



Statewide Orientation Handbook

Notice

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

Each incarcerated individual will sign DOC 21-992 Prison Orientation Checklist to acknowledge receipt of orientation and the Statewide Orientation Handbook or facility specific handbook. Staff will log/scan the orientation into the electronic file.

Reentry Begins at Reception

The Washington State Department of Corrections looks forward to working with you. Although this is a challenging time in your life, take this time to self-reflect and begin planning for your future. There will be opportunity throughout your incarceration for self-betterment and to maximize your chances of successful reentry.

The Department of Corrections (DOC) is committed to providing targeted opportunities and pathways supporting successful integration into our communities. Specifically, programs that will assist you upon your release to the community. Successful reentry also helps break the cycle of criminal behavior that often continues from one generation to the next.

The process will begin upon your admittance to the Washington Corrections Center (WCC) or the Washington Corrections Center for Women (WCCW). Your continuous case plan will identify the appropriate programs you will need to complete during your incarceration and/or while on community supervision. Your individual reentry plan is a living document you will work on throughout your time with DOC. It is up to you to drive your individual reentry plan, build, and maintain your individual reentry portfolio (IRP) throughout the 3 phases of reentry (facility, transition, community). Your portfolio includes education achievements, certifications, employment, work experience, skills, and any training received prior to and during incarceration. This IRP is your voice for those items you feel you need to successfully reenter your community.

Your individual reentry plan includes education, employment, substance abuse treatment, mental health treatment, family reunification, and other areas which are needed to facilitate a successful reintegration into the community.

By participating in needed education, job training, substance use disorder treatment, correctional industries, vocational education, sex offender treatment, mental health treatment, life skills, and other services, it will better prepare you to return safely to the community.

To be successful, you need to be actively involved in your individual reentry plan and take advantage of the opportunities and activities offered by the facility. You must communicate your goals and objectives for positive changes and involve your family, other support, and community. To be successful, reentry requires all of us to work towards a common goal, which is to better prepare you for your eventual release.

Your involvement, dedication, and on-going desire to better prepare yourself for your reentry is a commendable goal and DOC is committed to assisting you in working towards this goal. Please consider taking advantage of the resources and programs that are associated with reentry.

Individual Reentry Plan (IRP)

The individual reentry plan as defined in RCW 72.09.270 may be one document or may be a series of individual plans that identify the needs of the individual through reentry into the

community that addresses the needs of the individual including education, employment, substance abuse treatment, mental health treatment, family reunification, and other areas which are needed to facilitate a successful reintegration into the community. A plan to maintain contact with the incarcerated individuals' children and family, if appropriate. The plan should determine whether parenting classes, or other services, are appropriate to facilitate successful reunification with the incarcerated individual's children and family. The Individual Reentry Plan was developed to assess the individual needs during the 3-reentry phase (Institution, Transition and Community).

Department Audits and Inspections

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

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

The Benefits of Audits and Inspections

Audits confirm that facilities comply with established laws, policies, and standards.

This audit process helps to bring uniform operations throughout the state.

Audits offer facility managers an ongoing method to consistently review and improve operations.

Audits are a training tool designed to give participating staff a review of policies and procedures.

What Audits Mean for Incarcerated Individuals

Individuals will live in a safe, secure facility.

Facility operations will be consistent throughout DOC.

Safety, health, living, and other standards in each facility will be based on state/national standards.

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Section 1 – Admission to Prison

DOC 100.500 Offender Non-Discrimination; DOC 310.000 Orientation; DOC 450.500 Language Services for Limited English Proficient (LEP) Individuals; DOC 490.800 Prison Rape Elimination Act (PREA) Prevention and Reporting; DOC 600 SERIES; DOC 850.030 Employee Relationships/ Contacts with Individuals; DOC 850.625 Sexual Harassment; DOC 890.070 Chemical Control and HAZCOM; DOC 890.380 Fire Prevention Plan

Incarcerated Individual Rights, Responsibilities, and Privileges

Rights

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

Responsibilities

- You have the responsibility to treat staff and other individuals respectfully, impartially, and fairly. Personal relationships with staff are not allowed.
- You have the responsibility to know and follow all rules of the facility.
- You are responsible to do your own time and not worry about other individuals' time.
- You have the responsibility to recognize and respect the rights of others.
- You have the responsibility to maintain neat and clean-living quarters.
- You are responsible for your success in prison and the community.
- You have the responsibility to attend and participate in all programs that are assigned by staff.
- You have the responsibility to report staff misconduct and incarcerated individual sexual assault.
- It is your responsibility to maintain clean hygiene under DOC Policy 440.080.

