of \$5.25 per month. Opportunities for higher pay grades such as grades 1 or 2 are limited. Any pay issues should be discussed with your work supervisor. Inmates who refuse to participate in the Inmate Financial Responsibility Program (IFRP) will be restricted to the maintenance pay level, which is \$5.25 a month. Any inmate sanctioned for a 100 or 200 level drug/alcohol related incident report will be restricted to maintenance pay (\$5.25 per month) for 1 year. Inmate pay restriction reasons: Education GED, FRP Refuse, Drug ED, and/or DHO sanction.

### **Inmate Financial Responsibility Program**

Working closely with the Administrative Office of the Courts and the Department of Justice, the BOP administers a systematic

payment program for court-imposed fines, fees, and costs. All designated inmates are required to develop a financial plan to meet their financial obligations. These obligations may include special assessments imposed under 18 USC 3013, court ordered restitution, fines and court costs, judgments in favor of the U.S., other debts owed the Federal government, and other court-ordered obligations (e.g., child support, alimony, other judgments).

Institution staff assist in planning, but the inmate is responsible for making all payments required, either from earnings within the institution or from outside resources. The inmate must provide documentation of compliance and payment. If an inmate refuses to meet his or her obligations, the inmate cannot work for UNICOR nor receive performance pay above the maintenance pay level. He/She will also be placed in “refuse” status. As the result of being in refuse status, the inmate has a spending limit of only \$25.00 monthly, can be placed in less desirable housing, will not be considered for any favorable requests, i.e. (vacations, furloughs, early release, FSA, etc.) and will score zero in responsibility on the progress report. These are a few examples of the sanctions that can be imposed as a result of being in refuse status.

The status of any financial plan will be included in all progress reports and will be considered by staff when determining Security/Custody level, job assignments, eligibility for community activities, and institutional program changes. The U.S. Parole Commission will also review financial responsibility progress at parole hearings.

### ***Gang Disassociation***

*The BOP through the National Gang Unit (NGU) affords gang affiliated inmates the opportunity to voluntarily and officially disassociate from their respective gang. For additional information, contact your local Special Investigative Services office.*

### **Escorted Trips**

Escorted trips provide approved inmates with staff escorted trips into the community for such purposes as receiving medical treatment not otherwise available, for visiting a critically ill member of the inmate’s immediate family, or for participating in programs or work-related functions. Additionally, bedside visits and funeral trips may be authorized for inmates with custody levels below maximum. All expenses will be borne by the inmate, except for the first eight hours of each day that the employee is on duty. There are occasions based on a determination that the perceived danger to BOP staff during the proposed visit is too great, or the security concerns about the individual inmate outweigh the need to visit the community.

### **Medical Treatment Furloughs**

SPC Phoenix inmates may qualify for Medical Furloughs to provide inmates with receiving medical treatment.

### **Furloughs**

A furlough is an authorized absence from an institution by an inmate who is not under the escort of a staff member, a U.S. Marshal, other Federal or State agent. Furloughs are a privilege, not a right, and are only granted when clearly in the public interest and for the furtherance of a legitimate correctional goal. An inmate who meets the eligibility requirements may submit an application for furlough to staff for approval.

### **Central Inmate Monitoring System**

The Central Inmate Monitoring System (CIMS) is a method for the Agency to monitor and control the transfer, temporary release, and participation in community activities of inmates who pose special management considerations. Designation as a CIMS case does not, in and of itself, prevent an inmate from participating in community activities. All inmates who are designated as CIMS cases will be notified by their Case Manager.

### **Marriages**

If an inmate wishes to be married while incarcerated, the Warden may authorize her to do so under certain conditions. All expenses of the marriage will be paid by the inmate. If an inmate requests permission to marry she must:

- Have a letter from the intended spouse which verifies their intention to marry.
- Demonstrate legal eligibility to marry.
- Be mentally competent.
- The marriage must not present a security risk to the institution.

Marriage procedures are detailed in local Institution Supplement’s.

## **ACCESS TO LEGAL SERVICES**

### **Legal Correspondence**

Legal correspondence from attorneys will be treated as Special Mail if it is adequately marked. The envelope must be marked with the **attorney’s name** and an indication that he/she is an attorney, and the front of the envelope must be marked as “Special Mail - open only in the presence of the inmate” or with similar language clearly indicating the particular correspondence qualifies as legal

mail and the attorney is requesting the correspondence be opened only in the inmate's presence. It is the responsibility of the inmate to advise his/her attorney of these requirements. If legal mail is not adequately marked, it may be opened as general correspondence.

### **Attorney Visits**

Attorneys are encouraged to visit during regular visiting hours, by advance appointment. However, visits from an attorney can be arranged at other times based on the circumstances of each case and the availability of staff. Attorney visits will be subject to visual monitoring, but not audio monitoring. Attorneys should make advance arrangements (normally no less than seven days) for visits through your unit team before each visit. Attorneys are encouraged to visit during the regular visiting hours. However, visits from an attorney can be arranged at other times on a case-by-case basis. Attorney visits will be subject to visual monitoring, but not audio monitoring. During attorney visits, a reasonable amount of legal materials may be transferred during attorney visits but is subject to inspection for contraband.

### **Legal Material**

During attorney visits, a reasonable amount of legal materials may be allowed in the visiting area, with prior approval. Legal material may be transferred but is subject to inspection for contraband. Inmates are expected to handle the transfer of legal materials through the mail as often as possible.

### **Attorney Phone Calls**

In order to make an unmonitored phone call with an attorney, the inmate must demonstrate to the Unit Team the need, such as an imminent court deadline. Inmates are responsible for the expense of unmonitored attorney telephone calls. When possible, it is preferred that inmates place an unmonitored, collect legal call. Phone calls placed through the regular inmate phones are subject to monitoring.

When requesting an attorney phone call please have your attorney contact your unit team counselor and provide a name, good contact number, email address where they can be reached, and date and time information for prospective legal call.

*The Bureau provides each inmate with several methods to maintain confidential contact with his or her attorney.*

*Such as;*

*# inmate-attorney correspondence is covered under the special mail provisions;*

*# private inmate-attorney visits are provided; and,*

*# the inmate is afforded the opportunity to place an occasional unmonitored call to his or her attorney.*

### **Library**

Electronic Law Libraries (ELL): Inmates are afforded access to legal materials and an opportunity to prepare legal documents in the ELL. Resources are available for inmates to prepare legal material via Trust Fund.

### **Notary Public**

Under the provisions of 18 USC 4004, Case Managers are authorized to notarize documents. A recent change in the law allows that a statement to the effect that papers which an inmate signs are true and correct under penalty of perjury will suffice in Federal courts and other Federal agencies, unless specifically directed to do otherwise. Some states will not accept a government notarization for real estate transactions, automobile sales, etc. In these cases, it will be necessary to contact unit staff for arrangements with a notary public at the inmates' expense.

### **Copies of Legal Material**

In accordance with institution procedures, inmates may copy material necessary for their research or legal matters. A copying machine is available in the Education Department for inmate use for a nominal fee. Individuals who have no funds and who can demonstrate a clear need for particular copies may submit a written request for a reasonable amount of free duplication through the unit team.

### **Federal Tort Claims**

If the negligence of institution staff results in personal injury or property loss or damage to an inmate, it can be the basis of a claim under the Federal Tort Claims Act. To file such a claim, inmates must complete a Standard Form 95. They can obtain this form by submitting an Inmate Request to Staff Member or requesting one through your Correctional Counselor.

### **Freedom of Information/Privacy Act of 1974**

The Privacy Act of 1974 forbids the release of information from agency records without a written request, or without the prior written consent of the individual to whom the record pertained, except for specific instances. All formal requests for access to records about another person and/or agency record other than those pertaining to themselves shall be processed through the Freedom of Information Act (FOIA), 5 USC 552. Requests may be made in writing to the FOIA Branch, Central Office, 320 First St., N.W., Washington, D.C. 20534.



## **Inmate Access to Central Files and Other Documents**

An inmate may request to view his/her central file (minus the FOIA section) under the supervision of his/her Case Manager by submitting a cop-out to the Unit Team. An inmate does not need to submit a FOIA Act Request to the Director of the BOP unless the information requested is in the FOIA Exempt section. Likewise, an inmate wishing to review his/her medical file should send a request to Health Services.

An inmate can request access to the non-disclosable documents in his or her central file and medical file, or other documents concerning his or herself that are not in his or her central file or medical file, by submitting a Freedom of Information Act Request to the Director of the BOP, Attention: FOI Request. A request on the behalf of an inmate by an attorney, for records concerning that inmate, will be treated as a Privacy Act Request if the attorney has forwarded an inmate's written consent to disclose materials. If a document is deemed to contain information exempt from disclosure, any reasonable part of the record will be provided to the attorney after the deletion of the exempt portions.

## **Executive Clemency**

The BOP advises all inmates that the President of the United States is authorized under the Constitution to grant executive clemency by pardon, commutation of sentence, or reprieve. A pardon is an executive act of grace that is a symbol of forgiveness. It does not connote innocence, nor does it expunge the record of conviction. A pardon restores civil rights and facilitates the restoration of professional and other licenses that may have been lost by reason of the conviction. Other forms of executive clemency include commutation of sentence (reduction of sentence imposed after a conviction), and a reprieve (the suspension of execution of a sentence for a period of time). Inmates should contact their assigned Case Manager for additional information regarding this program.

## **Commutation of Sentence**

The BOP also advises inmates on commutation of sentences. Commutation of sentence is usually the last chance to correct an injustice which has occurred in the criminal justice process. Inmates applying for commutation of sentence must do so on forms available from the assigned unit team. The rules governing these petitions are available in the Law Library.

## **Pardon**

A pardon may not be applied for until the expiration of at least five (5) years from the date of release from confinement. In some cases involving crimes of a serious nature, such as violation of Narcotics Laws, Gun Control Laws, Income Tax Laws, Perjury, and violation of public trust involving personal dishonesty, fraud involving substantial sums of money, violations involving organized crime, or crimes of a serious nature, a waiting period of seven years is usually required.

## **Compassionate Release/Reduction in Sentence**

The Director of the Bureau of Prisons may motion an inmate's sentencing court for reduction in sentence (RIS) for an inmate presenting extraordinary and compelling circumstances. See 18 U.S.C. § 3582 and Program Statement on *Compassionate Release/Reduction in Sentence*. The BOP may consider both medical and non-medical circumstances. The BOP consults with the U.S. Attorney's Office that prosecuted the inmate and will notify any victims of the inmate's current offense. If the RIS is granted, the judge will issue an order for the inmate's release and he or she will then usually begin serving the previously imposed term of supervised release. If an inmate's RIS request is denied, the inmate will be provided a statement of reasons for the denial. The inmate may appeal a denial through the Administrative Remedy Procedure. Denials by the General Counsel or the Director are final agency decisions and are not appealable. Inmates who feel their request is of an emergency nature (e.g., a terminal medical condition) may state as such in accordance with the regulation. (See 28 CFR part 542, subpart B).

## **FOOD SERVICE**

Welcome to SPC Phoenix Food Service, where our Mission is to provide inmates with nutritionally adequate and properly prepared meals. We ensure inmates assigned to Food Service are provided with opportunities to acquire skills and abilities that may assist them in obtaining employment after release. This Kitchen is comprised of jobs like: Cook, Baker, Butcher, Vegetable preparation, Dishroom, Line server, Dining Room worker and Sanitation worker. Pay scale is comprised of Grades 1-4, and inmates are graded on work ethic, cleanliness, communication, and responsiveness. We have a zero tolerance for theft. Please complete an Inmate Job Application, which can be printed out by you in TRULINCS or see your Unit Team Counselor, after you have completed the Institution Admission and Orientation (A&O) program and you are medically cleared, turn in your job application to one of the cook supervisors if you are interested in employment in the Kitchen. If you come to mainline and you want a no meat option or a religious meal, you will come to the A side of the building. M side is regular mainline. Bring your ID card to all meals and if you are not in full uniform because you have a soft shoe, please bring your soft shoes pass. No jackets or commissary bags are allowed in the chow hall. When you enter into the chow hall no beanies, hats or sunglasses will be worn inside. If you don't have an ID card, come at last call and we will feed you at the end of the meal. If you see any food service food smuggled into the housing units, DO NOT EAT IT, most likely it has been cross contaminated and has been in the danger zone for a very long time, this could lead to serious illness even death.

The BOP offers a standardized National Menu. This menu is offered at all institutions and includes approved menu items based on standard recipes and product specifications. The National Menu offers regular, heart healthy and no-flesh dietary options. At the Warden's discretion items may be added to the National Menu by adding to a salad bar, hot bar, beverage bar (if these are part of the Food Service program) or by adding condiments such as sugar.

Medical diets will be provided by mainline self-selection from the items available on the National Menu for that meal unless menu items fail to meet the medical requirement. Menu item replacements may not always be provided as inmates may have to avoid certain foods in the self-selection process; however, if a dietitian determines a Special Diet is required to ensure adequate nutrition, it will be provided by pre-plating or controlled plating.

The religious diet program, called the Alternative Diet Program, consists of two distinct components: one component provides for religious dietary need through self-selection from the main line, which includes a no-flesh option. The other component accommodates dietary needs through nationally recognized, religiously certified processed foods and is available through the approval of Religious Services.

The meal schedule and rules/regulations of the dining hall are posted on the unit bulletin boards and in the inmates dining hall. Food service items which include but are not limited to food, utensils, trays are not to be removed from the dining hall.

## **REENTRY**

**Reentry Affairs is committed to preparing inmates for reentry success through the facilitation of programs and community linkages designed to achieve prosperous reintegration into society and to reduce recidivism.**

### **Reentry Pre-Release Programming**

Release preparation begins on the first day of incarceration. The BOP's reentry strategy provides inmates with the opportunity to gain the necessary skills and resources to succeed upon release. Through coordinated efforts among the departments in the institution and collaboration with other agencies, a wide array of programs and activities are offered to better inmates' chances of a successful reentry upon release.

It is imperative at initial classification (Team) that inmates are open and honest when answering questions to allow the team to accurately identify needs and make appropriate program recommendations to improve inmates' chances of a successful reentry. Each time an inmate goes to team, he or she will receive a progress update and new recommendations as warranted. Contributors and programming recommendations include Education, Health Services, Psychology, Unit Team, Recreation, Religious Services, the inmate's Work Detail Supervisor, and the inmate. Inmates are strongly encouraged to take advantage of the program recommendations. Additionally, to make the transition back to the community go as smoothly as possible, inmates should obtain at least two forms of identification to include a social security card. Inmates may also be eligible for some benefits upon release (e.g., social security disability, veteran's, Medicare etc.) to make the transition easier. Staff may be able to provide you with information concerning benefits so that you may determine your eligibility and begin the application and begin the application process if applicable prior to release. Lastly, the Career Resource Center, normally located in the Education Department, can also provide you with pre and post release programming and education ideas, potential employment and housing information, as well as potential benefits information.

**Reentry is an essential and pertinent chapter in the life of those in custody. As many as 95% of those incarcerated are expected to release from prison, and as many as 45,000 release from the Bureau on an annual basis. Many of these individuals enter the prison system with limited vocational training, employment history, and or education. Many also suffer from substance use and mental health disorders that often create additional barriers to a successful reentry. As a result, having effective reentry programs that enable and incentivize individuals leaving the Bureau to become contributing members of society is essential to public safety. To assist with reentry efforts the Bureau utilizes community volunteers to share their knowledge and real-life skills with the incarcerated individuals on the inside, so that they can return home to our communities better equipped and ready for success.**

### **Release Preparation Program**

The Release Preparation Program helps inmates get ready for reentry by offering classes and courses that cover life skills, supervision expectations, and community resources. Some classes include outside speakers, while others focus on skills for reintegration. Most inmates start participating within 30 months of release. Your Case Manager will recommend courses during your program reviews. Class schedules are posted on unit bulletin boards, and it's your responsibility to attend all recommended programs. While voluntary, not participating may affect your RRC placement length. Your Case Manager will track your progress. Your unit team will also meet with you to address questions and explain the release process. If you want to have personal clothing

sent in for release, request the proper paperwork from your Unit Counselor 30–45 days before your release. Otherwise, you will be issued release clothing by the institution.

### **Female Offender Programs**

The Women and Special Populations Branch sponsors eighteen gender responsive programs that address specific criminogenic and healthy living needs of female inmates. These programs are provided in collaboration through Education, Psychology Services and Recreation and include:

- A Healthier Me in the BOP
- Access
- Assert Yourself for Female Offenders (also available in Spanish)
- Beyond Violence
- Basic Cognitive Skills (female version)
- Circle of Strength
- Foundation - \*New inmates eligibility
- Get Fit Buddy
- Mothers of Adolescents
- Pu'a Reentry (FDC Honolulu only)
- Square One (also available in Spanish)
- Start Now
- To Parent or Not to Parent: That is the Question
- Understanding your Feelings: Shame and Low Self-Esteem
- Women Giving Back
- Women in the 21st Century Workplace (also available in Spanish)
- Women's Relationships
- Women's Rest-Based Fitness

## **EDUCATION AND RECREATION**

The mission of Education/Recreation Services is to provide mandatory literacy and English-as-a-Second Language programs as required by law, as well as other education/recreation and related programs that meet the needs and interests of the inmate population, provide options for the positive use of inmate time, and enhance successful reintegration into the community. Education opportunities provided for Federal inmates include General Equivalency Diploma (GED) and ESL programs, as required by law. Various nationally recognized tests will be used to place inmates in appropriate education programs. Inmates must perform to the best of their abilities on exams for appropriate placement in class.

**Important Notice:** For those individuals enrolled in GED/Spanish GED, and ESL programs, attendance is mandatory. Unless you have a verified medical excuse in writing or are on a call-out, you must be in class during your assigned period.

### **Literacy/GED**

The Violent Crime Control and Law Enforcement Act (VCCLEA) and the Prison Litigation Act (PLRA) require inmates who lack a high school diploma to participate in a GED credential program and make satisfactory progress in the program in order to be eligible to vest the maximum amount of earned good conduct time (VCCLEA sentenced inmates) or earn the maximum amount of good conduct time. Unless exempt (pre-trial, holdover, etc.), inmates must participate in the literacy program for one mandatory period of at least 240 instructional hours, or until they achieve a GED credential. For all inmates to receive job pay promotions above the entry level, they must have a high school diploma, a GED credential, or a pay exemption.

Inmates who are exempt from attending GED class based on a deportation detainer must enroll in GED or ESL in order to receive their good conduct time. Inmates under a final Bureau of Immigration and Customs Enforcement (BICE) order of deportation, exclusion, or removal are exempt. Inmates who have completed the mandatory period of enrollment must remain enrolled or re-enroll to vest/earn their good conduct time. Inmates found guilty of an incident report related to their literacy program enrollment will be changed to GED UNSATISFACTORY PROGRESS and will not vest/earn their good conduct time. Following an assignment of a GED UNSATISFACTORY PROGRESS code, inmates will be required to complete additional 240 hours of program enrollment before they can be changed back to a SATISFACTORY code. Good conduct time will not vest while the UNSATISFACTORY assignment exists. Inmates who are eligible for District of Columbia Educational Good Time (DCEGT) can earn DCEGT for participating, but not completing GED, ESL and marketable level occupational training programs. While enrolled in the qualifying education program, inmates will earn DCEGT credit. However, DCEGT credit will show up on their sentence computation when they complete or withdraw from the qualifying program. Special note on GED scores: A new English GED test will be launched on January 1, 2014. A new Spanish GED test will follow later. Once a new GED test is issued, scores from the current GED test cannot be combined with the new test. If inmates have taken the English GED test between January 1, 2002, and now, they are strongly encouraged to see the education staff and retake the GED test before December 31, 2013. English GED scores from the current GED

test will no longer be valid. The new GED Test will be taken on the computer. Inmates are strongly encouraged to enroll in a keyboarding or typing course, when offered.

### **Inmates with a Verified High School Diploma**

In order to obtain a realistic and accurate assessment of an inmate's skill levels, a demonstration of literacy attainment must be verified for inmates with a high school diploma. Even though current policy accepts a high school diploma for custody classification, good time credits, education programs, etc., a high school diploma does not necessarily certify an inmate is literate.

Inmates who have a high school diploma (not an AA or higher post-secondary degree) are encouraged to submit a cop-out to the Education Department to request to sign-up for the Tests of Adult Basic Education (TABE) to validate their reading, language, and math computation, as well as applied math. The purpose of the TABE is to ensure these inmates have sufficient language and math skills to pursue their post-secondary education study and/or obtain a job in the community. Mastery of the reading, language, and math skills from the TABE is part of inmates' reentry plan documented in the Inmate Skills Development System (ISDS).

In the Academic section of the ISDS, the inmate will not be scored/rated green (indicating demonstration of literacy skills) and should be scored/rated yellow (indicating unknown) until he/she scores a 9.0 or higher on TABE A or D. If an inmate scores below 9.0, he/she should enroll in remedial classes offered by the Education Department to improve his/her literacy levels.

### **ESL**

The Crime Control Act of 1990 mandates non-English speaking Federal prisoners participate in the ESL program. An inmates' communication skill level in English is evaluated at initial classification and interviews. Those found to have limited ability to communicate in English will be referred to the education department to determine proficiency at the 8th grade level or higher based on a nationally recognized achievement test. Inmates scoring less than the 8th grade level of proficiency will be enrolled in ESL until they function at the 8th grade level or above on a nationally recognized education achievement test. If indicated by test scores, participation in ESL will be required regardless of education degree status. Inmates with high school diplomas or college degrees may be required to participate in the ESL program.

### **Incentives**

Incentive awards are provided to recognize inmates making satisfactory progress and successfully completing the literacy (i.e., GED and ESL) program. Inmates may also receive incentives for progressing to various levels in the GED or ESL Programs. Graduation ceremonies recognize GED, ESL, and Occupational Education completions.

### **Other Programs**

The completion of the literacy program is often the first step towards adequate preparation for successful post-release reintegration into society. Additional educational programs such as advanced occupational training or college are needed in today's world. Vocational training and apprenticeship programs afford inmates an opportunity to obtain marketable job skills.

### **Occupational Education Programs**

Occupational Education programs prepare inmates for a specific occupation or cluster of occupations. Inmates can earn a Certificate, Associate of Arts Degree, Associate of Science Degree, or an industry accepted certificate upon the completion of occupational training programs. Occupational education programs vary institution-to-institution.