Privileges

A privilege is a special benefit granted to individuals based on their status and/or compliance with rules, regulations, and directions. There is no right to the continuation of any privilege.

Examples of privileges include, but are not limited to:

- Recreation activities such as weightlifting
- Jobs within the institution

- Jobs in Correctional Industries
- Family-friendly programs
- Extended Family Visits
- Community work crews
- Visits with family members and friends
- Personal Property

Limited English Proficiency (LEP)

Orientation

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

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

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

Language Services

You have the right to effective communication and every reasonable effort will be made to provide you with effective interpretation service for:

- Disciplinary hearings
- Classification
- Assessment interviews, and any interviews in which the crime of conviction might be discussed
- Resolution Program
- Polygraph tests
- Access to medical, dental, and mental health services
- Prison Rape Elimination Act
- Administrative Segregation
- Correspondence to or from employees/contract staff
- Unit Rules, searches, other formal meetings or hearings
- Fire evacuation procedures

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

Interpretation Services (deaf/hard of hearing)

Deaf and hard of hearing individuals are eligible for an American Sign Language (ASL) interpreter and for disciplinary hearings; medical, dental, and mental health appointments; classification; resolutions; education; and other mandatory programming. Interpreting services will be available for non-mandatory programming as resources allow. Let staff know you would like an interpreter when you are enrolled in a program or sign-up to be seen in health services.

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

Americans with Disabilities Act (ADA)

The Right to Reasonable Accommodations

Individuals with a disability have the right to receive reasonable accommodations to access programs, services, and activities. DOC will:

- Make reasonable accommodations in policies, practices, and procedures
- Remove barriers to access
- Provide support aids and services

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

Equal Opportunity Rights

Non-discrimination

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

If you feel you have been discriminated against by Department staff because of your race, religion, national origin, gender, sexual orientation, disability, or political views, please work with staff to resolve your concerns. If for some reason you can't resolve your concerns, you have the right to file a resolution.

Communicating with Staff

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

KIOSK/Kites

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

etc. To receive timely and appropriate service, clearly state your need or question. Do not write in the area designated for the response. Incomplete kites will be returned to you unanswered. Any kites submitted with profanity or threatening statements (unless they are a direct quote) may result in an infraction for a 506 violation.

Relationships with Staff and/or Other Incarcerated Individuals

It is everyone's responsibility to treat each other with dignity and respect. You are expected to conduct yourself in a manner consistent with state law and Department policies.

Inappropriate Relations

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

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

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

Preventing Inappropriate Relationships

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

- Do your own time. Get involved in programs and structured activities offered at this facility. The more you are involved in bettering yourself, the less likely you will be involved with idleness and other problems.
- Think about whom you associate with and how you carry yourself. Pay attention to your surroundings and the behavior of others.

Sexual Harassment

Sexual harassment is defined as, “ (1) Repeated and unwelcome sexual advances, requests for sexual favors, verbal comments, gestures, or actions of a derogatory or offensive sexual nature by one individual directed toward another; or (2) deliberate and repeated comments or gestures of a sexual nature to an individual by staff, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures to include (a) Comments made by staff about an individual’s body intended to abuse, humiliate, degrade, or arouse any person; (b) Demeaning or sexually-orientated statements/ gestures made by staff in the presence of an individual.”

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

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

Prison Rape Elimination Act (PREA)

The Prison Rape Elimination Act is a federal law against sexual assault, abuse, and harassment inside correctional systems. This law covers all individuals in prisons and work releases. State law and agency policy also addresses all individuals on community supervision.

The Department addresses PREA in the following policies:

- DOC 490.800 Prison Rape Elimination Act (PREA) Prevention and Reporting
- DOC 490.820 Prison Rape Elimination Act (PREA) Risk Assessment and Assignments
- DOC 490.850 Prison Rape Elimination Act (PREA) Response
- DOC 490.860 Prison Rape Elimination Act (PREA) Investigation

These policies talk about sexual misconduct within DOC and include:

- Incarcerated individual-on-incarcerated individual sexual assault, abuse, and harassment.