- Inmates must request initial enrollment through the Supervisor of Education. Education staff will determine an inmate's academic eligibility for enrollment and deportation status (if applicable).
- The Supervisor of Education will notify an inmates' unit team of enrollment consideration for occupational education programs.

### **Apprenticeship**

Apprenticeship training provides inmates the opportunity to participate in training which prepares them for employment in various trades. Apprenticeship programs in the BOP are registered with the Bureau of Apprenticeship and Training, U.S. Department of Labor. These programs are structured to offer on-the-job learning in industries. Upon completion of a registered trade, inmates can earn a Certificate of Completion from the Department of Labor.

### **Adult Continuing Education (ACE):**

ACE classes enhance an inmate's general knowledge on various subjects and address the skill deficits identified in an inmate's individual reentry plan. ACE classes are organized differently in different institutions. Typical ACE classes include: typing, computer literacy, foreign language, and business skills. These classes are usually offered during evening and weekend hours.

### **Post-Secondary Education (Inmate Correspondence Courses)**

Inmates are encouraged to expand their knowledge through a variety of methods, including correspondence courses. In general,

inmates are permitted to enroll in any correspondence course that involves only "paper and pencil." Courses requiring equipment are generally not authorized. The cost for correspondence courses must be paid by the inmate. If an inmate has sufficient funds available in his or her commissary account, a Form 24 may be used for payment. Inmates interested in enrolling in correspondence courses are required to contact the Staff Coordinator prior to enrollment. Catalogs are available from the Staff Coordinator. Diplomas or certificates from correspondence high school GED programs do not satisfy the criteria for an adult literacy program completion.

### **Parenting**

The Parenting Program provides inmates information and counseling through directed classes on how to enhance their relationship with their children even while incarcerated. All Parenting Programs include a classroom and visitation component. In addition, social service outreach contacts are often established to facilitate the provision of services to the inmate parent, visiting custodial parent, and children.

### **Library Services**

**Leisure Libraries:** Leisure libraries offer inmates a variety of reading materials, including but not limited to: periodicals, newspapers, fiction, non-fiction, and reference books. Institutions also participate in an interlibrary loan program with local, state, and college libraries and available bookmobile services.

**Electronic Law Libraries (ELL):** Inmates are afforded access to legal materials and an opportunity to prepare legal documents in the ELL. Resources are available for inmates to prepare legal material via Trust Fund.

A copying machine is available to reproduce materials needed for research. The price to reproduce materials is established by Trust Fund.

### **Recreation, Leisure, Wellness, and Social Programs**

The BOP encourages inmates to make constructive use of leisure time and offers group and individual activities. At each facility, physical fitness and leisure programs are provided to promote positive lifestyle changes. These programs strive to provide inmates with opportunities to reduce stress and enhance overall health and emotional well-being.

Throughout the year, special programs and activities are organized to offer diverse opportunities for inmate involvement. Inmates can coordinate their participation in recreation programs with the Recreation Department staff.

Special events are scheduled at various times, including Federal holidays, sporting events, weekend tournaments, entertainment, health fairs, and community interactions. For certain league sports, Recreation Staff may select a varsity all-star team through a tryout process. Selected participants may have the opportunity to compete against volunteer teams as part of the institution's community engagement initiatives. FCI Phoenix provides a premium movie channel in place of the movie program.

### **Leisure Programs**

Institutions offer a wide range of activities in which inmates may participate when not performing assigned duties. Leisure activities include organized and informal games, sports, physical fitness, table games, hobby crafts, music programs, intramural activities, social and cultural organizations, and movies.

### **Art and Hobby Craft Programs**

Artwork encompasses all paintings and sketches created using standard media such as pastels, crayons, pencils, inks, and charcoal. Hobby craft activities include ceramics, leatherwork, crochet, drawing, painting, airbrushing, and beading. These art and hobby craft programs are intended for personal enrichment and recreation, not for mass production or supplementing an inmate's income. Access to hobby craft facilities is considered a privilege, which may be granted or denied by the Warden or designated staff. Inmates are encouraged to take part in housing unit activities-such as in-cubicle hobby craft-once approval is received by recreation staff. The Recreation Supervisor coordinates housing unit activities, including unit games, in collaboration with Unit Managers.

### **Wellness Programs**

Wellness programs typically include screenings, assessments, goal setting, structured exercise programs, endurance and fitness training, nutrition courses, and physical fitness counseling.

The department also offers a wellness leisure library, providing a variety of health, wellness, and other leisure resources-including books, DVDs, and pamphlets-available for checkout by the inmate population.

### **Track Area**

When the Firing Range is in use, a red flag will be flown from the flagpole immediately east of the range office. When the red flag is flying, inmates will be allowed to utilize the track area at the camp. If rifle bays 5 or 6 are being used, a yellow flag will be flown in conjunction with the red flag. The yellow flag indicates that the track area will be closed to all inmates. When rifle bays 5 and 6 are no longer being used, the yellow flag will be lowered which will signal that the track area may be re-opened to inmates. No inmates



are authorized to be at the Firing Range unless supervised by staff.

### **Recreation and Zimmer**

The Zimmer Amendment was passed in 1996. The amendment does not allow for the BOP to use appropriated and non-appropriated funds to provide amenities or personal comforts in the Federal Prison System. Specifically, institutions activated prior to 1996 through attrition, will conform to the guidelines set by the law. The main sections of Zimmer address: (1) viewing of R, X, or NC-17 movies; (2) instruction or training for boxing, wrestling, judo, karate or other martial arts or any body building or weightlifting equipment; and (3) electronic or electric instruments.

### **Code of Conduct**

All inmates that participate in any recreational activities such as Intermural Sports Leagues will be made aware of and have a understanding of the Institution's Code of Conduct and Intermural Sports Rules and Regulations.

Unsportsmanlike conduct or inappropriate behavior will not be tolerated in the Recreation Department. This applies to all recreational activities and/or areas. The Recreation staff have sole discretion and authority to interpret unsportsmanlike and/or inappropriate behavior. Misuse or destruction of recreational equipment is prohibited. As such, there will be no tolerance for unsportsmanlike conduct or for those who cannot maintain control of their actions and/or emotions while participating in the FCI Phoenix Intramural Sports Programs. The integrity of the Recreation Department's Intramural Program will not be compromised by inmates who cannot conform to the general rules of sportsmanship, as well as posted intramural rules and regulations.

### **Consequences for Rules Violation in Recreation**

Inmates are strongly encouraged to participate in recreational activities. However, when inmate behavior violates established rules, consequences may include an incident report and/or suspensions from programs. For details regarding this process, refer to the current institutional supplement, Inmate Programs 5370.11.

### **Hair Salon**

Haircuts and hair care services are authorized in the hair salon only. Hours of operation will be posted in each of the housing units and the salon.

## **TRUST FUND**

### **Clothing Exchange & Laundry**

Institutions issue clothing to inmate population that are properly fitted, climatically suitable, and presentable. Institutions will furnish each inmate with sufficient clothing to allow at least three changes of clothes weekly. Institutions establish local procedures to account for the initial issue of Government-furnished items to inmates and for their return before release. Government-issued clothing will not be altered or disfigured in any manner. Examples include, but not limited to, the following: converting pants to shorts, pleats, cutting off shirt sleeves, defacing clothing, etc. Inmates found to have destroyed government property may receive an Incident Report and appropriate disciplinary action will be taken. Each institution has established local procedures for replacing lost, damaged, or clothing that does not properly fit. Additionally, you may contact the Trust Fund Department for guidance or questions related to the Laundry/Clothing operation. The institution may provide clean clothing in several ways: access to self-serve washers, a centralized laundry, or a combination of the two. When no centralized laundry is available, institutions provide detergent for inmates use.

**If you purchased a sleeveless shirt from another institution, you must ensure proper fit at the underarms, as your undergarments should NOT be visible. "See through" or transparent clothing is not permitted. The jumper dress may be authorized, once authorized and issued they must be worn over the green t-shirt and green button up shirt. Inmates wearing the jumper dress are required to wear it in the same manner as if they are wearing the issued pants. They are required to have a green t-shirt and a green button-up blouse under the dress. Inmates wearing jumper dresses may not wear green pants under the jumper dress unless a religious accommodation has been approved. You may not wear sweatpants under a jumper dress at any time. Thermal undergarments (long underwear tops and bottoms), when worn, are to be worn under other clothing. The jumper dresses are not to be altered in any manner.**

***\*ANY inmate wearing or found in possession of altered clothing can be issued an incident report for a code 329-Destroying Government Property Valued Less Than \$100, and/or fined/restitution.***

### **Operation of the Sales Unit (Commissary)**

- A. Sales are limited to one sale per week per inmate. The monthly spending limit is \$360.00.
- B. Sales will be made during regular sales hours as posted on Monday through Thursday.
- C. Special purchase items will be sold during regular sale hours.
- D. The sales unit will be closed Holidays and the last week of March and September for inventory purposes.

- E. Each inmate must submit a written list for items off the approved commissary list for staff. No substitutions.
- F. Items are sold on an as-is basis with no warranty implied (except for MP3 players and Score Tablets have a 90-day warranty) and all sales are final.
- G. Any complaints an inmate has about his or her purchase must be settled before she leaves the sales window.

#### Sales Hours

Check the TRULINCS Bulletin board on a regular basis for changes to commissary shopping days. All sales will be held at the Commissary window during breakfast mainline and lunch mainline. The designated shopping days will rotate on a quarterly basis as posted by the fourth and fifth digit of the inmate register number. The Commissary is open Monday through Thursday:

***\*THE SALES UNIT IS CLOSED ON WEEKENDS, FEDERAL HOLIDAYS AND FOR INVENTORY.***

#### TRULINCS/TRUFONE Accounts

You are provided with individual TRULINCS account, similar to the TRUFONE accounts. Each housing unit has dedicated TRULINCS workstations to perform the following functions:

- Contact list management - Messaging
- Account transaction viewing - Electronic Law Library

To use TRULINCS (email), an Inmate must acknowledge the TRULINCS Terms of Use before every log-in.

You are allowed a maximum TRULINCS session length of 60 minutes before being automatically logged out for 15 minutes to allow other inmates access to the system. There is not a monthly time limit for public messaging (emailing). Once you have access to your account, you may purchase TRULINCS session time at the rate of 5 cents per unit (Tru-Unit). Electronic messaging is billed as one Tru-Unit per minute of session time, printing is billed as three (.45) Tru-Units per page. You may purchase from 40 to 600 Tru-Units at one time and your Commissary account, which is immediately deducted.

#### Contact list:

You must have a pre-approved email address in order to perform electronic messaging and you must use your contact list. The contact list will also be used to manage your approved phone numbers within TRUFONE, sending funds out from your Commissary account (BP-199) and printing postal mailing labels. You are allowed up to 30 contacts for the TRULINCS and TRUFONE system, plus up to 100 contacts to print postal mailing labels. The phone number and email addresses are counted based on the first 30 entered, if you are adding a contact only to communicate via postal mail, then you should not enter a phone number or email address on the contact.

#### Electronic Messaging:

If an e-mail address is entered for a contact, TRULINCS sends a system generated message to the contact giving them the opportunity to accept or reject the email prior to receiving any messages from you. If a positive response is received, then you may begin exchanging electronic messages with this contact. If a contact rejects TRULINCS participation, then you are blocked from sending any messages to that email address. Messages are limited to 13,000 characters. You will not have access to the Internet nor are you able to receive pictures or other attachments. The delivery of all incoming and outgoing messages is delayed by a minimum of one hour to prevent the engagement of chat sessions. All messages are stored for monitoring at the institution's convenience.

#### Account Transaction Viewer:

You are provided the opportunity to view your last 45 days of Commissary transactions, phone account statement, and True-Unit transactions via TRULINCS.

#### Trust Funds Accounts:

Inmate payroll will be posted by the 10th of each month. Questions regarding inmate accounts are to be submitted on an Inmate Request to a Staff Member form to the Correctional Counselor, or to the office of Financial Management.

#### TRUFONE (PAC & VPIN):

There is a phone room, for inmate use, located in each housing unit. In the secure housing unit, staff provides a portable phone for inmates use while confined to their cubicles. Inmates who require a high degree of security may be required to submit their request for phone use to the Unit Counselor. Calls will be limited to 15 minutes. When an inmate enters the facility, a phone access code must be used in accessing both direct charge and collect call features. In addition, each inmate wanting to use the phone will be required to activate his or her VPIN thru their Counselor. This entails recording your voice to access the phone system. Inmates needing an unmonitored attorney call will request it in writing to the Unit Counselor at least 24 hours in advance.

Inmates are limited to 300 minutes per calendar month for TRUFONE monitored phone calls. This limitation applies to all inmates with a TRUFONE account and may be used for any combination of collect or direct dial calls at the inmates' discretion.

Inmates who exhaust their 300 minutes limitation may, at the Warden's discretion, be provided a phone call for good cause shown. Inmates should request calls through the Unit Team. It is intended this exception be used sparingly and only for bonafide emergencies. The inmate is responsible for the cost of such calls. This limitation does not affect an inmate's ability to place unmonitored, legal

phone calls.

#### Statement on Phone Regulations for Inmates:

This limitation is needed to maintain the security and good order of Bureau institutions and to protect the public by increasing the Bureau's ability to minimize inmate abuses of the phone for illegal or disruptive purposes. The Bureau believes a 300-minute limitation provides adequate opportunity for inmates to maintain community ties in conjunction with visiting and written correspondence.

The phones are for allowing the inmates to place local or long-distance calls to their family members and friends. This enables them to keep in contact and establish good communications with their family members and friends.

Inmates must transfer funds to their TRUFONE account before any direct charge call can be placed. Transfers to your TRUFONE account must be made from your Commissary account. Once funds are transferred to your TRUFONE account, they cannot be returned to your Commissary account. Phone calls will be placed as long as sufficient funds are available to make at least a one (1) minute phone call. Calls cannot be completed to area codes 700, 800, 900, 976 or 888.

The Bureau of Prisons reserves the authority to monitor (this includes recording) conversations on any phone located within its institutions. The daily monitoring is to preserve the security constitutes consent to this monitoring.

#### Inmate Phone Usage: Additional guidelines have been received at BOP facilities nationwide regarding phone use.

1. Upon the completion of a phone call, inmates will not be permitted to make another call for 30 minutes.
2. Phone use may be suspended pending investigation of suspicious phone conversations (talking in code, alluding to criminal activity, etc.)
3. The following sanctions will be considered for phone abuse:
  - First offense: loss of phone privileges for 6 to 18 months
  - Second offense: loss of phone privileges for 18 to 36 months
  - Repetitive violations will be met with increased sanctions.
4. If you receive an incident report and loss of phone privileges for abuse of phones, your Unit Team may recommend to the Warden additional phone restriction pursuant to 28 CFR §540.100 after the UDC/DHO sanction has expired. This classification could result in you being limited to one phone call per month. If so classified, you will receive written notice from the Warden and instructions on appeal rights.

#### Summary of Current Prohibited Phone Activity:

When using the Inmate Phone System, you must not engage in the following activities, or you will be subject to disciplinary action:

- Use the phone during your work hours without prior authorization of your Unit Team.
- Make a 3-way phone call.
- Make a call that is forwarded to another phone number, regardless of whether that phone number is on your approved phone list.
- Discuss or engage in any business-related activities over the phone. Use the phone to gamble, call gambling hotlines, or discuss gambling odds. Actively trading stocks, commodities, or anything of value or instruct others to do so.
- Use the phone to work for or assist with any on-going law enforcement activity without prior approval from the Warden.
- Use the phone to convey or pass messages from another inmate to a third party.
- Make or imply any threat or speak in code to another person over the phone.
- Use another inmate's PAC number.
- Pass the phone to another inmate or accept the phone from another inmate after a phone call has been connected.
- Participate in conference calling.
- Attempt to use the phone while on phone restriction.
- Use the phone to contact a volunteer, contract worker, staff member, or any former inmate who is in a halfway house or on supervised release.
- Arrange to have anything of value sent to another inmate or inmate family without staff authorization.
- You must not engage in any other activity or conduct over the phone which staff interprets as an effort to circumvent policies and regulations.

#### Inmate Identification Cards:

Inmates are required to wear their identification cards at all times upon departing their assigned cubicle. Inmates will be issued an identification card upon arrival at the institution. Inmates are responsible for the care of these cards. Lost, stolen, or damaged cards must be reported immediately to be replaced.

#### **Clothing Exchange & Laundry**

Institutions issue clothing to the inmate population that is properly fitted, climatically suitable, and presentable. Institutions will furnish each inmate with sufficient clothing to allow at least three changes of clothes weekly.

Institutions establish local procedures to account for the initial issue of Government-furnished items to inmates and for their return before release. Government-issued clothing will not be altered or disfigured in any manner. Examples include, but not limited to,

the following: converting pants to shorts, pleats, cutting off shirt sleeves, defacing clothing, etc. An inmate found to have destroyed government property may receive an Incident Report and appropriate disciplinary action will be taken. Each institution has established local procedures for replacing lost, damaged, or clothing that does not properly fit. Additionally, you may contact the Trust Fund Department for guidance or questions related to the Laundry/Clothing operation. The institution may provide clean clothing in several ways: access to self-serve washers, a centralized laundry, or a combination of the two. When no centralized laundry is available, institutions provide detergent for inmate use.

### **Commissary**

The BOP maintains inmates' monies (Deposit Fund) while incarcerated. The purpose of the Deposit Fund is to provide inmates the privilege of obtaining merchandise and services either not provided by the BOP or a different quality than that provided by the BOP. An inmate may use funds in their account to purchase items at the institution commissary, place funds on their inmate phone account, purchase TRU-Units for their TRULINCS account, or send funds by creating a BP-199. Inmates may not be in possession of cash at any time. Upon release, all Trust Fund accounts will be consolidated and placed on an Inmate Release Debit Card. Commissary and validation schedules are posted on the inmate bulletin boards. Funds are withdrawn after positive identification by inmate identification card or fingerprint identification. It is the inmate's responsibility to know the amount of money available in their account. Inmates may verify their account balances by utilizing the TRULINCS or the inmate telephone (118+PAC). Inmates must have their identification card in their possession at all times for identification purposes.

### **Spending Limitations**

The National Spending Limit is 320.00 but may be further restricted at the local level. Each inmate account is revalidated on a monthly, bi-weekly, or weekly cycle.

### **Deposits to Accounts**

#### *U.S. Postal Service*

Inmates' families and friends choosing to send inmates funds through the mail must send those funds to the following address and in accordance with the directions provided below:

**Federal Bureau of Prisons  
Insert Valid Committed Inmate Name  
Insert Inmate Eight-Digit Register Number  
Post Office Box 474701  
Des Moines, Iowa 50947-0001**

The deposit must be in the form of a money order made out to the inmate's full committed name and complete eight-digit register number. Effective December 1, 2007, all non-postal money orders and non-government checks processed through the National Lockbox will be placed on a 15-day hold. The BOP will return to the sender funds that do not have valid inmate information provided the envelope has an adequate return address. Personal checks and cash cannot be accepted for deposit.

The sender's name and return address must appear on the upper left-hand corner of the envelope to ensure the funds can be returned to the sender in the event that they cannot be posted to the inmate's account. The deposit envelope must not contain any items intended for delivery to the inmate. The BOP shall dispose of all items included with the funds.

In the event funds have been mailed but have not been received in the inmate's account and adequate time has passed for mail service to Des Moines, Iowa, the sender must initiate a tracer with the entity who sold them the money order to resolve any issues.

### **Western Union Quick Collect Program**

Inmates' families and friends may also send inmates funds through Western Union's Quick Collect Program. All funds sent via Western Union's Quick Collect will be posted to the inmate's account within two to four hours, when those funds are sent between 7:00 AM and 9:00 PM EST (seven days per week, including holidays). Funds received after 9:00 PM EST will be posted by 7:00 AM EST the following morning. Funds sent to an inmate through the Quick Collect Program may be sent via one of the following ways:

- 1) At an agent location with cash: The inmate's family or friends must complete a Quick Collect Form. To find the nearest agent, they may call 1-800-325-6000 or go to [www.westernunion.com](http://www.westernunion.com).
- 2) By phone using a credit/debit card: The inmate's family or friends may simply call 1-800-634-3422 and press option 2.
- 3) ONLINE using a credit/debit card: The inmate's family and friends may go to [www.westernunion.com](http://www.westernunion.com) and select "Quick Collect".

For each Western Union Quick Collect transaction, the following information must be provided:

- 1) Valid Inmate Eight-Digit Register Number (entered with no spaces or dashes) followed immediately by Inmate's Last Name
- 2) Committed Inmate Full Name entered on Attention Line
- 3) Code City: FBOP, DC

Please note the inmate's committed name and eight-digit register number must be entered correctly. If the sender does not provide the correct information, the transaction cannot be completed. The Code City is always FBOP, DC.

Each transaction is accepted or rejected at the point of sale. The sender has the sole responsibility of sending the funds to the correct inmate. If an incorrect register number and/or name are used and accepted and posted to that inmate, funds may not be returned. Any questions or concerns regarding Western Union transfers should be directed to Western Union by the sender (general public). Questions or concerns should not be directed to the BOP.

### **MoneyGram ExpressPayment Program**

Inmates' families and friends may also send inmates funds through MoneyGram's ExpressPayment Program. All funds sent via MoneyGram's ExpressPayment will be posted to the inmate's account within two to four hours, when those funds are sent between 7:00 AM and 9:00 PM EST (seven days per week, including holidays). Funds received after 9:00 PM EST will be posted by 7:00 AM EST the following morning. Funds sent to an inmate through the MoneyGram ExpressPayment Program may be sent via one of the following ways:

1) At an agent location with cash: The inmate's family or friends must complete a MoneyGram ExpressPayment Blue Form. To find the nearest agent, they may call 1-800-926-9400 or go to [www.moneygram.com](http://www.moneygram.com).

For each MoneyGram ExpressPayment transaction, the following information must be provided:

- 1) Valid Inmate Eight-Digit Register Number (**entered with no spaces or dashes**), followed immediately by Inmate's Last Name
- 2) Company Name: Federal Bureau of Prisons
- 3) City & State: Washington, DC
- 4) Receive Code: Must always be 7932
- 5) Committed Inmate Full Name entered on Beneficiary Line

Please note that the inmate's committed name and eight-digit register number must be entered correctly. If the sender does not provide the correct information, the transaction cannot be completed.