- Staff sexual misconduct and staff sexual harassment to include acts by employees, contractors, and/or volunteers against incarcerated individuals.

DOC is committed to keeping all individuals safe. Sexual misconduct threatens everyone's safety. You have the right to serve your sentence with dignity and free from sexual misconduct as well as retaliation for reporting misconduct. The Department has a zero tolerance toward sexual misconduct of any form, which means:

- All allegations of sexual misconduct WILL be taken seriously and investigated.
- Allegations of sexual misconduct WILL be referred to local law enforcement when appropriate.
- The Department WILL impose disciplinary sanctions for sexual misconduct.
- The Department PROHIBITS retaliation against any person for reporting or participating in the investigation of a complaint.

NOTE: Consensual, non-coerced sexual activity between incarcerated individuals is prohibited by Department rules and policies and may result in an infraction, but it is not defined as a violation of PREA policies or law.

While you are incarcerated you will be assigned to various housing units and will interact with various staff, custody, and non-custody. Staff members who do not identify with the facility's gender designation are required to announce themselves whenever entering your unit. This announcement is generally made using the doorbell system in each prison facility. Doorbells are set to a standardized tone and light, so they are the same in all facilities. For this reason, you should conduct yourself accordingly and remain clothed even while you are in your cell/living area.

Sexual Misconduct

You should review the definitions in policy DOC 490.800 for complete information about what acts are addressed in each category. This is a summary of those acts:

- **Aggravated Sexual Assault:** This includes sexual acts by either another incarcerated individual or by a staff member that occurred within the previous 120 hours and involves penetration or exchange of body fluids.
- **Incarcerated individual-on-incarcerated individual Sexual Assault:** An incident in which sexual activity occurs between 2 or more incarcerated individuals without consent or when an individual is unable to consent. It includes vaginal, anal, and oral sex. It also includes threats to sexually assault another individual as well as sexual acts that occur because of threat, coercion, or force. Coerced sexual activity is usually in response to pressuring, payment for protection or payment of debt.
- **Incarcerated individual-on-incarcerated individual Sexual Abuse:** This includes unwanted intentional touching, either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh, or buttocks of another individual. This does not include kicking, grabbing, or punching genitals when the intent is to harm or debilitate rather than to sexually exploit.

- **Staff Sexual Misconduct:** These are sexual acts performed by staff toward an individual who is incarcerated or on community supervision and include sexual intercourse, intentional sexual touching, compelling an individual to engage in sex with or sexually touch staff, kissing, exposing sexual body parts, helping another person to engage in sexual misconduct, or discouraging or preventing someone from making good faith reports of sexual misconduct.
- **Sexual Harassment:** As defined above.

Reporting Allegations

Incarcerated individuals, individuals on community supervision, visitors, family members and friends, and other community members can report any allegations of sexual misconduct, retaliation for reporting sexual misconduct, and staff actions or neglect that may have contributed to an incident of sexual misconduct. All reporters may remain anonymous.

Options for reports are:

- Report verbally to any staff member, including contractors and volunteers.
- Send a kite or a written note or statement to any staff person.
- Send a KIOSK message.
- Call the PREA hotline at 0-800-586-9431 in prisons or 1-800-586-9431 in work releases or in the community. All calls to the line are free and do not require your IPIN. Calls are recorded at headquarters and are not monitored or recorded at the facility. Headquarters staff will check messages each regular workday. If you are deaf/ hard of hearing and use the Video Relay Service or the TTY, you may still call the PREA hotline to report an allegation without the call being monitored.
- Write a letter to the Department PREA Coordinator, the State Attorney General, or the Office of the Governor. You can use legal mail to send these letters.
- Submit a resolution request. PREA allegations are not subject to informal resolution process requirements and there is no time limitation for reporting a PREA incident through the resolution process. Resolution requests alleging sexual misconduct will be forwarded immediately to the Shift Commander and then reviewed by the PREA Coordinator/designee. PREA allegations will be investigated under PREA procedures rather than the resolution program. If the information provided does not include allegations that fall within the definitions of prohibited behavior per the PREA policy, you will be notified and can then submit a new resolution request outlining your concern. You will be notified of the outcome of the review of any resolution request submitted.
- Send a Report of Prison Rape Elimination Act (PREA) Allegation form (DOC 21-379). The forms are available in the living units and library with available pre-addressed envelopes and can be dropped in the resolution box for mailing. You can remain anonymous by not identifying yourself on the form.
- If you are blind/ low vision and unable to write or, you are unable to write due to illiteracy, please contact your facility PREA Coordinator who can provide access to a tape recorder.