Each transaction is accepted or rejected at the point of sale. The sender has the sole responsibility of sending the funds to the correct inmate. If an incorrect register number and/or name are used and accepted and posted to that inmate, funds may not be returned.

2) ONLINE using a credit, debit or prepaid card (Visa or MasterCard only): The inmate's family and friends can click on [www.moneygram.com/paybills](http://www.moneygram.com/paybills). Enter the Receive Code (7932) and the amount you are sending (up to \$300). If you are a first-time user, you also must set up a profile and account.

Any questions or concerns regarding MoneyGram ExpressPayment transfers should be directed to MoneyGram by the sender (general public). Questions or concerns should not be directed to the BOP.

### **Commissary Fund Withdrawals**

Requests for Withdrawal of Inmate Personal Funds, BP-199 forms, will be processed weekly by Trust Fund, Inmate Accounts. Withdrawals are initiated in TRULINCS, Send Funds (BP-199) by the inmate. When the BP-199 is printed it must be signed by the inmate in staff presence and hand delivered. The Supervisor of Education approves withdrawal requests for correspondence courses and materials for approved education programs. Unit Managers will approve all other withdrawal requests. Only an Associate Warden can approve inmate withdrawals exceeding \$500.00.

### **TRULINCS**

The Trust Fund Limited Inmate Computer System (TRULINCS) is the inmate computer network that provides inmates access to multiple services. At no time do the inmates have any access to the Internet. Inmate's access dedicated TRULINCS workstations installed in various housing units and common areas to perform various functions using their register number, Phone Access Code (PAC), and the fingerprint process or Commissary Personal Identification Number (PIN). Inmate access to these workstations varies depending on the institution.

- Account Transactions – This service allows inmates to search and view their Commissary, telephone, and TRULINCS account transactions, as well as view their Media List.
- Bulletin Board – This service is used to supplement the use of inmate bulletin boards within the institution for disseminating information to the inmate population.
- Contact List - This service is used by inmates to manage their email address list, telephone list, and postal mailing list. Inmates also mark for print postal mailing labels within this service. If an email address is entered for a contact, TRULINCS sends a system generated message to the contact directing them to [www.corrlinks.com](http://www.corrlinks.com) to accept or reject email contact with the inmate prior to receiving any messages from the inmate. If a positive response is received, the inmate may begin exchanging electronic messages with this contact. If a contact rejects TRULINCS participation, the inmate is blocked from sending any messages to that email address.
- Law Library – This service allows inmates to perform legal research.
- Manage Funds – This service allows inmates to manage their personal funds by creating/canceling Requests for Withdrawal of Inmate Personal Funds (BP-199) and their Pre-Release Account.



- Manage TRU-Units – This service allows inmates to purchase TRU-Units using available Commissary funds or transfer TRU-Units back to their Commissary account.
- Prescription Refill – This service allows inmates to request prescription refills via TRULINCS of self-carry medications that are ready for refill directly to the Pharmacy. Pharmacy staff will receive the prescription refill request and process the request accordingly. Inmates will follow established local procedures for picking up requested prescriptions.
- Print – This service allows inmates the opportunity to print various documents marked for print within TRULINCS. Mailing labels and BP-199 forms may be printed for free. All other documents can be printed at a cost.
- Public Messaging – Inmates may correspond with friends and family using public messaging. This is a restricted version of email that will only allow text messages and no attachments. There is a cost per minute fee for using this service. Messages are limited to 13,000 characters.
- Request to Staff – This service allows inmates to correspond with staff electronically. The list of available departments varies by institution; however, there is a standard DOJ Sexual Abuse Reporting mailbox available that provides inmate with an additional method to report allegations of sexual abuse and harassment directly to the Office of Inspector General (OIG).
- Survey – This service allows inmates to take Bureau surveys (i.e., Institution Character Profile).

### **Inmate Telephone System –TRUFONE**

Each inmate will be provided a nine-digit Phone Access Code (PAC) for accessing TRUFONE; including instructions for use of this system. The PAC is confidential and should not be shared with other inmates. A replacement fee will be charged if a PAC is misplaced or compromised. In addition, each inmate will need to perform voice verification registration. Management of inmates' telephone numbers is performed via the TRULINCS.

The hours of telephone operation begin at 6:00 AM and end no later than 11:30 PM. Inmate access to telephones will normally be limited during the following times, Monday through Friday, not including holidays:

**7:30 AM until 10:30 AM; and, 12:30 PM until after 4:00 PM count.**

Inmates are expected to be at their work assignments and must not use the telephone during their work hours. For inmates who work varied work shifts, at local discretion, institutions may leave one telephone per unit available for inmates on "days off," or "evening shift." Directions for use of TRUFONE are posted near the telephones. All calls are limited to 15 minutes. Telephone calls are subject to monitoring and recording by institution staff. Inmates are limited to 300 minutes per month and may be used for any combination of collect or direct dial calls. Ordinarily, inmates will be allowed an extra 100 minutes per month in November and December. Telephone rates are posted throughout the institution. TRUFONE funds are transferred using the TRUFONE system and must be done in even dollar amount. The TRUFONE funds are deducted from an inmate's commissary account and transferred to the TRUFONE account immediately. Transfers may be made from any telephone during operational hours. It is each inmate's responsibility to verify the correctness of the amount transferred at the time of transfer.

### **Telephones**

Telephone privileges are a supplemental means of maintaining community and family ties. Telephones are to be used for lawful purposes only. Threats, extortion, etc. may result in prosecution. All inmate telephones are subject to monitoring and recording. Inmates must contact their Case Manager to arrange an unmonitored attorney call.

While policy specifically allows inmates to make one call every three months, there is no specific limit on the number of phone calls that an inmate may make. It is expected that each inmate will handle his or her calls in such a manner that will allow the equal use of the phones by all inmates. Calls are limited to fifteen (15) minutes in duration.

Each inmate is allowed 300 minutes of calling time per month, unless on telephone restriction. Telephones will not be used to conduct a business. Inmates are allowed to have thirty (30) approved numbers on their phone list. In order to use the system, you will have to transfer funds from your commissary account to your individual telephone account. There are telephones located in each housing unit for your use. No third party, credit card calls, 1-800, 1-900, 1-888, or 1-976 can be made on these lines. Collect calls can also be made to pre-approved telephone numbers.

Inmates will be given their SECRET PAC (nine digits) number by your Correctional Counselor. This will allow you to place a call by first entering the telephone number followed by your nine-digit PAC number. Giving or selling your PAC number will result in disciplinary action. All calls are automatically terminated after fifteen (15) minutes. A waiting period may be established between calls.

It is each inmate's responsibility to maintain their PAC in a way to ensure no other inmate has access to it. Inmates found to be sharing their telephone account with other inmates will result in disciplinary action taken with all inmates involved. Third party telephone contact will also result in disciplinary action. This could include, but is not limited to three-way calls, call forwarding, the

use of two or more telephones to communicate, and/or ANY circumstance in which the party called establishes third party telephone contact.

## RELIGIOUS SERVICES

The Religious Services Department provide pastoral care and religious accommodation to individual and group religious beliefs and practices in accordance with the law, Federal regulations and BOP policy. The Chaplains offer religious worship, education, counseling, spiritual direction, support and crisis intervention to meet the diverse religious needs of inmates. BOP Chaplains also oversee the religious diet program, ceremonial religious meals and religious holiday observances. All Chaplaincy Services' programming is directed to promote BOP reentry goals. The Life Connections and Threshold programs highlight our faith-based reentry priorities.

Religion can be a significant influence in a person's life, especially during imprisonment when more time for thought and reflection is available. To assist the inmate in this regard, the Religious Services Department consists of a Chaplain who is available for pastoral counseling services. Assisting the Chaplain are approved religious volunteers and contract religious leaders. The religious activities schedule is posted on bulletin boards in the Chapel and on TRULINCS. Along with weekly worship services, the Religious Services Department offers various Faith Based Re-Entry programs.

## PSYCHOLOGY

Psychology Services departments in all BOP institutions offer mental health care to inmates. This care may include screening, assessment and treatment of mental health or drug abuse problems, individual and/or group counseling, psycho-educational classes, self-help and supportive services, or referral to Health Services for medical treatment of a mental illness.

If you are new to the BOP, or if you have previously identified mental health or drug abuse programming needs, you will be scheduled for an interview with Psychology Services staff. The purpose of this interview is to review your history and identify your programming needs. A psychologist may make recommendations to support your successful adjustment to prison and prepare you for your eventual release. We encourage you to participate actively in this process. This interview is an ideal time for you to share your interest in specific services, such as drug abuse treatment or mental health counseling.

The Psychology Services department at this institution is staffed by a Chief Psychologist, two Psychologist's in the Psychology Department, and two DAP-Coordinators (DAP-C). The Psychology Services office is located in the Education building opposite the chapel and the DAP-C office is located next to the message center. There are a number of ways to contact Psychology Services at this institution.

You may:

- Submit an Inmate Request to a Staff Member (a "Cop-out") to Psychology Services.
- Visit the department during "Open House" hours.
- Speak with a Psychology Services staff member during mainline or as they make rounds in your unit.
- Or in the case of a crisis situation, notify your Unit Officer, Unit Team, or any other BOP staff member of your urgent need to speak with Psychology Services.

### Suicide Prevention

Incarceration can be a difficult experience. At times, you may feel discouraged, frustrated, and helpless. It is not uncommon for people to experience depression while in jail or prison, especially if they are newly incarcerated, serving a long sentence, experiencing family problems, struggling to get along with other inmates, or receiving bad news. Over time, most inmates successfully adapt to incarceration and find ways to use their time productively and meaningfully. However, some inmates continue to struggle with the pressures of incarceration and become overwhelmed by a sense of hopelessness. If you feel a sense of hopelessness or begin thinking about suicide, talk to a staff member. Help is available and actively seeking help is a sign of your strength and determination to prevail. If you feel you are in imminent danger of harming yourself or someone else, you should contact a staff member immediately. In addition, if you suspect another inmate is contemplating suicide, please notify a staff member. Staff do not always see everything inmates see. And most suicidal individuals display some warning signs of their intentions. PLEASE alert a staff member right away if you suspect a fellow inmate is considering suicide. The most effective way to prevent another person from taking his or her life is to recognize the factors that put people at risk for suicide, take warning signs seriously and know how to respond. The warning signs of suicide may include:

- Threatening to hurt or kill oneself or talking about wanting to hurt or kill oneself
- Feeling hopeless
- Feeling rage or uncontrolled anger or seeking revenge
- Increased alcohol or drug use
- Withdrawing from friends, family, associates
- Experiencing dramatic mood changes

- Feeling anxious or agitated, being unable to sleep, or sleeping all the time
- Seeing no reason for living or having no sense of purpose

If your friend, cubicle mate, coworker, or associate is exhibiting these signs, start by telling the person you are concerned and give him/her examples of what you see that worries you. Listen and encourage the person to seek help. If they are hesitant, offer to go with them to speak to a staff member. If you are not confident, they will seek help, notify a staff member yourself. Seeking help for a person in distress isn't "snitching", it is showing concern for the welfare of a fellow human being. If you report your concerns to staff, you can rest easy knowing you did everything within your power to assist the individual.

If you are interested in assisting Psychology Services with suicide prevention efforts, you may choose to participate in the institution's inmate companion program. Inmates who are interested in serving as suicide watch inmate companions must meet the following criteria: (1) be a sentenced BOP inmates; (2) no 100 series incident reports in the past 3 years; (3) may not be in FRP, DRG ED, or GED refusal status. If you would like more information about this program, please speak with a member of the Psychology Services department.

At A&O, the First Step Act needs surveys will be discussed by the FSA Treatment Specialist. Assistance is available to ensure you complete all surveys to begin earning FSA time credits. You are responsible for completing all surveys on TRULINCS. The computer will automatically score your responses and place you on a list for staff to know that you require placement in a class or group. You do not need to ask to be placed on a waiting list. We'll find you!

#### Local First Step Act Evidence Based Psychology Group Therapy Options:

- |                             |                             |                     |
|-----------------------------|-----------------------------|---------------------|
| - Anger Management          | - Basic Cognitive Skills    | - Criminal Thinking |
| - Emotional Self-Regulation | - Trauma Education Workshop | - Seeking Strength  |

#### Drug Abuse Programs

Drug abuse programming is available in all BOP institutions. The BOP offers a drug education course as well as treatment options for inmates who have abused alcohol and/or drugs.

#### Drug Abuse Education Course

The Drug Abuse Education Course is not drug treatment. The purpose of the course is to encourage you to review the consequences of your choice to have drugs in your life, to look at the relationship between drug use and crime, and to begin to think about how different your life could be without drugs. Looking at your drug involvement in this way may motivate you to ask for drug abuse treatment. If your pre-sentence report documents a prolonged history of drug use, evidence that alcohol or drug use contributed to the commission of your offense, a judicial recommendation for treatment, or a violation of community supervision as a result of alcohol or drug use, you are required to take the Drug Abuse Education Course. Failing to take this required course results in your ineligibility for performance pay above maintenance pay level, as well as ineligibility for bonus or vacation pay. You will also not be eligible for a Federal Prison Industries work program assignment. If you are not sure what this means, you may want to ask your counselor.

The Drug Abuse Education Course is available in every BOP institution. If you are required to complete the course, your name will automatically be placed on the waiting list for the course. When it is time for you to complete the course, Psychology Services staff will contact you. If you would like to enroll in the course, but are not required to participate, you may submit an Inmate Request to a Staff Member (a "Cop-Out") at Open House in order to place your name on the waiting list for the course.

#### Nonresidential Drug Abuse Treatment

Nonresidential Drug Abuse Treatment is also available in every Bureau institution. Nonresidential Drug Abuse Treatment has been developed to provide the flexibility necessary to meet each individual's treatment needs, and more specifically for:

- Inmates with a relatively minor or low-level drug abuse problem,
- Inmates with a drug use disorder who do not have sufficient time to complete the intensive Residential Drug Abuse Treatment Program (RDAP),
- Inmates with longer sentences who are in need of treatment and are awaiting placement in the RDAP,
- Inmates with a drug use history who chose not to participate in the RDAP, but want to prepare for staying sober in the community, and
- Inmates who completed the unit-based portion of the RDAP and are required to continue treatment until their transfer to a Residential Reentry Center (half-way house).

Program completion awards are only available for those who complete the program. If you are interested, ask the institution's drug abuse treatment staff for more information on these awards.

#### Residential Drug Abuse Treatment

The RDAP provides intensive drug abuse treatment to inmates diagnosed with a drug use disorder. Inmates in the residential program

are housed together in a treatment unit that is set apart from the general population. Treatment is provided for a minimum 9 months; however, your time in the program depends on your progress in treatment.

To apply for the RDAP you must submit an Inmate Request to a Staff Member (a “Cop-Out”) during Open House to obtain an interview for the program. First, staff will screen your pre-sentence report to determine if there is any documentation indicating that you have a pattern of drug abuse or dependence. If so, you will be referred to the Drug Abuse Program Coordinator for an interview to determine if you meet the diagnostic criteria for a substance use disorder.

Inmates who are diagnosed with a drug use disorder are qualified for the RDAP and are admitted to the program based on their nearness to release, as mandated by federal statute. You must have enough time left to serve on your sentence to complete the unit-based component and the community transition component of the program. Follow-up Treatment, as described earlier, is provided to inmates after they complete the unit-based component and before they transfer to a residential reentry center.

The RDAP is operated as a modified therapeutic community where inmates are expected to model the pro-social behaviors expected in a community. This means RDAP participants are role models to other inmates. Therefore, they are to demonstrate honesty, to relate positively with their peers, and to fully participate in all treatment activities in the unit. The RDAP is a half-day program, with the rest of the day devoted to work, school, and other self-improvement activities. The RDAP is available here at SPC Phoenix.

If you are interested in volunteering for the RDAP and would like to know if you are eligible for the program, submit a "cop out" at Open House. You may apply for the program at any time during your incarceration, but your interview, like program admittance, will be based on your proximity to release. Ordinarily inmates are interviewed 24-48 months from release depending on the facility's security level and waiting list for the RDAP. Program completion incentives and FSA credits are only available to those who complete RDAP.

#### Early Release

The Violent Crime Control and Law Enforcement Act of 1994 allows the BOP to grant a non-violent inmate up to 1 year off his or her term of imprisonment for successful completion of the residential drug abuse treatment program (Title 18 U.S.C. § 3621(e)(2)). For more information, talk to an institution drug abuse treatment specialist or drug abuse program coordinator at Open House.

#### Community Transition Drug Abuse Treatment

To successfully complete the RDAP, inmates are required to participate in the Community Transition Drug Abuse Treatment component of the program. The BOP ensures that inmates receive continued treatment when transferred to a residential reentry center (RRC) or to home confinement. The RRC, is structured to help you adjust to life in the community and find suitable post-release employment. RRCs provide a structured, supervised environment and support job placement, counseling, and other services. Within the structure of the RRC, RDAP participants continue their drug abuse treatment, with a community-based treatment provider. The BOP contracts with this provider to deliver treatment services in the community. Inmates must continue to participate in transition drug abuse treatment to earn any benefit associated with successful completion of the RDAP, e.g., early release.

In addition to these drug abuse programs, drug abuse treatment services may also be provided within the context of other specialized treatment programs with the BOP, such as the Resolve Program and the Challenge Program.

#### **The Resolve Program [female institutions only]**

Many institutions that house female inmates offer the Resolve Program. The Resolve Program is a non-residential program for female inmates who have a history of physical and/or sexual abuse.

#### **The Trauma in Life Workshop**

The Resolve Program includes a psycho-educational component, the Trauma in Life Workshop. This workshop addresses the challenges individuals face following exposure to traumatic life events and the strategies these individuals may use to enhance their resilience or ability to survive and thrive following these events. Any female inmates with a history of abuse or an interest in learning about this topic may participate in the Trauma in Life Workshop.

#### **Nonresidential Counseling Groups**

The Resolve Program also includes a treatment component - non-residential counseling groups. Only those inmates with a history of trauma and an associated mental health problem may participate in Resolve Program counseling groups. These groups are designed to improve coping skills, build healthy relationships, and enhance emotional stability. This institution does have a Resolve Program. If you are interested in the Resolve Program, please submit an Inmates Request to a Staff Member (a “Cop-Out”) to the Psychology Services Department.

#### **Specialized Mental Health Programs**

The BOP also has several residential mental health programs designed to help inmates with severe emotional, cognitive, and

behavioral problems. These programs are indicated for inmates who are having difficulty functioning in a mainline institution due to a psychological disorder. They are designed to improve the day-to-day functioning of inmates with the goal of helping them return to a mainline institution or preventing the need for hospitalization. Psychology Services has additional information about these programs and can make recommendations for participation.

### **The Sex Offender Management Program**

The BOP offers sex offender treatment programs at our Sex Offender Management Program (SOMP) institutions. SOMP institutions have a higher proportion of sex offenders in their general population. Having a larger number of sex offenders at SOMP institutions ensures that treatment volunteers feel safe about participating in programming.

The BOP's sex offender treatment programs are stratified into two program levels:

### **The Residential Sex Offender Treatment Program [male institutions only]**

The Residential Sex Offender Treatment Program (SOTP-R) is a high intensity program designed for high-risk sexual offenders - ordinarily inmates with multiple sex offenses, or a history of contact sexual offenders. The SOTP-R is offered at the Federal Medical Center (FMC) in Devens, Massachusetts and at USP Marion in Illinois.

### **The Non-residential Sex Offender Treatment Program**

The Non-residential Sex Offender Treatment Program (SOTP-NR) is a moderate intensity program designed for low to moderate risk sexual offenders. Many of the inmates in the SOTP-NR are first-time offenders serving a sentence for an Internet sex crime. All SOMP institutions offer the SOTP-NR.

When you volunteer for treatment, BOP staff will determine whether the Residential or Non-residential Treatment Program is appropriate for you based on your offense history. If eligible for treatment, you will be transferred to a SOMP institution based on your treatment needs and security level.

If you are interested in receiving sex offender treatment and would like to know if you are eligible for the program, contact Psychology Services. You may apply at any point in your sentence. However, inmates ordinarily enter treatment when they have between 24 to 42 months remaining on their sentence. If you are at the beginning of your sentence or have more than 48 months remaining on your sentence, you may want to wait before applying for the program.

### **Institution Specific Programs**

In addition, Psychology Services staff, along with other programming staff in the institution, collaborate with your Unit Team to develop a comprehensive assessment of your strengths and weaknesses. Based on this assessment, Psychology Services will offer programming recommendations specific to your psychological needs. These recommendations are designed to ensure your successful adjustment to incarceration and prepare you for your eventual release. We encourage you to participate actively in the assessment process. If mental health or drug abuse programming is recommended for you, Psychology Services staff will provide ongoing feedback to you and your unit team regarding your progress toward these programming goals.

### **Confidentiality**

Security needs and the nature of a prison environment affect mental health care in a variety of ways. Confidentiality is an important component of the therapeutic relationship. However, in a prison environment, confidentiality must be weighed against institutional needs of safety and security. Mental health providers in the institution not only serve inmates, they also serve the institution and the public at large.

In the community, certain situations require mental health providers to violate client confidentiality. For example, many states mandate reporting of child or elder abuse. Providers also must notify authorities if a client threatens suicide or serious harm to others. Similarly, prison mental health providers violate confidentiality when an inmate is at risk of serious harm to themselves or others, such as when an inmate presents a clear and present risk of escape or when an inmate is responsible for the creation of disorder within a facility. Confidentiality may also be limited when prison mental health providers share information on a need-to-know basis with prison officials or other federal law enforcement entities. For example, before you are transferred to a residential reentry center, mental health providers must communicate your mental health needs to your unit team.

If you tell a staff member, including a Psychology Services staff member, that you are going to harm or kill yourself or someone else, or engage in a behavior that jeopardizes the safety or security of the institution, confidentiality will be breached, and the appropriate individuals will be notified on a need-to-know basis only. Simply put, there is no guarantee of confidentiality in the prison setting. However, you can rely on the professional judgment of Psychology Services staff who conscientiously balance your confidentiality and the safety and security of the institution. Information that does not impact the safety and security of the institution, inmates, and staff, will not be shared. While these limitations on confidentiality may initially deter you from seeking treatment, I want to assure you that the vast majority of inmates who receive psychological services are comfortable with the decisions staff make with regard to

their confidentiality. If you have additional questions about confidentiality, be certain to discuss your concerns with Psychology Services staff.

## CORRECTIONAL SYSTEMS

The Correctional Systems Department (CSD) is responsible for carrying out all duties related to the records office, mail room, receiving and discharge (R&D), and inmate movement. The staff consists of a case management coordinator, supervisory correctional systems specialist, and correctional systems officers.

**The Correctional Systems Department (CSD) Mailroom staff will announce inmate open house when it is available.**

### General Correspondence:

All incoming and outgoing correspondence must contain the inmate's committed name, register number, name of the institution, and return address. Ordinarily, inmates are required to place a TRULINCS-generated mailing label on all outgoing mail. Inmates housed in the Special Housing Unit (SHU) are exempt from this requirement, as they do not have access to TRULINCS.

*All incoming general mail may be photocopied. Only photographs will be copied in color. Photographs will be processed under the same regulations as general mail. Inmates are allowed to receive 25 photographs per day regardless of the sender. Incoming mail is maintained for 30 days. After 30 days the original mail will be disposed of according to Bureau Policy. Inmates are not allowed to send originals home. It is the inmate's responsibility to inform the senders not to send items of sentimental value.*

All incoming inmate general correspondence envelopes and paper must be white in color. In addition, all incoming correspondence that appears stained, contains an oily or wet substance, emits an unusual or fragrant odor, or appears to present a potential security concern, will be rejected. All incoming general correspondence containing materials such as glitter, stickers, lipstick, crayon, or marker will be rejected.

All SPC inmate outgoing general correspondence must be deposited unsealed in the unit mailboxes located in front of the Message Center. All mail will be randomly read by the Unit Officer prior to delivery to the Mail Room, paying closer attention to inmates who are on the Required Monitoring List.

### Legal Mail:

Correctional Systems Department (CSD) staff will complete a Legal Mail form, Attachment (A), for incoming Legal Mail. Mail Room Staff will put the inmate on a call out to distribute the Legal Mail along with a copy of the envelope and the form by 3:00 PM, Monday through Friday. Mail Room Staff will use this form to document receipt and delivery of Legal Mail to the inmate. Mail Room staff will deliver the mail to the inmate within 24 hours from the time it is received by the mail room. Once the form is complete, All envelopes from incoming special or legal mail will be photocopied prior to delivery. You will not receive the original copy, the copied envelope will be given to the inmate and the original envelope will be disposed of according to Bureau Policy. The form will be maintained in the Legal Mail Log binder in the Mail Room.

All incoming and outgoing mail must contain the inmate's committed name, register number, name of the institution, and return address. Ordinarily, inmates are required to place a TRULINCS-generated mailing label on all outgoing mail. Inmates housed in the Special Housing Unit (SHU) are exempt from this requirement, as they do not have access to TRULINCS.

Inmates housed in the SHU will give their legal/special mail to the Unit Officer. The Unit Officer will forward the legal/special mail to CSD with the pick-up of the general correspondence mail. All legal/Special mail must meet the policy standards for processing of legal/special mail and state on the envelope Legal Mail in order for the mail to be considered legal.

Inmates housed at the SPC CAMP can deliver their outgoing legal/special mail to Camp unit staff. No legal/special mail should be accepted from inmates without the inmate presenting his or her inmate identification card. Unit Staff shall use the identification card to verify the correct return address. CSD Mail Room Staff will conduct inmate Open House on Wednesdays and Fridays, from 11:00 AM to 12:00 PM. During inmate Open House, inmates may bring their legal/special mail to CSD for processing.

## CONTACT WITH THE COMMUNITY AND PUBLIC

### Correspondence

In most cases, inmates are permitted to correspond with the public, family members and others without prior approval. Outgoing mail from a sentenced inmate in a minimum or low security institution may be sealed by the inmate and is sent out unopened and uninspected. Except for "special mail," outgoing mail from a sentenced inmate in a medium or high security institution, or an administrative institution may not be sealed by the inmate and may be read and inspected by staff. The outgoing envelope must have the inmate's committed name, register number, and complete institution return address in the upper left-hand corner.



Inmates will be responsible for the contents of all of their letters. Correspondence containing threats, extortion, etc., may result in prosecution for violation of Federal laws. Inmates may be placed on restricted correspondence status based on misconduct or as a result of classification. The inmate is notified of this placement and has the opportunity to respond. Mail service to inmates is ordinarily provided on a five-day schedule, Monday through Friday. Usually, weekend and holiday mail services are not provided.

### **Incoming Correspondence**

First class mail is distributed Monday through Friday (except holidays) by the evening watch Correctional Officer in each living unit. Legal and Special Mail will be distributed by Mail Room or Unit staff and opened in the presence of the inmate. Inmates are asked to advise those writing to them to put the inmate's registration number and Housing Unit on the envelope to aid the prompt delivery of mail. All inmate packages must have prior authorization unless otherwise approved under BOP policy.

### **Incoming Publications**

The BOP permits inmates to subscribe to and receive publications without prior approval. The term publication means a book, booklet, pamphlet, or similar document, or a single issue of a magazine, periodical, newsletter, newspaper, plus such other materials addressed to a specific inmate, such as advertising brochures, flyers, and catalogs. An inmate may only receive hard cover publications and newspapers from the publisher, a book club, or a bookstore. At minimum and low security institutions, an inmate may receive softcover publications (other than newspapers) from any source. At medium, high, and administrative institutions, an inmate may receive softcover publications only from the publisher, a book club, or a bookstore.

### **Special Mail**

Special Mail is a category of correspondence sent to the following: President and Vice President of the United States, the U.S. Department of Justice (including the BOP), U.S. Attorneys Offices, Surgeon General, U.S. Public Health Service, Secretary of the Army, Navy, or Air Force, U.S. Courts (including U.S. Probation Officers), Members of the U.S. Congress, Embassies and Consulates, Governors, State Attorneys General, Prosecuting Attorneys, Directors of State Departments of Corrections, State Parole Commissioners, State Legislators, State Courts, State Probation Officers, other Federal and State law enforcement offices, attorneys, and representatives of the news media. Special mail also includes correspondence received from the following: President and Vice President of the United States, attorneys, Members of the U.S. Congress, Embassies and Consulates, the U.S. Department of Justice (excluding the Bureau of Prisons but including U.S. Attorneys), other Federal law enforcement officers, State Attorneys General, Prosecuting Attorneys, Governors, U.S. Courts (including U.S. Probation Officers), and State Courts.

A designated staff member opens incoming Special Mail in the presence of the inmate. These items will be checked for physical contraband, funds, and for qualification as Special Mail; the correspondence will not be read or copied if the sender has adequately identified himself/herself on the envelope and the front of the envelope clearly indicates that the correspondence is "Special Mail – Open only in the presence of the inmate" or with similar language. Without adequate identification as Special Mail, the staff may treat the mail as general correspondence. In this case, the mail may be opened, read, and inspected.

### **Inmate Correspondence with Representatives of the News Media**

An inmate may write, following Special Mail procedures, to representatives of the news media when specified by name and title. The inmate may not receive compensation or anything of value for correspondence with the news media. The inmate may not act as a reporter, publish under a byline, or conduct a business or profession while in BOP custody.

Representatives of the news media may initiate correspondence with an inmate. Correspondence from a representative of the news media will be opened, inspected for contraband, for qualification as media correspondence, and for content which is likely to promote either illegal activity or conduct contrary to BOP regulations.

### **Correspondence between Confined Inmates**

An inmate may be permitted to correspond with an inmate confined in another penal or correctional institution. This is permitted if the other inmate is either a member of the immediate family (mother, father, sister, child, or spouse), or party in a current legal action (or a witness) in which both parties are involved. **The Unit Manager and/or Warden at each institution must approve the correspondence if both inmates are housed in penal or correctional institutions.**

### **Rejection of Correspondence**

The Warden may reject general correspondence sent by or to an inmate if it is determined to be detrimental to the security, good order, or discipline of the institution, to the protection of the public, or if it might facilitate criminal activity.

### **Notification of Rejection**

The Warden will give written notice to the sender concerning the rejection of mail and the reasons for rejection. The sender of the rejected correspondence may appeal the rejection. The inmate may also be notified of the rejection of correspondence and the reasons

for it. The inmate also has the right to appeal the rejection. The Warden shall refer the appeal to a designated officer other than the one who originally disapproved the correspondence. Rejected correspondence ordinarily will be returned to the sender.

### **Change of Address/Forwarding of Mail**

Mail Room staff will make available to an inmate who is being released or transferred a change of address form. General correspondence (as opposed to special mail) will be forwarded to the new address for 30 days. After 30 days, general correspondence is returned to sender with the notation "Not at this address – return to sender." Staff will use all practical means to forward special mail. After 30 days, the SENTRY address will be used to forward special mail.

### **Certified/Registered Mail**

Inmates may use certified, registered, or insured mail services. Other mail services such as stamp collecting, express mail, cash on delivery (COD), and private carriers are not provided.

### **Notary Public**

Under the provisions of 18 U.S.C. § 4004, Case Managers are authorized to witness and guarantee signatures on documents. Law allows that a statement to the effect that papers which an inmate signs are "true and correct under penalty of perjury" will suffice in federal courts and other federal agencies, unless specifically directed to do otherwise. Some states will not accept a government certification for real estate transactions, automobile sales, etc. In these cases, it will be necessary to contact unit staff for additional information and arrangements. If you believe the Oath Stamp is insufficient for your documentation, you may make your own unsworn declaration by placing the following statement at the end of the document: "I declare (or certify, verify or state), under penalty of perjury, that the foregoing is true and correct. Executed on (date)".

***SPC Phoenix does NOT have a Notary Public.*** If you require access to a Notary Public, you should contact your Unit Team via an Inmate Request to Staff form to discuss your options for notary service at your expense. Also, it would be incumbent upon you to provide identification in the form of any state issued ID card or driver's license that is not expired.

## **RELEASE**

### **Sentence Computation**

The Designation and Sentence Computation Center (DSCC), located in Grand Prairie, Texas, is responsible for the computation of inmate sentences. Once staff at the DSCC have certified the sentence computation as being accurate, staff will provide the inmate with a copy of his or her sentence computation data. Any questions concerning good time, jail time credit, parole eligibility dates, full term dates, or release dates are resolved by staff upon inmate request for clarification.

### **Fines and Costs**

In addition to jail time, the court may impose committed or non-committed fines and/or costs. Committed fines mean that the inmate will remain in prison until the fine is paid, makes arrangements to pay the fine, or qualifies for release under the provisions of Title 18 USC, Section 3569 (Discharge of indigent prisoner). Non-committed fines have no condition of imprisonment based on payment of fines or costs. Payments for a non-committed fine or cost are not required for release from prison or transfer to a contract residential reentry center.

### **Detainers**

Correctional Systems (Records) staff may give assistance to offenders in their efforts to have detainers against them disposed of, either by having the charges dropped, by restoration to probation or parole status, or by arrangement for concurrent service of the state sentence. The degree to which the staff can assist in such matters as these will depend on individual circumstances.

The Interstate Agreement on Detainers Act (IADA) allows for the disposition of untried charges, indictments, information, or complaints that have been lodged as a detainer by party states. The United States of America, the District of Colombia, and any U.S. state or territory that has codified the IADA into its statutes have been identified as party states. The states of Mississippi and Louisiana, the Commonwealth of Puerto Rico, and the territories have not joined the IADA to date.

### **Good Conduct Good Time**

This applies to inmates sentenced for an offense committed on or after November 1, 1987, under the Sentencing Reform Act of 1984 (SRA), the Violent Crime Control Law Enforcement Act (VCCLEA), or Prison Litigation Reform Act (PLRA).

The SRA became law on November 1, 1987. The two most significant changes made to sentencing statutes concern good time and parole issues. There are no provisions for parole under the SRA. The only good time available under the SRA is 54 days of Good Conduct Time (GCT) for each year served on the sentence. No GCT is applied to life terms, or to sentences of 1 year or less. Good time is not awarded under the SRA until the end of each year served on the sentence, and may be awarded in part or in whole, contingent upon behavior during the year. Once awarded, GCT earned under the SRA is vested, and may not be forfeited at a later

time.

For inmates convicted under the VCCLEA, for offenses committed from September 13, 1994, through April 25, 1996, the 54 days of GCT earned for each year served on the sentence will not vest if an inmate does not have a high school diploma or a GED, and the inmate is not making satisfactory progress toward earning a GED. Unsatisfactory progress is determined by the institution Education Department.

For inmates sentenced under the PLRA, for offenses committed on or after April 26, 1996, the GCT earned for time spent in service of the sentence does not vest. In addition, if an inmate does not have a high school diploma or a GED, and the inmate is not making satisfactory progress toward earning a GED, only 42 days of GCT will be earned for each year in the service of the sentence. Unsatisfactory progress is determined by the institution Education Department.

The amount of GCT an inmate is eligible to receive is based on the amount of time served on the sentence, not the length of the sentence. This calculation method has been upheld by the U.S. Supreme Court.

## **THE GOOD TIME DISCUSSIONS BELOW DO NOT APPLY TO INMATES SENTENCED UNDER THE NEW SENTENCING GUIDELINES.**

### **Good Time**

Good Time awarded by the BOP under statutes enacted prior to November 1, 1987, has the effect of reducing the stated term of the sentence that is, it advances the date when release will be mandatory if the offender is not paroled at an earlier date. The award of Good Time does not in itself advance the offender's release date. It has that effect only if the offender would not otherwise be paroled before the mandatory date.

### **Statutory Good Time**

Under 18 U.S. Code 4161, an offender sentenced to a definite term of six months, or more is entitled a deduction from his or her term, computed as follows, if the offender has faithfully observed the rules of the institution and has not been disciplined:

Not greater than one year - 5 days for each month of the not less than six months or more than one year sentence.

More than 1 year, less than 3 years - 6 days for each month of the stated sentence.

At least 3 years, less than 5 years - 7 days for each month of the stated sentence.

At least 5 years, less than 10 years - 8 days for each month of the stated sentence.

10 years or more - 10 days for each month of the stated sentence.

At the beginning of a prisoner's sentence, the full amount of statutory good time is credited, subject to forfeiture if the prisoner commits disciplinary infractions.

**The following applies only to inmates sentenced for an offense committed prior to November 1, 1987.**

### **Extra Good Time**

The Bureau of Prisons awards extra good time credit for performing exceptionally meritorious service, performing duties of outstanding importance, or for employment in an Industry or Camp. An inmate may earn only one type of good time award at a time (e.g., an inmate earning industrial, or Camp good time is not eligible for meritorious good time), except that a lump sum award may be given in addition to another extra good time award. Neither the Warden nor the DHO may forfeit or withhold extra good time.

The Warden may disallow or terminate the awarding of any type of Extra Good Time (except for lump sum awards), but only in a non-disciplinary context and only upon recommendation of staff. The DHO may disallow or terminate the awarding of any type of Extra Good Time, (except lump sum awards) as a disciplinary sanction. Once an awarding of meritorious good time has been terminated, the Warden must approve a new staff recommendation in order for the award to recommence. A disallowance means that an inmate does not receive an Extra Good Time award for only one calendar month. A disallowance must be for the entire amount of extra good time for that calendar month. There may be no partial disallowance. A decision to disallow or terminate extra good time may not be suspended pending future consideration. A retroactive award of meritorious good time may not include a month in which Extra Good Time has been disallowed or terminated.

### **Residential Reentry Center Good Time**

Extra good time for an inmate in a Federal or contract Residential Reentry Center is awarded automatically beginning on arrival at that facility and continuing as long as the inmate is confined to the Center, unless the award is disallowed.

### **Camp Good Time**

An inmate assigned to a camp is automatically awarded Extra Good Time, beginning on the date of commitment to the camp, and continuing as long as the inmate is assigned to the camp unless the award is disallowed.

### **Lump Sum Awards**

Any staff member may recommend to the Warden the approval of an inmate for a lump sum award of Extra Good Time. Such recommendations must be for an exceptional act or service that is not a part of a regularly assigned duty. The Warden may make

lump sum awards of Extra Good Time of not more than thirty (30) days. If the recommendation is for more than thirty days, and the Warden agrees, the Warden will refer the recommendation to the Regional Director, who may approve the award.

### **Good Time Procedures**

Extra Good Time is awarded at a rate of three days per month during the first twelve months, and at the rate of five days per month thereafter (i.e., the first twelve months, as stated, means 11 months and 30 days -Day for Day - of earning Extra Good Time before an inmate can start earning five days per month.

### **Parole**

Parole is release from incarceration under conditions established by the U.S. Parole Commission. Parole is not a pardon or an act of clemency. A parolee remains under the supervision of a U.S. Probation Officer until the expiration of his or her full term.

Federal inmates sentenced prior to 1987 are ordinarily permitted an opportunity to appear before the Parole Commission within 120 days of commitment (EXEMPTIONS: inmates sentenced before September 6, 1977, and inmates with a minimum parole eligibility of ten years). Inmates sentenced in the District of Columbia Superior Court who are eligible for parole will normally receive a parole hearing 180 days prior to their parole eligibility date. If the inmate chooses not to appear before the Parole Board for the initial hearing, a waiver must be given to the Case Manager prior to the time of the scheduled parole hearing. This waiver will be made part of the Parole Commission file and the inmate's central file.

All inmates who previously waived a parole hearing are eligible to appear before the Parole Board at any regularly scheduled hearing after they waive. Application for a parole hearing must be made at least 60 days before the first day of the month of the hearings. The Parole Board conducts hearings at most Bureau institutions every two months.

Applications, to the Parole Commission for a hearing, are the responsibility of the inmate, but in certain cases the Unit Team will assist the inmate if necessary. Application forms may be obtained from the Case Manager.

Following the hearing, the inmate will be advised of the tentative decision reached in the case by the hearing examiners. The recommendations of the hearing examiner must be confirmed by the Regional Office of the Parole Board. This confirmation usually takes three to four weeks and is made through the mail on a form called a Notice of Action. Federal inmates may appeal a decision made the Parole Commission by obtaining the appropriate forms from the Case Manager. Inmates with a District of Columbia Superior Court case cannot appeal a decision made by the Parole Commission. If granted a presumptive parole date (a parole date more than six months following the hearing), a parole progress report will be sent to the Parole Board three to six months before the parole date.

Parole may be granted to a detainer or for the purpose of deportation. The inmate should have an approved residence and an approved employer before being released on parole.

### **Residential Reentry Center Placement**

Inmates who are nearing release, and who need assistance in obtaining a job, residence or other community resources, may be referred for placement at a Residential Reentry Center (RRC). The Residential Reentry Management Regional Administrator supervises services provided to offenders housed in contract facilities and participating in specialized programs in the community. The Residential Reentry Manager (RRM) links the BOP with the U.S. Courts, other Federal agencies, State and local governments, and the community. Located strategically throughout the country, the RRM is responsible for developing and maintaining a variety of contract facilities and programs, working under the supervision of the appropriate regional administrator. Community programs have two major emphases: residential community-based programs provided by RRCs and programs that provide intensive nonresidential supervision to offenders in the community.

### **Community-Based Residential Programs**

The community-based residential programs available include both typical RRCs and work release programs provided by local detention facilities. The RRCs provide a suitable residence, structured programs, job placement and counseling while monitoring the offender's activities. They also provide drug testing and counseling, and alcohol monitoring and treatment. While in these programs, employed offenders are required to pay subsistence to help defray the cost of their confinement. The inmate's payment rate during RRC residence is 25 percent of the inmate's gross income.

Most BOP community-based residential programs are proved in RRCs. These facilities contract with the BOP to provide residential correctional programs near the offender's home community. RRCs are used primarily for three types of offenders:

- Those nearing release from a BOP institution, as a transitional service while the offender is finding a job, locating a place to live, and reestablishing family ties.
- Those under community supervision who need guidance and supportive services beyond what can be provided through regular supervision by U.S. Probation.
- Those serving short sentences of imprisonment and terms of community confinement.

Each RRC now provides two components within one facility, a prerelease component and a community corrections component. The

prerelease component assists offenders making the transition from an institutional setting to the community, or as a resource while under supervision. The community corrections component is more restrictive. Except for employment and other required activities, the offenders are required to remain at the RRC, where recreation, visiting, and other activities are provided in-house.

The other option for community-based residential programming is local detention facilities. Some local jails and detention centers are used to confine offenders serving short sentences. Many have work release programs where an offender is employed in the community during the day and returns to the institution at night. These facilities may also be used for offenders sentenced to terms of intermittent confinement such as nights, weekends, or other short intervals. Some of these local facilities have work release programs similar to the community corrections component in a RRC, serving to facilitate the transition from the institution to the community.

### **Release Gratuities**

Release gratuities are monies given to an inmate upon release. Unit Team will make a recommendation to the Case Management Coordinator who will either approve or deny the request based on individual needs. A gratuity will be provided to those who qualify.

### **The Adam Walsh Child Protection and Safety Act**

The Adam Walsh Child Protection and Safety Act (Pub.L. 109-248) was signed into law on July 27, 2006. The legislation organizes sex offenders into 3 tiers, and mandates that Tier 3 offenders update their whereabouts every 3 months. It makes failure to register and update information a felony. It also creates a national sex offender registry and instructs each state and territory to apply identical criteria for posting offender data on the Internet (i.e., offender's name, address, date of birth, place of employment, photograph, etc.).

## **HEALTH SERVICES DEPARTMENT**

The BOP inmate health care delivery system includes local ambulatory clinics as well as major medical centers. Locally, emergency medical care is available 24 hours a day in all BOP facilities. BOP clinical staff typically covers the day and evening shifts, and community emergency personnel meet emergency needs when BOP clinical staff is not on-site.

Health services typically include episodic visits for new or recurring medical or dental symptoms through a sick call system, chronic care management for chronic and infectious diseases through enrollment in chronic care clinics for regular care, routine dental care, medical and dental emergency care for injuries and sudden illness, age-appropriate preventive care to promote optimal health and functional status, restorative care to promote achievable functional status, long-term care and end-of-life care.

SPC Phoenix mission is to provide competent and appropriate medical, dental, and behavioral health care to inmate while protecting society by confining offenders in a humane, secure, and cost-efficient environment.

**Inmates:** You have the right to receive health care while in the custody of the Federal Bureau of Prisons. Please read below, Health Care Rights and Responsibilities.

**Staff:** Health Services staff at FCI Phoenix includes Health Services Administrator; Assistant Health services Administrator, Assistant Administrator, Health Information Technician, Clinical Director, Physician, Chief dentists, Dentist, 2 dental assistants, Hygienist, 4 Advance Practicing Practitioners (APP), 3 Nurses, 3 Emergency Medical Technician/Paramedics, Chief Pharmacists, a Radiological Technician, and Laboratory Phlebotomist. Administrative and support services staff complement the professional healthcare staff.

**Urgent and After-Hours Medical Care:** Urgent and after-hours medical care is available at all times. Contact your unit officer or detail supervisor if you feel you need an emergency care.

You will be triaged or examined by the Clinician. If you are injured while performing your work assignment, no matter how minor it may seem, report the injury to your work supervisor. Your supervisor will refer you to the Health Services Department so your injury can be treated. If you require urgent medical or dental services after hours or on weekends and holidays, you must have the unit officer or your work detail supervisor contact health services or operational Lieutenant. If you have an emergency when there is medical personal 24/7, including weekends and holidays, the unit officer will contact the Duty Clinician to triage you, in which will contact the physician on call or send you to the local hospital in case of urgent medical situation.

### **Sick Call System**

For episodic care, clinical and dental staff will screen the inmate complaint, give a future appointment based on the nature of the health complaint and enter the appointment date on the "callout" sheet. Inmate will report to their assigned work details after making the sick call appointment. If the medical or dental sick call appointment is scheduled for the same day, the inmate will receive a sick call appointment slip and give it to the work detail supervisor who will authorize the inmate to go to the clinic at the appointed time. Inmates who become ill after the regular sick call sign-up period will notify their work supervisor or Unit Officer to call the Health Services Unit to arrange an evaluation. Inmate requesting health services will be charged a co-payment fee unless staff determines they are indigent and not subject to a co-payment fee.

Inmates in detention or segregation who are unable to attend the scheduled sick call sign up event will access sick call by submitting a written request for evaluation or by verbally asking for a sick call appointment when the Health Services clinician makes daily rounds in the secured unit.

Inmates MUST sign up for sick call for medical/dental concerns by filling the Medical sick call and or Dental sick call slip from 6:15 a.m. - 7:00 a.m. The Clinician will triage the form with the inmates, and he/she will follow-up according to the Sick Call Triage Guidelines and to make a determination of when the inmates should be seen. The Clinician will enter timeframe and disposition into BEMR Scheduler and document in the comment section the complaint and/or pertinent information for the request. Then you will be placed on call out.

If an inmate HAS AN EXISTING SICK CALL ACTIVITY for which they have not been seen, they will NOT ENTER a new one. They will UPDATE the existing activity in Scheduler, accordingly, putting the date and the new complaint in the comment box.

### **FCP Health Services Clinic hours are:**

**Health Services operates from 0600-2200 7 days a week to include holidays.  
Sick call hours are Monday-Thursday beginning at 0800hrs along with the AM pill-line.**

**Any emergent/urgent concerns on Friday will be addressed.**

### **Urgent or Needing Personal Triage Care**

The inmates(s) identified as needing urgent medical/dental attention will be seen on the same day.

### **Non-Urgent Triage Cases**

The inmates identified as needing a non-urgent appointment, will be placed in BEMR Scheduler, and will be placed on call outs according to triage guidelines.

### **Inmates Co-pay**

\$2:00 inmates Co-pay will be charged to all Inmates seen for a medical/dental sick call.

### **Over-the-counter medications**

Inmates(s) will be recommended to purchase medication from Over the Counter (OTC) if necessary. Indigent Inmates (s) will be issued OTC according to OTC policy.

### **Dental Services Dental A&O**

You were screened for oral health problems during the intake process. If you are newly committed to the Bureau of Prisons (BOP), you will receive a clinical dental examination by a dentist to establish your oral health status at admission. This is not a full treatment plan examination.

### **Urgent Dental Treatment**

Emergency dental care can be requested on a 24-hour basis. Should the dental officer not be immediately available, inmates will be screened by a Midlevel Provider and treated appropriately as outlined in the P.A. privilege statement.

Inmates with dental emergencies that arise after regular sick call hours will notify their detail supervisor or unit officer. The supervisor for the work detail or a unit officer notifies the clinic about the inmates with a serious dental problem. The dental officer will make an effort to see the patient as soon as possible in a time period not to exceed 3 days. If the problem is urgent, (uncontrolled bleeding), treatment can be rendered immediately. If it is not a serious emergency, then the patient will be instructed to return to Sick Call at sick call times. Sick Call is for the management of urgent dental concerns such as severe pain, abscesses, traumatic injuries, etc. A Dental Sick Call period will be scheduled daily during weekdays to provide care for more urgent needs that may arise.

### **Routine Dental Care**

Permanently designated inmates are eligible to request routine dental care. This care includes non-urgent treatment procedures such as a treatment planning examination, cleanings, fillings, extractions, and, if eligible, dentures. Routine dental treatment is provided in the order of the date your name was added to the Dental Routine Treatment List. Those waiting the longest will be seen first.

- Comprehensive routine dental care may be requested as follows:



- Preferably by electronic cop out or by paper cop out.
- The date of your placement on the Dental Routine Treatment List follows you from one facility to another if you transfer within the BOP. When you are released from BOP custody, your name will be removed from the Dental Routine Treatment List. Should you return to BOP custody, you must re-request routine dental care. You will be added back to the list, based on the date of your new request.

### **Denture and Partial Dentures (Prosthetics)**

Full or partial dentures may be part of your recommended treatment. These may be done after all other dental care has been completed and you show good oral hygiene. Dentures will be approved by the Regional Chief Dentist only if all eligibility criteria have been met.

Dentures will only be authorized for inmates with total sentences greater than 3 years. Dentures will not be initiated if you have fewer than six months remaining in BOP custody at this facility. Patients with 8 or more back teeth which can be used for chewing do not qualify for partial dentures. If dentures are being provided to you, you must stay at your current institution until they are completed/delivered.

### **Failed to Show Appointments**

Inmates may be removed from the dental routine treatment list after two unexcused absences within a 6-month period. Should this occur, you may request routine dental care again and be added back to the bottom of the list.

### **Emergency Medical Treatment**

All emergencies or injuries receive priority for treatment. Appropriate medical care will be provided by institution clinical staff, on-call staff if after hours, or by community emergency medical providers. Clinicians covering evenings, weekends and holidays provide treatment for acute medical problems and directly observed pill lines.

### **Special Housing Designations**

Inmates detained in segregation or special housing for 12 months or less have access to dental triage sick call and urgent care only.

### **Basic Oral Hygiene Brushing**

Toothbrushes are held on the teeth with the bristles pointing toward the gums and rotated in a circular motion brushing only two teeth at a time until all teeth are cleaned. The outside (cheek side), inside (tongue side), and top (chewing side) of the teeth all need to be brushed. Also, brush the top of the tongue as far back as can be tolerated.

### **Interdental aids**

In addition to brushing your teeth as described above, cleaning between your teeth is equally as important. This serves to remove dental plaque between the teeth and prevent cavities on those surfaces that are not cleansed by a toothbrush. Check with the dental or commissary staff to see what inter-dental cleaning aids are available for purchase. The photos illustrate some of the aids that may be available and show how they are to be used.

### **Oral Hygiene Materials**

Toothbrushes (soft) and floss (or substitute), toothpaste, mouth rinse, denture cups (for full or partial dentures) and denture adhesive are available for purchase in the commissary.

If you have full or partial dentures, they need to be removed at night, cleaned (brushed), and stored in a denture cup filled with water. Partial dentures also need to be removed when brushing and flossing your teeth.

### **Medication Administration (Pill Line)**

Controlled medications are administered at regularly scheduled times of the day and evening in a specific location in the Health Services Unit known as the "pill line." Clinical staff delivers controlled medications to inmates in detention or segregation units during established pill line times.

Insulin line

6:00 am to 6:30 am

2:00 pm to 2:30 pm

Pill line and Prescription pick-up

6:30 am to 7:00 am

2:00 pm to 2:30 pm

### **Medication Prescription**

Request for prescriptions refill if you have a refill will be done through Trulincs this request to go directly to the Pharmacist and will

fill within 24-48 hours. Distribution of refill prescriptions will be at the pill line. Any prescription due to a medical appointment (sick call or chronic care) will be filled and dispensed to you on the same day. When requesting a prescription refill, it is mandatory that you turn in the medication refill slip to the pharmacist **five days** in advance before you run out of medication.

### **Physical Examination**

This exam consists of clinically needed laboratory testing, HIV screening, and vision screening exams, a tuberculosis skin test (TST). Diagnostic procedures relating to potential communicable diseases are mandatory for the protection of the patient as well as to determine the need for testing. Extra Screening is offered to female Inmates for Breast cancer by Mammogram and cervical cancer by PAP smears according to clinical practice guidelines and Pregnancy test during intakes.

### **New commitment**

Inmates will be scheduled for complete physical examination during the **first 14** days at this institution, unless a physical examination was done at another BOP institution, and you never left the system.

### **Over age 50**

The Inmates may request, via an Inmates to staff member form to the health services providers a complete physical and laboratory test which consist of (screening for prostate cancer, colon cancer by occult blood test, Thyroid stimulating hormone, complete blood count and electrocardiogram). Extra screening is offered to female Inmates for Breast cancer by Mammogram if over age of 40 and cervical cancer by PAP smears.

### **Under age 50**

Inmates may request, via Trulincs to PHX/InmatetoHealthsvcs or request from inmate to staff member form requesting physical.

### **Immunizations**

Routine immunizations are given according to the Center for Disease Control (CDC) recommendations. Influenza vaccine will be offered annually for all Inmates (priority to chronic care Inmates and over 60). Health records will be reviewed for Tetanus and Pneumovax vaccines if needed. Inmates with certain job assignments or health risks will be offered the Hepatitis B vaccine. Upon request you will be furnished with a copy of your immunization record for your use following release.

### **Accreditation Association for Ambulatory Health Care (AAAHC), INC**

FCI Phoenix is accredited by the Accreditation Association for Ambulatory Health Care (AAAHC). The AAAHC standards deal with organization quality, safety-of-care issues, and the safety of the environment in which care is provided. If a concern regarding such matters cannot be resolved through the established processes, you may send correspondence to the following address:

The Accreditation Association for Ambulatory Health Care  
5250 Old Orchard Road, Suite 200  
Skokie, Illinois 60077  
Telephone: 1-847-853-6060  
Fax: 847-853-9028

### **Concerns/Grievance**

Any healthcare concerns may be addressed with the Health Service Administrator or his/her designee during noon mainline on weekdays. You are encouraged to attempt to resolve your concerns at the lowest level. If further remedy is needed, you may utilize the more formal process of administrative remedies through your unit correctional counselor.

### **Medication Room:**

Medication refills are to be picked when the inmate is placed on call-out at the pill line window, located outside of the Medication Room. It is the responsibility of each inmate to request his refills when they are due. Health Services staff will not make refill requests for inmates, other than those housed in the Special Housing Unit. Requests will be made by accessing your individual TRULINCS account, and selecting the "Prescription Refills" tab. Only items that are due for a refill will appear for you to request, usually 3-5 days before you should run out of medication. If a medication does not show up in the queue to be refilled then either 1) the medication is too soon to refill or 2) no refills remain on the order or it has expired. The label indicates how many refills remain and when the order will expire. If you have a medication that has no refills or it has expired, you must sign up for sick call in order to be seen by a provider, so that they can renew the medication order. When an order is placed by a provider it will be processed by a pharmacist at another BOP facility. After the order has been processed, the medication will be shipped over-night from a central filling pharmacy to FCI Phoenix. Orders are received Monday through Friday. Medications that are not picked up within 7 days will be returned to the filling pharmacy. Because FCI Phoenix is a Central Pharmacy Processing site, there is no pharmacy here; health services staff are unable to supply you with medication should you run out. Thus, each inmate must be diligent in requesting their refills before they run out and in getting to sick call to have orders renewed when necessary.

**Pharmaceutical Medication Counseling Services:**

If you have questions concerning your medications, the Medication Technician is available for counseling services during morning pill lines only, Monday - Friday, excluding federal holidays. Health Services staff conducting evening and weekend pill lines are not pharmacists. It is important, if you have questions, to direct them to the Medication Technician for expert advice on your prescription medications.

**Co-pay System:**

A \$2.00 medical co-payment will be charged to the inmate's commissary account for each visit/examination requested. The co-payment is also charged if an inmate complains to a staff member and the staff member refers the inmate to the clinic for evaluation. You will not be charged a co-payment fee for any of the following visits: health care services based on health care staff referrals, health care staff-approved follow-up treatment for a chronic condition, preventive health care services, emergency services, diagnosis or treatment of chronic infectious diseases, mental health care, or substance abuse treatment. If you are an indigent inmate, you will not be charged a co-pay fee. Your health care provider will determine if the type of appointment scheduled is subject to a co-pay fee. The payment of a co-payment does not guarantee satisfaction with the outcome of the evaluation, nor does it guarantee you will receive a prescription medication.

**HEALTH CARE VISITS WITH NO FEE:**

We will not charge a fee for:

- Health care services based on health care staff referrals
- Preventive health services to include vaccinations
- Diagnosis or treatment of chronic infectious diseases
- Health care staff-approved follow-up visit
- Emergency services
- Mental health care
- Substance abuse treatment

If a health care provider orders or approves any of the following, we will also not charge a fee for:

- Blood pressure monitoring
- Glucose monitoring
- Insulin injections
- Chronic care clinics
- TB testing
- Vaccinations
- Wound care
- Patient education

**Hygiene:**

Infectious diseases, such as colds, flu, and skin infections, are easily spread within a crowded environment. Good hygiene is very important, keep your body, clothes, and areas clean. Wash your hands frequently. Cough into your elbow or upper arm. If you cough or sneeze into your hands, wash your hands. Keep scratches and open areas clean and covered. Dispose of soiled bandages appropriately and wash your hands. Flu vaccinations will be offered each fall.

**Infectious Diseases:**

The Bureau will manage infectious disease in the confined environment of a correctional setting through a comprehensive approach, which includes testing, appropriate treatment, prevention, education, and infection control measures.

Inmates may voluntarily request testing for infectious diseases (Hepatitis B, Hepatitis C, and HIV) and sexually transmitted diseases (syphilis, gonorrhea, chlamydia, herpes, genital warts, etc.). Inmates may request testing via an Inmate Request to Staff Member (BP-S148) form addressed to Health Services. If it is an emergency, inmates are encouraged to present to medical sick call for evaluation.

**Methicillin-Resistant Staphylococcus Aureus (MRSA):**

Staphylococcus aureus, often referred to as "staph," is a commonly occurring bacteria that is carried on the skin and in the nose of healthy persons. Staph aureus may cause minor skin or soft tissue infections such as wound infections, abscesses, pneumonia and sepsis. MRSA are staph bacteria that have become resistant to certain types of antibiotics. Frequent hand-washing with soap and water is probably the most effective way to prevent the spread of MRSA.

**HIV:**

HIV and Hepatitis C testing is ordered on every inmate received at FCI Phoenix. If you do not want testing, report to the laboratory call-out and sign an informed Medical Refusal of Treatment. It is highly recommended testing is completed. This information is to help you understand about the human immunodeficiency virus (HIV), how it's spread, what risks increase the chances of becoming infected and, about the test that determines if you are infected. HIV is found in the blood, semen, vaginal secretions of an infected person. This virus is associated with the development of the disease commonly known as the acquired immunodeficiency syndrome (AIDS), which can weaken the body's ability to fight off infection, resulting in an increased risk of infection that is life threatening. This test determines if you have HIV antibodies in your blood and are infected with HIV. It is not a test for AIDS.

Frequently asked questions are as follows:

- 1) Who will see my test results? The results of your test are confidential and revealed only on a "need to know" basis, such as to your health care provider(s) or the state health department if required by State law. No one else outside of the Bureau of Prisons or

health department can be given your test results unless you authorize a release of information.

2) What are the possible test results? A negative test result means no HIV antibodies are detected in your blood at this time. A positive test result means there is an infection with HIV. It does not mean a person has AIDS. A test can rarely be inconclusive which means it's neither negative nor positive. Your provider will discuss the need for retesting, should this occur.

3) Could the test results be inaccurate? Based on the steps processed by the laboratory to confirm the test, the results are considered more than 99% accurate. It is highly unlikely that the result is inaccurate. Inaccurate HIV antibody results are termed false negative or false positive. A false negative means the test indicates no evidence or infection when the individual is actually infected. A false positive means the test indicates evidence of infection when the individual is actually not infected. This is extremely rare.

4) Why would a false negative occur? A false negative usually occurs because the test may not detect infection that's in the early stage. This happens because the test measures proteins (antibodies) in the blood that develop over weeks to months as the body reacts to infection with the virus. Antibodies may be detected as early as a month after infection with HIV, but can take up to 6 months to be measurable. Therefore, if a person was recently infected, the HIV antibody test may be negative. This is an example of a false negative. If you think you are at risk of being infected or have recently engaged in risky activity and your test result is negative, you should discuss the need for retesting with your medical provider.

5) Why would a false positive occur? A false positive can be associated with past injecting drug use, pregnancy, certain blood abnormalities, other related-viruses, and even contamination of the blood sample. Although this is very rare, a small chance of this occurring still exists. If you are absolutely certain you have none of the risk factors and received positive test results, discuss your concerns with your health care provider.

6) What if my results are positive? If your results are positive, you are infected with HIV. Your doctor will advise you of additional testing and recommended treatment options for HIV infection. Remember, a positive result does not mean you have AIDS and with current treatments, persons with HIV infection are living longer and healthier lives.

7) How long do I have to wait for the test results? The test results are usually available in about two weeks. Check with your provider on the process for obtaining your test results.

8) How can I protect myself from HIV infection? During incarceration abstain from sexual activity with other inmates, do not inject drugs, do not share razors or toothbrushes with other inmates, or get a tattoo, and avoid all other high risk behaviors. If you have a history of using illegal drugs or have a problem with alcohol abuse, seek advice on drug treatment programs available during incarceration and upon release from health care staff, social workers, psychology staff, or drug counselors. Upon release abstain from sexual activity or have sexual intercourse with only one partner and know whether he or she is infected or not. Talk honestly with your sexual partner and if they do not know if they are infected, encourage them to get tested. If you do choose to engage in sexual activity, the best current method of prevention is to use a condom or "rubber" to prevent contact with your partner's body fluids. This is not absolute protection, since condoms can tear. Becoming pregnant or getting a woman pregnant when infected which may pass HIV infection to the unborn child. You should seek further advice and HIV education on more specific methods of preventing infection from your health care provider or from community AIDS prevention organizations upon release.

You should seek further advice and HIV education on more specific methods of preventing infection from your health care provider or from community AIDS prevention organizations upon release. Abstain from injecting drugs, which is strongly associated with many health risks including infection with the hepatitis B virus, hepatitis C virus, and HIV. Many local health departments and community AIDS prevention organizations can refer you to drug treatment programs and other support services in the community. If you do continue to engage in injection drug use, you should use clean needles whenever possible, and never share your needles or other injection drug use equipment with others. You should contact a health care provider knowledgeable in this area to get specific instructions.

### **Tuberculosis Screening:**

All inmates will be assessed by a health care professional for clinical signs and symptoms of active pulmonary tuberculosis during intake screening, (i.e., weight loss, chronic cough, spitting up blood, night sweats). Inmates are advised to report to Health Services should they experience any of these signs and symptoms while at FCI Phoenix. These may indicate active tuberculosis, which is a contagious infection and needs to be identified and treated promptly. Tuberculin skin screening is mandatory for all inmates and is performed at least annually, more often, if clinically indicated. All new arrivals to this institution will receive tuberculin screening within 48 hours if there is no official record of their having been tested within the past year. All inmates will be placed on the call-out when due for their TB testing. The test must be read within 48-72 hours. The only exception to mandatory testing is individuals who have tested positive and have verifiable Bureau of Prisons documentation or documented completion of treatment.

### **Disease Prevention/Immunizations:**

Influenza, Pneumococcal, Tetanus/Diphtheria, and Measles/Mumps/Rubella immunizations will be provided routinely to inmates in accordance with CDC guidelines and guidance from the Federal Bureau of Prisons Medical Director.

### **Sexual Assault:**

*Sexual assault is any form of unwanted sexual advance. If an inmate has been assaulted or feels she will be assaulted, she needs to report his concerns to Correctional, Health and/or Psychology services immediately. Health Services will take appropriate action and have the patient examined by an assault evaluation specialist at no cost to the inmate. Each case will be investigated and all*

### **Programming, Duty and Housing Restrictions:**

Any inmate with an infectious disease will be evaluated for programming, duty and housing. Inmates with infectious diseases that are transmitted through casual contact will be prohibited from work assignments in any area, until fully evaluated and cleared by a health care provider.

Inmates with infectious diseases that are not food borne or transmitted by casual contact; i.e., HBV, HCV, HIV, will not be prohibited from assignment to Food Service based solely upon the diagnosis of the infectious disease. The primary care provider will determine the inmate's suitability for Food Service.

### **Over-The-Counter-Medications:**

Commissary has a wide range of over-the-counter medications. Stock up on items you routinely need. Unless an inmate meets the criteria for indigent status or is being treated for a serious acute or long-term medical problem(s), all OTC medications must be purchased from the Commissary. If an inmate meets the criteria for indigent status (must have less than \$6.00 balance in their account for more than 30 days) a Request for Indigent Inmate OTC Medications form may be provided at the morning pill line Monday through Friday. Once the request form is correctly completed it should be returned to the morning pill line and the inmate will be notified when the items are ready for pick-up. Only 1 request for OTC medications may be made each week, and only 2 items may be requested at a time. Inmates are also limited to 1 of each item every 30 days.

### **Eyeglasses and Contact Lenses:**

Inmates requiring eye care and/or glasses must submit an Inmate Request to Staff form. You will be scheduled for a vision screening, and if a follow-up appointment with the optometrist is required, you will be placed on call-out. Individuals may be referred to the optometrist once a year or more if chronic conditions warrant it. BOP glasses will be furnished as necessary. Glasses may not be purchased at your own expense from outside sources. Contact lenses are only approved if they have been deemed medically necessary by the Optometrist.

### **Medical Records Review or Copies:**

Any inmate wishing to review or have copies made of his medical records should submit an Inmate Request to Staff form to the Medical Records Office. You must specify which documents you wish to receive. Be advised, if the Medical Records copies exceed 240 pages, you will be charged 10 cents per every page over 100 pages. You will be advised of any other action that you must take or the time frame in which you will receive your records.

### **DNA Blood Samples:**

On December 19, 2000, the DNA Analysis Backlog Elimination Act of 2000 (Pub. L. No. 106-546) was enacted. That law required the Bureau of Prisons to obtain a DNA sample from each inmate convicted of a qualifying offense. Program Statement 5311.01, Inmate DNA Sample Collection Procedures, was effective February 1, 2011. Collection of DNA via buccal swab has been incorporated into the collection method. The policy states "...Pursuant to these authorities, the Bureau will collect DNA samples from persons in Bureau custody who are:

- Convicted of any federal offense (felony or misdemeanor);
- Convicted of any Uniform Code of Military Justice (military) offense (felony or misdemeanor);
- Convicted of a qualifying D.C. Code offense (as provided on a list);
- Arrested or facing charges (pretrial inmates); and
- Non-United States persons who are detained under the authority of the United States (including the Bureau) [persons who are not United States citizens and who are not lawfully admitted for permanent residence as defined by 8 C.F.R. § 1.1 (b)]..."

### **Inmate Smoking Cessation Program:**

Smoking Cessation Programs for interested inmates will be offered through the Psychology and Health Services Departments. These programs will educate inmates in the areas of nutrition, exercise, stress management, and NRT (Nicotine Replacement Therapy). Inmates requesting Nicotine Replacement Patches must have an initial medical assessment in order to purchase the patches. Inmates may purchase Nicotine Patches through the institution commissary. The inmates will submit a signed NRT Approval form, to commissary staff, who will purchase two weeks of Nicotine Replacement Therapy at a time (6 or 10 weeks of therapy). The form must be completed by Health Services staff prior to allowing inmates to purchase the patches. The commissary staff will initial inmate purchase and return the form to Health Services when the inmate has made the last authorized purchase. Health Services will ensure the form is filed in the inmate's medical record.

**Inmate Requests to Staff (Cop-Outs):** The following concerns may be addressed by filling out an Inmate Requests to Staff : Administrative concerns, routine dental care, such as cleaning and fillings, eye exams and physical exams may be requested yearly, and medical records requests. Serious/urgent medical issues must be addressed at sick-call.

**Indigence:** An indigent inmate is an inmate who has not had a Trust Fund account balance of \$6.00 for the past 30 days. If you are considered indigent, you will not have the co-pay fee deducted from your Inmate Commissary Account. If you are NOT indigent, but you do not have sufficient funds to make the co-pay fee on the date of the appointment, a debt will be established by TRUFACS, and the amount will be deducted as funds are deposited into your Inmate Commissary Account.

***Inmates with Disabilities and Non-English Speaking Inmates:***

*FCI Phoenix has established procedures to provide disabled inmates equal opportunity to participate in or benefit from all aspects of the program. For inmates who do not speak English or Spanish, interpretation services are available.*

*For inmates who cannot read or have limited reading skills, the information is presented verbally. For hearing impaired inmates, there are written material and if necessary, sign language can be used to convey the information. For visually impaired inmates, the information is presented verbally. For inmates with intellectual and/or psychiatric disabilities, the information is presented with the help of staff from the psychology department if needed.*

**Complaints:** Patients will be encouraged to resolve conflicts by adhering to the following protocol. Via an Inmate Request to Staff Member (cop-out), the patient should request to speak with the clinician who did not provide the type of services desired. Clinicians should take the time necessary to describe to the patient - the assessment appropriate to the chief complaint, the findings obtained from that assessment, and available treatment strategies. Any policies which impact on the care provided or requested will be reviewed with the patient. If the patient is still dissatisfied with the response from the clinician, the patient should be referred to the Health Services Administrator.

If the patient is dissatisfied with the Health Services Administrator's review of care, the patient will be advised of the right to submit an Inmate Administrative Request for Remedy. You may seek review of issues related to health service fees through the Bureau's Administrative Remedy Program (see 28 CFR part 542).

Staff will not take punitive action against an inmate because of the inmate's use of the Administrative Remedy procedure.

Serious consideration should be given to all patient grievances. Legitimate complaints about the treatment received will be reviewed by the Chair and members of the IOP committee for identification of possible opportunities to improve the quality of care.

**FEDERAL BUREAU OF PRISONS HEALTH CARE RIGHTS AND RESPONSIBILITIES - SPC Phoenix**

While in custody of the Federal Bureau of Prisons, you have the right to receive health care in a manner that recognizes your basic human rights, and you also accept the responsibility to respect the basic human rights of your health care providers.

| HEALTH CARE RIGHTS AND RESPONSIBILITIES                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Rights                                                                                                                                                                                                                                                                                                           | Responsibilities                                                                                                                                                                                                                                                                                                                                                 |
| 1. You have the right to health care services, based on the local procedures at your institution. Health services include medical sick call, dental sick call, and all support services. Sick call sign-up at this institution is conducted from 6:30 a.m. to 7:00 a.m. on Monday, Tuesday, Thursday and Friday. | 1. You have the responsibility to comply with the health care policies of your institution. You have the responsibility to follow recommended treatment plans that have been established for you by institution health care staff, to include proper use of medications, proper diet, and following all health-related instructions with which you are provided. |
| 2. You have the right to be offered a Living Will or to provide the Bureau of Prisons with Advance Directives that would provide the Bureau of Prisons with instructions if you are admitted, as an in-patient to a hospital in the local community or the Bureau of Prisons.                                    | 2. You have the responsibility to provide the Bureau of Prisons with accurate information to complete this agreement.                                                                                                                                                                                                                                            |
| 3. You have the right to participate in health promotion and disease prevention programs including education regarding infectious diseases.                                                                                                                                                                      | 3. You have the responsibility to maintain your health and not to endanger yourself or others by participating in activity that could result in the spreading or contracting of an infectious disease.                                                                                                                                                           |
| 4. You have the right to know the name and professional status of your health care providers.                                                                                                                                                                                                                    | 4. You have the responsibility to respect these providers as professionals and follow their instructions to maintain and improve your overall health.                                                                                                                                                                                                            |
| 5. You have the right to be treated with respect, consideration, and dignity.                                                                                                                                                                                                                                    | 5. You have the responsibility to treat staff in the same manner.                                                                                                                                                                                                                                                                                                |



|                                                                                                                                                                                                                        |                                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6. You have the right to be provided with information regarding your diagnosis, treatment, and prognosis.                                                                                                              | 6. You have the responsibility to keep this information confidential.                                                                                                                                           |
| 7. You have the right to be examined in privacy.                                                                                                                                                                       | 7. You have the responsibility to comply with security procedures.                                                                                                                                              |
| 8. You have the right to obtain copies or certain releasable portions of your medical record.                                                                                                                          | 8. You have the responsibility of being familiar with the current policy to obtain these records.                                                                                                               |
| 9. You have the right to address any concern regarding your health care to any member of the institution staff including your physician, the Health Services Administrator, members of your Unit Team, and the Warden. | 9. You have the responsibility to address your concerns in the accepted format, such as the Inmate Request to Staff Member form, open houses or the accepted Inmate Grievance Procedures.                       |
| 10. You have the right to receive prescribed medications and treatments in a timely manner, consistent with the recommendation of the prescribing health care provider.                                                | 10. You have the responsibility to comply with prescribed treatments and follow prescription orders. You also have the responsibility not to provide any other person your medication or other prescribed item. |
| 11. You have the right to be provided healthy and nutritious food. You have the right to be instructed regarding a healthy choice when selecting your food.                                                            | 11. You have the responsibility to eat healthy and not abuse or waste food or drink.                                                                                                                            |
| 12. You have the right to request a periodic health examination, as defined by BOP policy.                                                                                                                             | 12. You have the responsibility to notify medical staff of your wish to have an examination.                                                                                                                    |
| 13. You have the right to dental care as defined in BOP policy to include preventive services, emergency care, and routine care.                                                                                       | 13. You have the responsibility to maintain your oral hygiene and health.                                                                                                                                       |
| 14. You have the right to a safe, clean, and healthy environment, including smoke free living areas.                                                                                                                   | 14. You have the responsibility to maintain the cleanliness and safety in consideration of others. You have the responsibility to follow smoking regulations.                                                   |
| 15. You have the right to refuse medical treatment in accordance with BOP policy. Refusal of certain diagnostic tests for infectious diseases can result in administrative action against you.                         | 15. You have the responsibility to be counseled regarding the possible ill effects that may occur as a result of your refusal. You also accept the responsibility to sign the treatment refusal form.           |
| 16. You have the right to complain of pain, and have your pain assessed by medical staff, and have pain treated accordingly.                                                                                           | 16. You have the responsibility to be truthful and not overstate your complaint of pain and to adhere to the prescribed treatment plan.                                                                         |

### **On-the-job Injuries**

Inmates injured while performing an assigned duty must immediately report this injury to their work supervisor. The work supervisor reports the injury to the institution Safety Manager who completes mandatory occupational injury documentation. Inmate must be evaluated by clinical staff and an injury report completed for inclusion in the inmate's health record under the Occupational Medicine section of BEMR.

Inmates who suffer a work-related injury may be eligible for compensation if the injury prevents the inmate from performing his or her usual work duties. However, the inmate may be disqualified from eligibility for lost-time wages or compensation if he or she fails to report a work injury promptly to the supervisor.

## **SAFETY DEPARTMENT**

Exercising care, cooperation, and common sense in the performance of your work assignment is required. Horseplay on the job will not be tolerated. Performing only that work to which is assigned to you. If injured while performing a work assignment, no matter how minor it may seem, the injury must be reported to a work supervisor. Failure to report a work injury within a maximum of 48 hours may result in the forfeiture of lost time wages and/or inmate accident compensation. If a worker suffers a work injury, which results in some degree of physical impairment, a claim for Inmate Accident Compensation may be filed. To do so, contact the Occupational Safety and Health Department approximately 4-5 days before release. The Occupational Safety and Health Department will assist in completing the claim and will arrange a medical evaluation that must be performed regarding the claimed injury. Contact the Safety department if you have any issues with pests (ants, spiders, etc.) in your cubicle or in your housing unit. The Safety department also issues out cleaning chemicals.

**The Safety department hours are Monday- Friday from 6:00 a.m. to 2:00 a.m. or you can send staff an electronic cop-out.**

**Environmental & Safety Department** - The Safety Program in this institution is designed to ensure a safe and healthful living and working environment for inmates and staff. The Environmental & Safety Compliance Administrator serves as an advisor to the Warden in matters relating to fire prevention and suppression, environmental health and safety, and sanitation.

In this capacity, the Environmental & Safety Compliance Administrator conducts regular and irregular inspections of all areas within the institution to ensure compliance with national laws and Bureau of Prisons policy.

**Fire Prevention and Control** - Fire prevention and safety is everyone's responsibility. Inmates are required to report fires to the nearest staff member so property and lives can be protected. Piles of trash or rags in closed areas, combustible material, items hanging from fixtures or electrical receptacles, or other hazards will not be tolerated. Regular safety and fire inspections will be conducted at SPC Phoenix.

**Sanitation** - Each inmate is expected to maintain his or her area in a clean and orderly manner as well as maintain high levels of sanitation in his or her living area. Personal property is to be kept in the assigned lockers. No items will be allowed on walls, ceilings, or doors. Floors will be cleaned and trash will be disposed of on a daily basis. Cleaning supplies are available from the unit officer upon request. Unit inspections will be conducted by the Environmental & Safety Compliance Administrator on a monthly basis. All property not appropriately stored in a locker is subject to confiscation.

**Fire Prevention** - Fire Prevention and Protection is of paramount importance to the well-being of inmates and staff in this institution. State of the art fire protection systems and life safety call buttons are incorporated into all areas to ensure your safety in case of fire. You are not permitted to tamper with these systems. Inmates who abuse or misuse these systems will be subject to disciplinary action by staff.

**Fire Drills** - You will be required to participate in a fire drill each quarter in both your assigned housing unit and work place. Please take these drills seriously and learn the location of evacuation routes. Evacuation Plans are posted at each exit door. We request your cooperation in reporting any fire to the nearest staff member so lives and property can be protected. Recycling — Federal law mandates that all Federal Agencies implement recycling procedures. SPC Phoenix requires both staff and inmates to recycle whenever possible in order to reduce environmental impact. While incarcerated, you are required to recycle paper products, plastic, aluminum cans. There are recycling containers placed throughout the institution for this program.

**Basic Safety Regulations** - In order to maintain a safe and secure environment, basic safety regulations must be followed. During the admission and orientation presentation, the Environmental & Safety Compliance Administrator will address safety regulations in the institution. Upon assignment to your work detail, you will be given initial job orientation training by your detail supervisor. This training will cover topics such as fire safety, hazardous communication training, personal protective equipment, and others. It is your responsibility to follow all training covered. In addition, each work supervisor will provide safety talks on various issues on a monthly basis. If an injury occurs while you are working, report it to your supervisor immediately. Your supervisor will then contact the Safety Department who will follow all accident procedures.

**Sanitation** - Each inmate is expected to maintain his area in a clean and orderly manner as well as maintain high levels of sanitation in his living area. Personal property is to be kept in the assigned lockers. No items will be allowed on walls, ceilings, or doors. Floors will be cleaned and trash will be disposed of on a daily basis. Cleaning supplies are available from the unit officer upon request. Unit inspections will be conducted by the Environmental & Safety Compliance Administrator on a monthly basis. All property not appropriately stored in a locker is subject to confiscation.

**Hazard Communication**- Commonly referred to as the "Right to Know Law" which simply means that an employee has the right to know the potential hazards of any chemicals in the workplace and the ability to review any Safety Data Sheets in the workplace. The safety data sheets will be readily accessible to staff and inmates when they are in their work areas.

**Inmate Training**- All workers will be provided a safe work area, proper equipment with which to work, and detailed instruction in the safe way to do the work. Each inmate will receive familiarization training during Admission and Orientation concerning safety programs in the institution. Each inmate will sign the form BP-A01 69 regarding the basic safety rules. A copy of the signed form will be placed in their Central File.

**Initial Job Orientation (IJO)**- Upon assignment to a job or detail, each inmate receives initial training by his supervisor concerning safe work practices and hazardous materials. Refresher training is provided annually or whenever there is a work process change. Workers will be trained to recognize the hazards involved in the workplace, to understand personal protective equipment, and to report deficiencies to their supervisors. Training is documented and signed by the inmate.

**Hazard Complaint Log**- The Occupational Safety and Health Department maintains a Hazard Complaint Log. This log documents all inmate complaints regarding inmate safety. The Occupational Safety and Health Department will investigate the complaint.

## FACILITIES DEPARTMENT

The Facilities department is responsible for maintenance, repair, and construction of the physical plant, to include motor vehicles and heavy equipment. Maintenance or repairs to your room or area of concern will be accomplished by notifying the unit officer or appropriate unit staff to have minor work request submitted electronically to the Facilities Department for approval. Do not attempt repairs or adjustments yourself as you are not approved or trained to perform such work. This facility must adhere to energy conservation practices and we need cooperation. Make sure lights and water faucets are turned off when not in use. Facilities will give priority to completing energy related repairs. Inmate housing areas are to be 68 degrees during heating season and 78 degrees during cooling seasons. This is mandated by the Presidential order for all Federal Buildings.

## PROBLEM RESOLUTION

### Inmate Request to Staff Member

An Inmate Request to Staff Member (form BP-S148), commonly called a Cop-Out, is used to make a written request to a staff member. Any type of request can be made with this form. Cop-outs may be obtained in the living units from the Correctional Officer on duty. Staff members will answer the request within a reasonable period of time.

### Administrative Remedy Process

The BOP emphasizes and encourages the resolution of complaints. The first step of the Administrative Remedy process is to attempt an **Informal Resolution**, utilizing the appropriate Informal Resolution form. (See the Administrative Remedy Institution Supplement, Attachment A.) When an informal resolution is not successful, an inmate can access the Administrative Remedy Program. All Administrative Remedy forms may be obtained from your assigned Correctional Counselor or Unit Team member.

If the issue cannot be informally resolved, a formal complaint may be filed with a Request for Administrative Remedy (formerly BP-229), commonly referred to as a BP-9. The inmate may place a single complaint or related issues on the form. If the form contains multiple unrelated issues, the submission will be rejected. The inmate will return the completed BP-9 to the Correctional Counselor, who will deliver it to the Administrative Remedy Coordinator (BP-9 will be rejected unless processed through staff). The BP-9 complaint must be filed within twenty (20) calendar days from the date on which the basis for the incident or complaint occurred, unless it was not feasible to file within that period of time which should be documented in the complaint. Institution staff has twenty (20) calendar days to act on the complaint and to provide a written response to the inmate. This time limit for the response may be extended for an additional twenty (20) calendar days. The inmate will be notified of the extension.

If the inmate is not satisfied with the Warden's response to the BP-9, she may file an appeal to the Regional Director. This appeal must be received in the Regional Office within twenty (20) calendar days from the date of the BP-9 response. The regional appeal is filed on a Regional Administrative Remedy Appeal (form BP-230), commonly referred to as a BP-10, and must include the appropriate number of copies of the BP-9 form, the Warden's response, and any exhibits. The regional appeal must be answered within thirty (30) calendar days, but the time limit may be extended an additional thirty (30) days. The inmate will be notified of the extension.

If the inmate is not satisfied with the Regional Director's response, she may appeal to the General Counsel in the Central Office. The national appeal must be made on the Central Office Administrative Remedy Appeal (form BP-231), commonly referred to as a BP-11, and must have the appropriate number of copies of the BP-9, BP-10, both responses, and any exhibits. The national appeal must be answered within forty (40) calendar days, but the time limit may be extended an additional twenty (20) days. The inmate will be notified of the extension.

When filing a Request for Administrative Remedy or an Appeal (BP-9, BP-10, or BP-11), the form should contain the following information:

- Statement of Facts
- Grounds for Relief
- Relief Requested

### Sensitive Complaints

If an inmate believes a complaint is of a sensitive nature and she would be adversely affected if the complaint became known to the institution, **she may file the complaint directly to the Regional Director**. The inmate must explain, in writing, the reason for not filing the complaint with the institution. If the Regional Director agrees the complaint is sensitive, it shall be accepted and a response to the complaint will be processed. If the Regional Director does not agree the complaint is sensitive, the inmate will be advised in writing of that determination, and the complaint will be returned. The inmate may then pursue the matter by filing a BP-9 at the institution.

### General Information

When a complaint is determined to be an emergency and threatens the inmate's immediate health or welfare, the reply must be made as soon as possible, usually within seventy-two (72) hours from the receipt of the complaint.

For detailed instructions see Program Statement 1330.16, Administrative Remedy Program.

**Rehabilitation Act:** Consistent with Program Statement 5200.06, *Management of AICs With Disabilities*, inmates may use the procedures of the Program Statement Administrative Remedy Program concerning any issues relating to Program Statement 5200.06. After receiving a response to a BP-11, inmate alleging violations of the Rehabilitation Act must also use additional procedures required by the Department of Justice (DOJ) in order to exhaust available administrative remedies on these issues. The DOJ procedures are found at 28 C.F.R. § 39.170. The Bureau Equal Employment Opportunity (EEO) Officer, Central Office, has been designated by DOJ and Bureau as the "Responsible Official" or "Official" as used in these regulations. Inmates should file complaints with the EEO Officer, Central Office. All complaints should be sent to the Bureau's EEO Office and include copies of the administrative remedies and responses received. (i.e., BP-9, BP-10, and BP-11).

For detailed instructions see Program Statement 1330.18, *Administrative Remedy Program*.

## DISCIPLINARY PROCEDURES

Inappropriate sexual behavior towards staff and other inmates will not be tolerated. Inappropriate sexual behavior is defined as verbal or physical conduct perceived as a sexual proposal, act, or threat. Examples of inappropriate inmate sexual behavior include displaying sexually explicit materials; making sexually suggestive jokes, comments, proposals, and gestures; and engaging in stalking, indecent exposure, masturbation, or physical contact. Inmates who engage in this type of behavior will be disciplined and sanctioned accordingly, through the inmate discipline process.

### Discipline

The inmate discipline program helps ensure the safety, security, and orderly operation for all inmates. Violations of BOP rules and regulations are handled by the Unit Discipline Committee (UDC) and, for more serious violations, the Disciplinary Hearing Officer (DHO). Upon arrival at an institution, inmates are advised of the rules and regulations and are provided with copies of the Prohibited Acts and Available Sanctions, as well as local regulations.

### Inmate Discipline Information

When a staff member witnesses or reasonably believes an inmate has committed a prohibited act, a staff member will issue an incident report, a written copy of the charges against an inmate. The incident report will ordinarily be delivered to the inmate within 24 hours of the time staff became aware of the inmate's involvement in the incident. If the incident is referred for prosecution, the incident report is delivered by the end of the next workday after it has been released for administrative processing. An informal resolution of the incident may be attempted at any stage of the discipline process. If an informal resolution is accomplished, the incident report will be removed from the inmate's central file. Informal resolution is encouraged for all violations in the Moderate and Low severity categories. Staff may suspend disciplinary proceedings up to two calendar weeks while informal resolution is undertaken. If an informal resolution is not accomplished, staff will reinstate the discipline process at the stage at which they were suspended. Violations in the Greatest and High severity categories cannot be informally resolved and must be forwarded to the DHO for final disposition.

### Initial Hearing

Inmates will ordinarily be given an initial hearing within five (5) workdays after the incident report is issued, excluding the day it was issued, weekends, and holidays. The Warden must approve, in writing, the any extension over five (5) days. The inmate is entitled to be present at the initial hearing and may make statements and present documentary evidence. The UDC must give its decision in writing to the inmate by the close of the next workday. The UDC may make findings on Moderate and Low severity offenses. The UDC will automatically refer Greatest and High severity offenses to the DHO for final disposition.

### Discipline Hearing Officer (DHO)

The Disciplinary Hearing Officer (DHO) conducts disciplinary hearings on all Greatest and High severity prohibited acts and other violations referred by the UDC at the Moderate and Low severity levels. The DHO may not hear any case not referred by the UDC. An inmate will be provided with advance written notice of the charge(s) not less than 24 hours before the inmate's appearance before the DHO. Inmates may waive this requirement. Inmates may appear before the DHO either in person or electronically (for example, by video or telephone conferencing). The Warden provides a full-time staff member to represent an inmate, if requested. An inmate may make statements and present documentary evidence on his or her behalf. The inmate may request witnesses appear at the DHO hearing to provide statements. The DHO will call witnesses who have information directly relevant to the charge(s) and are reasonably available. The DHO will request a statement from all unavailable witnesses whose testimony is deemed relevant. Inmates may not question a witness at the hearing; however, the staff representative and/or the DHO will question the witness(es). An inmate may submit a list of questions for the witness(es) to the DHO if there is no staff representative. An inmate has the right to be present

throughout the DHO hearing, except during deliberations. The inmate charged may be excluded during appearances of outside witnesses or when institution security may be jeopardized. The DHO may postpone or continue a hearing for good cause or disposition when the case does not warrant DHO involvement or may refer an incident report back for further investigation or review. The DHO will give the inmate a written copy of the decision and disposition, ordinarily within 15 days of the decision.

### **Appeals of Disciplinary Actions**

Appeals of all disciplinary actions may be made through the Administrative Remedy Program. The initial reviewing official for the UDC is the Warden. The decision of the DHO is final and subject to review only by the Regional Director through the Administrative Remedy program. Appeals are made to the Regional Director (BP-230) and the General Counsel (BP-231). On appeal, the reviewing authority (Warden, Regional Director, or General Counsel) considers:

- Whether the UDC or DHO substantially complied with regulations on inmate discipline.
- Whether the UDC or DHO based its decision on facts. If there is conflicting evidence, whether the decision was based on the greater weight of the evidence.
- Whether an appropriate sanction was imposed for the severity level of the prohibited act, and other relevant circumstances.

### **Special Housing Unit Status**

Special Housing Units (SHUs) are housing units in BOP institutions where inmates are securely separated from the general inmate population and may be housed either alone or with other inmates. SHU helps ensure the safety, security, and orderly operation of correctional facilities, and protect the public by providing alternative housing assignments for inmates removed from the general population.

When placed in the SHU, you are either in administrative detention (A/D) status or disciplinary segregation (D/S) status.

Administrative detention (A/D) status: A/D is an administrative status which removes you from the general population when necessary to ensure the safety, security, and orderly operation of correctional facilities, or protect the public. Administrative detention status is non-punitive and can occur for a variety of reasons.

You may be placed in A/D status for the following reasons:

- (a) Pending Classification or Reclassification: You are a new commitment pending classification or under review for Reclassification. This includes newly arrived inmates from the bus, airlift, and U. S. Marshals Service.
- (b) Holdover Status: You are in holdover status during transfer to a designated institution or other destination.
- (c) Removal from general population: Your presence in the general population poses a threat to life, property, self, staff, other inmates, the public, or to the security or orderly running of the institution and:
  - (1) Investigation: You are under investigation or awaiting a hearing for possibly violating a Bureau regulation or criminal law.
  - (2) Transfer: You are pending transfer to another institution.
  - (3) Protection cases: You requested, or staff determined, you require administrative detention status for your own protection; or
  - (4) Post-disciplinary detention: You are ending confinement in disciplinary segregation status, and your return to the general population would threaten the safety, security, and orderly operation of a correctional facility, or public safety.

When placed in A/D status, you will receive a copy of the administrative detention order, ordinarily within 24 hours, detailing the reason(s) for your placement. However, when placed in A/D status pending classification or while in holdover status, you will not receive an administrative detention order.

In A/D status you are ordinarily allowed a reasonable amount of personal property and reasonable access to the commissary.

Disciplinary segregation (D/S) status: D/S is a punitive status imposed only by a Discipline Hearing Officer (DHO) as a sanction for committing a prohibited act(s). When you are placed in D/S status, as a sanction for violating BOP regulations, you will be informed by the DHO at the end of your discipline hearing.

In D/S status, your personal property will be impounded, with the exception of limited reading/writing materials and religious articles. Your commissary privileges may also be limited. In either status, your amount of personal property may be limited for reasons of fire safety or sanitation. The Warden may modify the quantity and type of personal property allowed. Personal property may be limited or withheld for reasons of security, fire safety, or housekeeping. The unauthorized use of any authorized item may result in the restriction of the item. If there are numerous misuses of an authorized item, the Warden may determine that the item will not be issued in the SHU.

Program staff, including unit staff, will arrange to visit inmates in a SHU within a reasonable time after receiving the inmate's request. A Health Services staff member will visit you daily to provide necessary medical care. While in SHU, you may continue taking your prescribed medications. In addition, after every 30 calendar days of continuous placement in either A/D or D/S status, a Mental



Health staff will examine and interview you.

## VISITING SPC

Inmates are encouraged to have visits in order to maintain family and community ties. New inmates are asked to submit a visiting list during the first week of Admission & Orientation (A&O) to their unit Counselor for approval. A Visitor information/Authorization for Release form must be sent to all prospective visitors, including immediate family members. Inmates are responsible for mailing this form to the proposed visitors. Prospective visitors may be approved after a Visitor Information/Authorization for Release form is returned to the Counselor and certain checks are made once it is returned by the proposed visitor. Request for approval of these additional visitors will be made to the Counselor no less than three weeks in advance of the intended visit. **Inmates must have known the proposed visitor(s) prior to incarceration.** Approved visitation lists completed by other institutions (for transferees) will be accepted, provided supporting documentation is available and the visitors are still appropriate upon arrival to this facility. Inmates are responsible for notifying visitors when they have been approved and of the rules and regulations as they pertain to visiting.

**Visiting Regulations:** Visiting hours are from 8:00 a.m. until 3:00 p.m. on Saturdays, Sundays, and federal holidays.

Each inmate is given ten visiting points at the beginning of the month. The total visitors received on Sundays and Saturdays will result in a deduction of two points as long as the inmate has not left the visiting room that day between visits. No points are charged for federal holidays. Points are not carried over from month to month.

Children aged 15 and under need not be on an approved visiting list but must be accompanied by a visitor eighteen **or older**. Visitors aged 16 and 17 are required to be on an approved visiting list, must have a picture ID, and must also be escorted by a visitor 18 or older.

Excessive displays of affection with your visitor will not be permitted. A kiss and embrace are allowed on arrival and departure only. You may hold hands with your visitor during the visit.

Inmates must be properly dressed (entirely in institutional issued clothing and boots) and have their commissary card in order to be admitted into the visiting room. Clothing must be neat and clean. Approved items allowed to be taken into the visiting room include wedding band, approved religious headgear, approved religious medallion, and prescription eyeglasses (no eyeglass case). Vending machines will be patronized by visitors only.

A maximum of 20 visitors will be authorized on an inmate's approved visiting list. A maximum of five visitors may visit the inmate at one time. When conditions exist, such as overcrowding, the number of visitors may further be limited to allow each visitor adequate space and time to conduct their visit.

**Visitor Attire:** Visitors should dress in an appropriate manner. Visitors arriving at the institution dressed in an inappropriate manner shall not be allowed to visit. Types of clothing that considered inappropriate to wear in the Visiting Room include a. Shirtless (all visitors must wear a shirt) b. Sleeveless shirts c. Backless Shirts/Dresses d. Body Suits e. Bare Midriffs f. Halter Tops g. Shorts (Except on children 12 and under) h. Bathing Suits i. Mini-Skirts (all skirts and dresses must be knee length or lower) j. See-Through Clothing (if skin tone can be seen through garment, it is defined as "see through") k. Bare Feet l. Skirts/dresses with slits up the sides or skin-tight clothing m. Sweatpants n. Open toe shoes o. Visitors should avoid clothing styles that are sexually suggestive or could easily be confused with inmate clothing (i.e., khaki color for the FCI and dark green for the SPC). Visitors (including minors) wearing sexually provocative clothing will be prohibited from admission to the institution visiting room. p. This list is not all-inclusive and is subject to staff discretion. The IDO and/or Operations Lieutenant will make the final determination of appropriate dress.

Certain life important medications (i.e., nitroglycerin tablets, asthmatic inhalers, etc.,) are allowed into the institution as long as they can be thoroughly searched. Insulin and syringes are not allowed in.

Visitors with infants are allowed to bring in an appropriate amount of diapers and clear plastic baby bottles (2). Baby food must be store-bought and in its original sealed container (no glass containers of any kind will be allowed).

Visitors are permitted to bring only coins to purchase items from vending machines equivalent to \$25.00. The money is to be in a clear bag, sandwich bag sized. Inmates are not allowed to approach the vending machines.

Inmate will not accept money from visitors. Only food purchased by the visitor, from the vending machines, can be accepted by an inmate. Additionally, visitors are not allowed to give any other items to inmates.

A reasonable amount of infant care items and sanitary napkins may enter as long as they can be thoroughly searched.



No electronic items are allowed to enter the institution.

All visitors are subject to search including the use of a drug detection device. Visitors bringing contraband into the institution will be prosecuted.

**Identification of Visitors:** All inmate visitors 16 years of age and older must display government-issued photo identification before they are allowed access to visit. There is no exception to this rule. They are also required to complete the proper documentation in the presence of the officer before being processed through the metal detection device and randomly subjected to the ION TRACKER. Proper identification must be a US government issued or any US state issued identification (example state driver's license, state ID card, picture high school card, or US passport). If non-US passport, it must be accompanied by a US Visa issued by INS or US Customs. Any form of unofficial photo identification (credit card, store card, school identification, birth certificate, social security card, bank card, etc.) are invalid. If a visitor does not present a current proper form of identification with a photograph, they will not be allowed to visit. (Foreign driver's licenses are valid.)

**Pat Searches of Visitors:** All inmate visitors are subject to random pat search. Visitors are selected based on a random number which is determined before visiting begins. Selection for this search does not imply visitors are suspected of any violation of prohibited or criminal activity. This is a random search, based on a pre-determined order before visiting begins. This search will be conducted by a trained staff member of the same gender as the person being searched. Where possible, it will be conducted out of the view of other visitors and inmates. Visitors have the option of declining a search. Visitors who decline the search, will not be permitted to visit on that date.

**Vehicle Searches of Visitors:** All visitors are subject to random search of vehicles. Searches are selected based on a random number which is determined before visiting begins. Selection for this search does not imply visitors are suspected of any violation of prohibited or criminal activity. This is a random search, based on a pre-determined order before visiting begins. This search will be conducted by a trained staff member of the same gender as the person being searched. Where possible, it will be conducted out of the view of other visitors and inmates. Visitors have the option of declining a search; however, visitors who decline the search will not be permitted to visit.

**Video Visiting:** The option of video visiting is available for the inmate population at the Camp. Two video terminals are available for inmates. Family members who wish to visit via video visiting will have to set up an account and agree to all of the terms of us. Each video visit session lasts 20 minutes. There is no video visiting during inmate work hours.

Video visiting hours will coincide with the computer room hours:

Monday – Friday  
6:00 am to 3:30 pm  
5:00 pm to 8:30 pm

Saturday – Sunday  
6:00 am to 9:30 am  
11:30 am to 3:30 pm  
5:00 pm to 8:30 pm

Inmates must be properly dressed entirely in institutional issued clothing and boots. Visitors on video visits should dress in an appropriate manner and must conduct themselves in the same manner as if visiting in person. Disciplinary action will also be taken against inmates if these rules are not followed.

**Pastoral Visits:** Inmates requesting visits from their home church or spiritual advisor must submit request to the Chaplain at least three weeks in advance. Background investigations and endorsement by their religious community will be required of all visitors. A minister of record may be declared and placed on the inmates' visiting list. Points may not be counted against an inmate's visiting points for Minister of Record.

**Special Housing Unit:** N/A

**Special Visits:** Special visits (including family emergencies) may be authorized for an inmate's family or relative not on the pre-approved visiting list on a one-time-only basis by the Unit Manager or institution Duty Officer. A Special Visit Authorization Form must be completed and distributed prior to any special visit taking place. The coordination of this visit will be conducted by the Unit Team.

***\*VISITING DAYS/HOURS ARE ALWAYS SUBJECT TO CHANGE DUE TO THE NEEDS AND SECURITY OF THE***

**INSTITUTION.** Due to space limitations, the Operations Lieutenant and/or Duty Officer are authorized to terminate visits early to avoid overcrowding.

### **VISITING REGULATIONS/THINGS TO REMEMBER**

- Visiting hours at the SPC, are visiting days are Saturday, Sunday, and federal holidays. Visiting hours are 8:00 a.m. until 3:00 p.m. Visitors will not be allowed entrance after 2:00 p.m.
- No more than five (5) visitors are allowed per visit.
- To alleviate overcrowding in the visiting room, the Operations Lieutenant will ask for volunteers to end their visits early, and to visitors who traveled shorter distances to visit.
- If overcrowding still exists, the respective institution will utilize a "first in", "first out" System. This system would allow the first visitor processed into the visitation earlier in the day, to be the first person to leave.
- Members of the Immediate Family are considered and include mother, father, stepparents, foster parents, brothers and sisters, spouse, and children.
- The staff may limit physical contact to minimize opportunity for the introduction of contraband and to maintain the orderly operation of the visiting area.
- Inmates may not move around in the Visiting Room once seated; and are inmates are subject to special seating assignments at the discretion of the Visiting Room Officer, and Operations Lieutenant.
- Inmates are responsible for the conduct and supervision of their minor visitors and children.
- Inmates will be in the proper uniform, (green shirt at the SPC). Clothing must be neat and clean.
- Items an inmate may take into the Visiting Room are limited to authorized items, such as wedding band, religious headwear, and religious medallion and prescription eyeglasses.
- The inmate may not bring items purchased in the Visiting Room back into the institution.
- Visitors must be properly dressed. Clothing of a suggestive or revealing nature will not be permitted in the Visiting Room. All visitors must wear footwear.
- The following items are NOT allowed: hats, open-toe sandals, shoes, low cut shirts & blouses, halter-tops, transparent or sheer clothing, overalls, sleeveless tops/dresses, shorts, miniskirts, culottes, or spandex. Dresses will not be shorter than the top of the knee.
- Apparel of a suggestive nature, garments which revealed-section, and skirts with slits above the knee will not be allowed. Clothing with derogatory, sexually suggestive, or gang-related logos will not be allowed.
- All visitors will wear under garments. Female visitors are required to wear a bra. Clothing that, at the discretion of the Operations Lieutenant or Institutional Duty Officer, resembles the style or color of inmate clothing (i.e., khakis, grey sweats) will not be allowed into the institution.
- At the discretion of the Operations Lieutenant or Institution Duty Officer, children under the age of twelve may be allowed to wear shorts.
- No bare feet will be permitted (excluding babies).
- If a visitor cannot clear the metal detector, they will not be permitted to enter the institution. The handheld metal detector is only to determine the location of the possible metal, with current/valid medical documentation.
- Randomly selected visitors will also be required to pass the ION drug scanning process prior to entering the institution.
- Visitors are permitted to bring no more than \$25.00 (in coins only) into the Visiting Room to purchase items from the vending machines.
- In addition, two diapers, one baby blanket, two baby food containers, and two clear full baby bottles may be brought into the Visiting Room, in a clear container or case will be required for storage of any articles allowed in the Visiting Room.
- Visitors are not allowed to bring in any items to give to Inmates; however, they are allowed to purchase items from the vending machines. The inmate must consume these items prior to exiting the Visiting Room.
- Children less than 16 years of age must be accompanied by an approved inmate visitor. If the Visiting Room becomes too crowded, visits for persons from the local area will be terminated according to the time of arrival, with the first to arrive being the first terminated.
- Anyone visiting the institution must be on an inmate's approved visiting list or be approved in advance for a special visit.
- For identification purposes, visitors will be required to present picture identification (valid driver's license, passport, etc.).
- Appropriate attire will be worn by visitors. Due to the general and diverse types of visitors, and the fact that the Visiting Room is not a public facility, certain restrictions must be placed on visitors clothing. Please see your Counselor for a copy of the visitor's regulations on this matter.
- Visitors are not allowed to bring food, gifts, games, needlework, pocketbooks, baby strollers, electronic devices, or packages into the visiting room. Any item that cannot be thoroughly searched will not be allowed into the institution. Business transactions and written messages may not be exchanged during a visit. Items purchased in the visiting room vending machines will be consumed inside the visiting room. Baby diapers, food and bottles, etc., will be allowed, but only the amount that will be consumed or used during the visit.
- **A kiss and embrace are permitted at the beginning and at the end of the visiting period.** All contact must be consistent with proper order and good taste. No physical body contact beyond initial and departing embrace will be tolerated and will

result in the immediate termination of the visit. Petting is prohibited. Filing nails, braiding of hair, etc., are not appropriate activities in the Visiting Room.

- Once seated, movement by inmates and their visitors should be limited to that which is necessary. Inmates are not allowed to accompany their visitors to the vending machine area. Inmates will not use the visitors' restrooms. If the need arises, the inmate must contact the visiting room officer for access to an inmate's restroom. Unnecessary lingering, walking the aisles, etc., is not only distracting to other visitors, but prevents proper staff supervision.
- It is the responsibility of the inmate to control the behavior of their young visitors. Children will not be allowed to move up and down the aisles or come and go from the inside area to the outside area. Children should be under the direct supervision of the adult visitor and inmate at all times. Failure to properly supervise children may result in early termination of the visit.
- Security of the Visiting Room: All doors to the inside Visiting Room area are to be locked and controlled by the Visiting Room Officers. This is necessary to account for all movement in and out of the area.
- Authorized visitors will only be allowed to bring in the Visiting Room one small clear clutch purse or clear sandwich bag no more than eight inches or less in height and width, containing authorized items.
- Smoking: Smoking is prohibited.

Statutory Authority: Title 18 USC, Section 1701, 1791, and 3571, provides a penalty of not more than twenty (20) year's imprisonment or a fine of not more than \$250,000.00 for any person who introduces or attempts to introduce into or upon the ground of a Federal Penal Institution, or takes or attempts to take or send there from ANYTHING whatsoever without the knowledge and consent of the Warden. Additionally, pursuant to Title 18 USC, Section 1001, visitors will be required to sign an agreement that false statements are not being given and that they will abide by the visiting guidelines of the institution. All persons entering into a Federal Correctional Institution are subject to search. All articles are likewise, subject to search.

**ANY VIOLATION COULD RESULT IN DISCIPLINARY ACTION AND/OR LOSS OF VISITING PRIVILEGES AND POSSIBLE CRIMINAL PROSECUTION OF THE VISITOR.**

### **Special Visits**

The Unit Team, Captain, and the Warden must approve all special visits at times other than regular visiting hours. Unit staff will be responsible for the supervision of special visits, except for clergy visits. The same procedures for visiting will apply. During times of personal or family emergencies, you will be authorized a visit from the minister of record.

Religious Services staff will supervise clergy visits. Upon conclusion of any special visit, staff will search you in accordance with established procedures. All approved special visitors must complete an Inmate Visitation Form and an NCIC background check must be performed.

### **Reasons a visitor may be rejected (e.g., not placed on the approved visiting list)**

- Inaccurate and/or incomplete information on the application.
- Failure to sign the form authorizing a background check.
- Providing false information.
- Convicted, and/or, incarcerated in the-past five (5) years for a criminal offense.
- Applicant is on probation/parole/supervision has not received approval from supervising officer.
- Has no established relationship with the inmate prior to incarceration.
- Was a previously denied visitor and must re-apply after one (1) year for reconsideration.

### **Reasons a visitor may be turned away at the front lobby (e.g., not admitted to the visiting room)**

- Not being properly dressed.
- Not on the approved visiting list.
- Not being able to clear the metal detector.
- Failing the ION Scanner detection test, (if randomly selected for screening), and not being able accommodate processing procedures, in accordance with the Program Statement 5522.02, Ion Spectrometry Device Program.
- Refusal to submit to a search.
- Failure to provide valid state or federal government Identification.
- Demonstrated inappropriate behavior.
- Failure to follow laws/regulations/rules/guidelines of the federal government and institution.

## **DIRECTIONS, TRANSPORTATION AND LODGING**

This section is designed as a guide to assist those individuals visiting SPC Phoenix. The institution does not endorse or recommend any accommodation listed below as they are given for reference only.

It is the inmate's responsibility to share any of the following information that might be significant to a visitor to the institution and

area.

Transportation: Phoenix has several taxicab companies that service the local area. Discount Cab, Phone: (602) 200-2000 and SuperShuttle Phone: (602) 244-9000.

SPC Phoenix is located approximately 30 miles north of downtown Phoenix on I-17 and at exit 225 (Pioneer Road).

Those individuals traveling east on I-10 (such as from Los Angeles) will need to take I-10 until it intersects with I-17 north.

Those traveling on the I-10 west (such as from Tucson) will take I-10 until it intersects with I-17 north.

Those traveling south on I-17 (such as from Flagstaff) will proceed south to exit 225.

Note: In some areas I-17 is often referred to as Black Canyon Highway

Motel/hotel accommodations closest to FCI Phoenix are:

|                                                                                                         |                                                                                                                                                                 |                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Red Roof Inn<br>I-17 and Bell Road<br>(602) 866-1049<br>Motel 6<br>1-17 and Bell Road<br>(602) 993-2353 | Premier Inns at Metro Center<br>10402 N. Black Canyon Highway<br>(602) 943-2371<br><br>Extended Stay America<br>11211 N. Black Canyon Highway<br>(602) 870-2999 | La Quinta Inn<br>1-17 and Greenway Road<br>(602) 993-0800<br><br>Travelodge Metro Center<br>8617 N. Black Canyon Highway<br>(602)995-9500 |
| Hampton Inn<br>I-17 and Anthem Way<br>(877) 214-4288                                                    | Ramada Plaza Metro Center<br>I-17 and Cactus Road<br>(602) 866-7000                                                                                             |                                                                                                                                           |

There is no public bus service to SPC Phoenix.

**ADDRESSES**

Mailing address:

**INMATE NAME & REGISTER NUMBER**  
FCI Phoenix  
FEDERAL CORRECTIONAL INSTITUTION  
SATELLITE CAMP  
37930 N. 45TH AVE.  
PHOENIX, AZ 85086

|                                                                                                  |                                                                                                                            |                                                                                          |
|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| Federal Bureau of Prisons<br>Western Regional Office<br>7338 Shoreline Dr.<br>Stockton, CA 95219 | Federal Bureau of Prisons<br>Central Office<br>320 First St. NW<br>Washington DC 20530                                     | Board of Immigration Appeals<br>5107 Leesburg Pike, Suite 2000<br>Falls Church, VA 22041 |
| U.S. Parole Commission<br>90 K Street, NE, Third Floor<br>Washington DC 20530                    | U.S. Department of Justice<br>Office of the Inspector General<br>950 Pennsylvania Avenue, Ste. 4322<br>Washington DC 20530 |                                                                                          |

Foreign Consulate Embassy

If you need assistance in contacting your consulate or embassy, please contact your Unit Team for further information or assistance.

BOP Public Website: [www.bop.gov](http://www.bop.gov)

## CONCLUSION

Hopefully this information will assist inmates during their incarceration and help clarify any concerns they may encounter. New commitments should feel free to ask any staff member for assistance, particularly unit staff. For individuals who are not yet in custody, and who have been given this publication to prepare for commitment, the BOP's RRM or the staff at the institution to which they have been designated can help clarify any other concerns.

## INMATE RIGHTS AND RESPONSIBILITIES

SEE CHART ON NEXT PAGE

| <b>INMATE RIGHTS AND RESPONSIBILITIES</b>                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>RIGHTS</b>                                                                                                                                                                                                                                                                                                          | <b>RESPONSIBILITIES</b>                                                                                                                                                                                                                                                                                                                            |
| 1. You have the right to expect that you will be treated in a respectful, impartial, and fair manner by all staff.                                                                                                                                                                                                     | 1. You are responsible for treating inmates and staff in the same manner.                                                                                                                                                                                                                                                                          |
| 2. You have the right to be informed of the rules, procedures, and schedules concerning the operation of the institution.                                                                                                                                                                                              | 2. You have the responsibility to know and abide by them.                                                                                                                                                                                                                                                                                          |
| 3. You have the right to freedom of religious affiliation and voluntary worship.                                                                                                                                                                                                                                       | 3. You have the responsibility to recognize and respect the rights of others in this regard.                                                                                                                                                                                                                                                       |
| 4. You have the right to health care, which includes nutritious meals, proper bedding and clothing, and a laundry schedule for cleanliness of the same, an opportunity to shower regularly, proper ventilation for warmth and fresh air, a regular exercise period, toilet articles, and medical and dental treatment. | 4. It is your responsibility not to waste food, to follow the laundry and shower schedule, maintain neat and clean living quarters, to keep your area free of contraband, and to seek medical and dental care as you may need it.                                                                                                                  |
| 5. You have the opportunity to visit and correspond with family members and friends, and correspond with members of the news media, in accordance with Bureau rules and institution guidelines.                                                                                                                        | 5. It is your responsibility to conduct yourself properly during visits. You will not engage in inappropriate conduct during visits to include sexual acts and introduction of contraband, and not to violate the law or Bureau guidelines through your correspondence.                                                                            |
| 6. You have the right to unrestricted and confidential access to the courts by correspondence (on matters such as the legality of your conviction, civil matters, pending criminal case, and conditions of your imprisonment)                                                                                          | 6. You have the responsibility to present honestly and fairly your petitions, questions, and problems to the court.                                                                                                                                                                                                                                |
| 7. You have the right to legal counsel from an attorney of your choice by interviews and correspondence.                                                                                                                                                                                                               | 7. It is your responsibility to use the services of an attorney honestly and fairly.                                                                                                                                                                                                                                                               |
| 8. You have the right to participate in the use of law library reference materials to assist you in resolving legal problems. You also have the right to receive help when it is available through a legal assistance program.                                                                                         | 8. It is your responsibility to use these resources in keeping with the procedures and schedule prescribed and to respect the rights of other inmates to the use of the materials and assistance.                                                                                                                                                  |
| 9. You have the right to a wide range of reading materials for educational purposes and for your own enjoyment. These materials may include magazines and newspapers sent from the community, with certain restrictions.                                                                                               | 9. It is your responsibility to seek and use such materials for your personal benefit, without depriving others of their equal rights of the use of this material.                                                                                                                                                                                 |
| 10. You have the right to participate in educational, vocational training, counseling, and employment programs as resources permit, and in keeping with your interests, needs, and abilities.                                                                                                                          | 10. You have the responsibility to take advantage of activities which will aid you to live a successful and law-abiding life within the institution and in the community. You will be expected to abide by the regulations governing the participation in such activities.                                                                         |
| 11. You have the right to use your funds for commissary and other purchases, consistent with institution security and good order, for opening bank and/or savings accounts, and for assisting your family, in accordance with Bureau rules.                                                                            | 11. You have the responsibility to meet your financial and legal obligations, including, but not limited to DHO and court- imposed assessments, fines, and restitution. You also have the responsibility to make use of your funds in a manner consistent with your release plans, your family needs, and for other obligations that you may have. |



## PROHIBITED ACTS AND AVAILABLE SANCTIONS

### GREATEST SEVERITY LEVEL PROHIBITED ACTS

- 100 Killing.
- 101 Assaulting any person, or an armed assault on the institution's secure perimeter (a charge for assaulting any person at this level is to be used only when serious physical injury has been attempted or accomplished).
- 102 Escape from escort; escape from any secure or non-secure institution, including community confinement; escape from unescorted community program or activity; escape from outside a secure institution.
- 103 Setting a fire (charged with this act in this category only when found to pose a threat to life or a threat of serious bodily harm or in furtherance of a prohibited act of Greatest Severity, *e.g.*, in furtherance of a riot or escape; otherwise the charge is properly classified Code 218, or 329).
- 104 Possession, manufacture, or introduction of a gun, firearm, weapon, sharpened instrument, knife, dangerous chemical, explosive, ammunition, or any instrument used as a weapon.
- 105 Rioting.
- 106 Encouraging others to riot.
- 107 Taking hostage(s).
- 108 Possession, manufacture, introduction, or loss of a hazardous tool (tools most likely to be used in an escape or escape attempt or to serve as weapons capable of doing serious bodily harm to others; or those hazardous to institutional security or personal safety; *e.g.*, hacksaw blade, body armor, maps, handmade rope, or other escape paraphernalia, portable telephone, pager, or other electronic device).
- 109 (Not to be used).
- 110 Refusing to provide a urine sample; refusing to breathe into a Breathalyzer; refusing to take part in other drug-abuse testing.
- 111 Introduction or making of any narcotics, marijuana, drugs, alcohol, intoxicants, or related paraphernalia, not prescribed for the individual by the medical staff.
- 112 Use of any narcotics, marijuana, drugs, alcohol, intoxicants, or related paraphernalia, not prescribed for the individual by the medical staff.
- 113 Possession of any narcotics, marijuana, drugs, alcohol, intoxicants, or related paraphernalia, not prescribed for the individual by the medical staff.
- 114 Sexual assault of any person, involving non-consensual touching by force or threat of force.
- 115 Destroying and/or disposing of any item during a search or attempt to search.
- 196 Use of the mail for an illegal purpose or to commit or further a Greatest category prohibited act.
- 197 Use of the telephone for an illegal purpose or to commit or further a Greatest category prohibited act.
- 198 Interfering with a staff member in the performance of duties most like another Greatest severity prohibited act. This charge is to be used only when another charge of Greatest severity is not accurate. The offending conduct must be charged as "most like" one of the listed Greatest severity prohibited acts.
- 199 Conduct which disrupts or interferes with the security or orderly running of the institution or the Bureau of Prisons most like another Greatest severity prohibited act. This charge is to be used only when another charge of Greatest severity is not accurate. The offending conduct must be charged as "most like" one of the listed Greatest severity prohibited acts.

### AVAILABLE SANCTIONS FOR GREATEST SEVERITY LEVEL PROHIBITED ACTS

- A. Recommend parole date rescission or retardation.
- B. Forfeit and/or withhold earned statutory good time or non-vested good conduct time (up to 100%) and/or terminate or disallow extra good time (an extra good time or good conduct time sanction may not be suspended).
- B.1. Disallow ordinarily between 50% and 75% (27-41 days) of good conduct time credit available for year (a good conduct time sanction may not be suspended).
- C. Disciplinary segregation (up to 12 months).
- D. Make monetary restitution.
- E. Monetary fine.

- F. Loss of privileges (e.g., visiting, telephone, commissary, movies, recreation).
- G. Change housing (quarters).
- H. Remove from program and/or group activity.
- I. Loss of job.
- J. Impound inmate's personal property.
- K. Confiscate contraband.
- L. Restrict to quarters.
- M. Extra duty.

#### HIGH SEVERITY LEVEL PROHIBITED ACTS

- 200 Escape from a work detail, non-secure institution, or other non-secure confinement, including community confinement, with subsequent voluntary return to Bureau of Prisons custody within four hours.
- 201 Fighting with another person.
- 202 (Not to be used).
- 203 Threatening another with bodily harm or any other offense.
- 204 Extortion; blackmail; protection; demanding or receiving money or anything of value in return for protection against others, to avoid bodily harm, or under threat of informing.
- 205 Engaging in sexual acts.
- 206 Making sexual proposals or threats to another.
- 207 Wearing a disguise or a mask.
- 208 Possession of any unauthorized locking device, or lock pick, or tampering with or blocking any lock device (includes keys), or destroying, altering, interfering with, improperly using, or damaging any security device, mechanism, or procedure.
- 209 Adulteration of any food or drink.
- 210 (Not to be used).
- 211 Possessing any officer's or staff clothing.
- 212 Engaging in or encouraging a group demonstration.
- 213 Encouraging others to refuse to work, or to participate in a work stoppage.
- 214 (Not to be used).
- 215 (Not to be used).
- 216 Giving or offering an official or staff member a bribe, or anything of value.
- 217 Giving money to, or receiving money from, any person for the purpose of introducing contraband or any other illegal or prohibited purpose.
- 218 Destroying, altering, or damaging government property, or the property of another person, having a value in excess of \$100.00, or destroying, altering, damaging life-safety devices (e.g., fire alarm) regardless of financial value.
- 219 Stealing; theft (including data obtained through the unauthorized use of a communications device, or through unauthorized access to disks, tapes, or computer printouts or other automated equipment on which data is stored).
- 220 Demonstrating, practicing, or using martial arts, boxing (except for use of a punching bag), wrestling, or other forms of physical encounter, or military exercises or drill (except for drill authorized by staff).
- 221 Being in an unauthorized area with a person of the opposite sex without staff permission.
- 222 (Not to be used).
- 223 (Not to be used).
- 224 Assaulting any person (a charge at this level is used when less serious physical injury or contact has been attempted or accomplished by an inmate).
- 225 Stalking another person through repeated behavior which harasses, alarms, or annoys the person, after having been previously warned to stop such conduct.
- 226 Possession of stolen property.
- 227 Refusing to participate in a required physical test or examination unrelated to testing for drug abuse (e.g., DNA, HIV, tuberculosis).
- 228 Tattooing or self-mutilation.
- 229 Sexual assault of any person, involving non-consensual touching without force or threat of force.

**231 *Pressuring inmate for legal documents.***

- 296 Use of the mail for abuses other than criminal activity which circumvent mail monitoring procedures (e.g., use of the mail to commit or further a High category prohibited act, special mail abuse; writing letters in code; directing others to send, sending, or receiving a letter or mail through unauthorized means; sending mail for other inmates without authorization; sending correspondence to a specific address with directions or intent to have the correspondence sent to an unauthorized person; and using a fictitious return address in an attempt to send or receive unauthorized correspondence).
- 297 Use of the telephone for abuses other than illegal activity which circumvent the ability of staff to monitor frequency of telephone use, content of the call, or the number called; or to commit or further a High category prohibited act.
- 298 Interfering with a staff member in the performance of duties most like another High severity prohibited act. This charge is to be used only when another charge of High severity is not accurate. The offending conduct must be charged as “most like” one of the listed High severity prohibited acts.
- 299 Conduct which disrupts or interferes with the security or orderly running of the institution or the Bureau of Prisons most like another High severity prohibited act. This charge is to be used only when another charge of High severity is not accurate. The offending conduct must be charged as “most like” one of the listed High severity prohibited acts.

#### AVAILABLE SANCTIONS FOR HIGH SEVERITY LEVEL PROHIBITED ACTS

- A. Recommend parole date rescission or retardation.
- B. Forfeit and/or withhold earned statutory good time or non-vested good conduct time up to 50% or up to 60 days, whichever is less, and/or terminate or disallow extra good time (an extra good time or good conduct time sanction may not be suspended).
- B.1 Disallow ordinarily between 25% and 50% (14-27 days) of good conduct time credit available for year (a good conduct time sanction may not be suspended).
- C. Disciplinary segregation (up to 6 months).
- D. Make monetary restitution.
- E. Monetary fine.
- F. Loss of privileges (e.g., visiting, telephone, commissary, movies, recreation).
- G. Change housing (quarters).
- H. Remove from program and/or group activity.
- I. Loss of job.
- J. Impound inmate’s personal property.
- K. Confiscate contraband.
- L. Restrict to quarters.
- M. Extra duty.

#### MODERATE SEVERITY LEVEL PROHIBITED ACTS

- 300 Indecent Exposure.
- 301 (Not to be used).
- 302 Misuse of authorized medication.
- 303 Possession of money or currency, unless specifically authorized, or in excess of the amount authorized.
- 304 Loaning of property or anything of value for profit or increased return.
- 305 Possession of anything not authorized for retention or receipt by the inmate, and not issued to him through regular channels.
- 306 Refusing to work or to accept a program assignment.
- 307 Refusing to obey an order of any staff member (may be categorized and charged in terms of greater severity, according to the nature of the order being disobeyed, e.g. failure to obey an order which furthers a riot would be charged as 105, Rioting; refusing to obey an order which furthers a fight would be charged as 201, Fighting; refusing to provide a urine sample when ordered as part of a drug-abuse test would be charged as 110).
- 308 Violating a condition of a furlough.
- 309 Violating a condition of a community program.
- 310 Unexcused absence from work or any program assignment.

- 311 Failing to perform work as instructed by the supervisor.
- 312 Insolence towards a staff member.
- 313 Lying or providing a false statement to a staff member.
- 314 Counterfeiting, forging, or unauthorized reproduction of any document, article of identification, money, security, or official paper (may be categorized in terms of greater severity according to the nature of the item being reproduced, *e.g.*, counterfeiting release papers to effect escape, Code 102).
- 315 Participating in an unauthorized meeting or gathering.
- 316 Being in an unauthorized area without staff authorization.
- 317 Failure to follow safety or sanitation regulations (including safety regulations, chemical instructions, tools, MSDS sheets, OSHA standards).
- 318 Using any equipment or machinery without staff authorization.
- 319 Using any equipment or machinery contrary to instructions or posted safety standards.
- 320 Failing to stand count.
- 321 Interfering with the taking of count.
- 322 (Not to be used).
- 323 (Not to be used).
- 324 Gambling.
- 325 Preparing or conducting a gambling pool.
- 326 Possession of gambling paraphernalia.
- 327 Unauthorized contacts with the public.
- 328 Giving money or anything of value to, or accepting money or anything of value from, another inmate or any other person without staff authorization.
- 329 Destroying, altering, or damaging government property, or the property of another person, having a value of \$100.00 or less.
- 330 Being unsanitary or untidy; failing to keep one's person or quarters in accordance with posted standards.
- 331 Possession, manufacture, introduction, or loss of a non-hazardous tool, equipment, supplies, or other non-hazardous contraband (tools not likely to be used in an escape or escape attempt, or to serve as a weapon capable of doing serious bodily harm to others, or not hazardous to institutional security or personal safety) (other non-hazardous contraband includes such items as food, cosmetics, cleaning supplies, smoking apparatus and tobacco in any form where prohibited, and unauthorized nutritional/dietary supplements).
- 332 Smoking where prohibited.
- 333 Fraudulent or deceptive completion of a skills test (*e.g.*, cheating on a GED, or other educational or vocational skills test).
- 334 Conducting a business; conducting or directing an investment transaction without staff authorization.
- 335 Communicating gang affiliation; participating in gang related activities; possession of paraphernalia indicating gang affiliation.
- 336 Circulating a petition.
- 396 Use of the mail for abuses other than criminal activity which do not circumvent mail monitoring; or use of the mail to commit or further a Moderate category prohibited act.
- 397 Use of the telephone for abuses other than illegal activity which do not circumvent the ability of staff to monitor frequency of telephone use, content of the call, or the number called; or to commit or further a Moderate category prohibited act.
- 398 Interfering with a staff member in the performance of duties most like another Moderate severity prohibited act. This charge is to be used only when another charge of Moderate severity is not accurate. The offending conduct must be charged as "most like" one of the listed Moderate severity prohibited acts.
- 399 Conduct which disrupts or interferes with the security or orderly running of the institution or the Bureau of Prisons most like another Moderate severity prohibited act. This charge is to be used only when another charge of Moderate severity is not accurate. The offending conduct must be charged as "most like" one of the listed Moderate severity prohibited acts.

#### AVAILABLE SANCTIONS FOR MODERATE SEVERITY LEVEL PROHIBITED ACTS

- A. Recommend parole date rescission or retardation.

- B. Forfeit and/or withhold earned statutory good time or non-vested good conduct time up to 25% or up to 30 days, whichever is less, and/or terminate or disallow extra good time (an extra good time or good conduct time sanction may not be suspended).
- B.1 Disallow ordinarily up to 25% (1-14 days) of good conduct time credit available for year (a good conduct time sanction may not be suspended).
- C. Disciplinary segregation (up to 3 months).
- D. Make monetary restitution.
- E. Monetary fine.
- F. Loss of privileges (e.g., visiting, telephone, commissary, movies, recreation).
- G. Change housing (quarters).
- H. Remove from program and/or group activity.
- I. Loss of job.
- J. Impound inmate's personal property.
- K. Confiscate contraband.
- L. Restrict to quarters.
- M. Extra duty.

#### LOW SEVERITY LEVEL PROHIBITED ACTS

- 400 (Not to be used).
- 401 (Not to be used).
- 402 Malingering, feigning illness.
- 403 (Not to be used).
- 404 Using abusive or obscene language.
- 405 (Not to be used).
- 406 (Not to be used).
- 407 Conduct with a visitor in violation of Bureau regulations.
- 408 (Not to be used).
- 409 Unauthorized physical contact (e.g., kissing, embracing).
- 498 Interfering with a staff member in the performance of duties most like another Low severity prohibited act. This charge is to be used only when another charge of Low severity is not accurate. The offending conduct must be charged as "most like" one of the listed Low severity prohibited acts.
- 499 Conduct which disrupts or interferes with the security or orderly running of the institution or the Bureau of Prisons most like another Low severity prohibited act. This charge is to be used only when another charge of Low severity is not accurate. The offending conduct must be charged as "most like" one of the listed Low severity prohibited acts.

#### AVAILABLE SANCTIONS FOR LOW SEVERITY LEVEL PROHIBITED ACTS

- B.1 Disallow ordinarily up to 12.5% (1-7 days) of good conduct time credit available for year (to be used only where inmate found to have committed a second violation of the same prohibited act within 6 months); Disallow ordinarily up to 25% (1-14 days) of good conduct time credit available for year (to be used only where inmate found to have committed a third violation of the same prohibited act within 6 months) (a good conduct time sanction may not be suspended).
- C. Make monetary restitution.
- D. Monetary fine.
- E. Loss of privileges (e.g., visiting, telephone, commissary, movies, recreation).
- F. Change housing (quarters).
- G. Remove from program and/or group activity.
- H. Loss of job.
- I. Impound inmate's personal property.
- J. Confiscate contraband
- K. Restrict to quarters.
- L. Extra duty.

**Table 2. ADDITIONAL AVAILABLE SANCTIONS FOR REPEATED PROHIBITED ACTS WITHIN THE SAME SEVERITY LEVEL**

| Prohibited Act Severity Level | Time Period for Prior Offense (same code) | Frequency of Repeated Offense   | Additional Available Sanctions                                                                                                                                                                                                    |
|-------------------------------|-------------------------------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Low Severity (400 level)      | 6 months                                  | 2 <sup>nd</sup> offense         | 1. Disciplinary segregation (up to 1 month).<br>2. Forfeit earned SGT or non-vested GCT up to 10% or up to 15 days, whichever is less, and/or terminate or disallow extra good time (EGT) (an EGT sanction may not be suspended). |
|                               |                                           | 3 <sup>rd</sup> or more offense | Any available Moderate severity level sanction (300 series).                                                                                                                                                                      |
| Moderate Severity (300 level) | 12 months                                 | 2 <sup>nd</sup> offense         | 1. Disciplinary segregation (up to 6 months).<br>2. Forfeit earned SGT or non-vested GCT up to 37 1/2% or up to 45 days, whichever is less, and/or terminate or disallow EGT (an EGT sanction may not be suspended).              |
|                               |                                           | 3 <sup>rd</sup> or more offense | Any available High severity level sanction (200 series).                                                                                                                                                                          |
| High Severity (200 level)     | 18 months                                 | 2 <sup>nd</sup> offense         | 1. Disciplinary segregation (up to 12 months).<br>2. Forfeit earned SGT or non-vested GCT up to 75% or up to 90 days, whichever is less, and/or terminate or disallow EGT (an EGT sanction may not be suspended).                 |
|                               |                                           | 3 <sup>rd</sup> or more offense | Any available Greatest severity level sanction (100 series).                                                                                                                                                                      |
| Greatest Severity (100 level) | 24 months                                 | 2 <sup>nd</sup> or more offense | Disciplinary Segregation (up to 18 months).                                                                                                                                                                                       |

**ATTACHMENTS AT THE END OF HANDBOOK:**

**VOTING RIGHTS**

**ATTACHMENT C PREA-SABPIP: INFORMATION AND HOW TO REPORT**

**FIRST STEP ACT (FSA) ADMISSION AND ORIENTATION (A&O)**