Visitors, incarcerated individual family members/associates and other community members can also call the hotline, write a letter to the PREA Coordinator, or send an email to DOCPREA@doc.wa.gov.

All PREA allegations are investigated, no matter how the information is received (verbally or in writing) or who reports the information (the alleged victim, a witness or some other third party). You don't have to leave your name as information that is received anonymously is also investigated.

Any information about a PREA allegation that staff receives is forwarded confidentially, immediately, and directly to the Shift Commander in a prison and to the Reentry Center Administrator in work/ training releases. Staff are required to report any behavior that may indicate some form of sexual misconduct. When an individual discloses information about or displays signs of sexual misconduct to a medical or mental health provider, the provider is also required to report the information. A release of information is only required when the individual discloses sexual abuse or assault that didn't happen while incarcerated or under supervision. Staff is required to maintain confidentiality and follow the directions of the Shift Commander or Reentry Center Administrator regarding questioning individuals, identifying witnesses, or securing statements.

The Department will respond to allegations of sexual misconduct in a manner to support and provide assistance to the alleged victim, to safeguard the security of all individuals, and to maximize the ability to obtain evidence to use in investigations and criminal prosecutions where applicable.

Individuals with disabilities or who are limited English proficient will be provided with services to ensure they can effectively report information and participate in investigations using accommodations and interpreters.

After an Allegation has been made

After an allegation is made, DOC will work with you to keep you safe. Staff will ensure that the alleged victim, accused, and possible witnesses are separated. Any possible crime scene will be secured, and evidence will be collected.

- First responders will request that the alleged victim not destroy physical evidence on their body. This means that even though you may want to, don't use the bathroom, brush your teeth, shower, or change your clothes unless directed by medical and custody staff. Save your sheets and any clothing that were involved in the incident.
- A medical exam will be offered. This may include a forensic medical examination if the allegation was aggravated sexual assault.
- A mental health referral will be made to ensure the alleged victim has access to support services.
- Victims will receive immediate emergency and ongoing medical, mental health and support services as needed.

- DOC investigators are prohibited from the use of polygraphs in PREA investigations.

What Should you do?

If you've been the victim of sexual misconduct, you should:

- Get to a safe place.
- Don't use the bathroom, brush your teeth, shower, change your clothes or eat.
- Report to a staff person you trust. You don't have to have evidence to report sexual misconduct. You can report right after it happens or many weeks after.
- Work with mental health staff and the victim advocate for support.

People specially trained in investigations of sexual assault, abuse, and harassment investigate every PREA allegation. All perpetrators will be held accountable and referred to outside law enforcement for prosecution if applicable. Victims will be notified of the results of the investigation. You will also be notified if the perpetrator is indicted for or convicted of acts related to sexual misconduct.

Once an investigation is started, anyone who reported an allegation of abuse, sexual assault, or staff sexual misconduct and those who are named as victims in one of these allegations will be monitored for any signs of retaliation. This includes checking in with you at least every 30 days for a minimum of 90 days to identify any issues about retaliation. You can also report retaliation issues to the Superintendent or Reentry Center Administrator who will address these issues.

Providing false or misleading information during any stage of a PREA investigation may result in disciplinary action being taken against the individual.

Medical and Mental Health Care

Incarcerated Individuals will not be charged for any immediate or ongoing medical and mental health care related to a PREA allegation. Medical care will address any injuries that happened as the result of abuse or assault and may also include emergency contraception and tests for and/or treatment of sexually transmitted infections. Mental health providers will help you address trauma, stress, and other issues you may experience as a result of sexual misconduct.

Support Services and Information Line

Incarcerated Individuals can receive support services from mental health staff by submitting a health services kite.

You can also contact an outside victim advocacy service. The Office of Crime Victim Advocacy (OCVA) provides a toll-free telephone line for you to access if you, or someone you know, has been the victim of sexual assault or abuse at any time in your life. This line provides access to confidential support services and is not a reporting line. Calls are free, are not recorded or monitored, and do not require an IPIN.

A victim advocate is available Monday through Friday from 8:00 a.m. to 5:00 p.m. by calling 1-855-210-2087.

An advocate's role is to listen to your story and provide support. They will keep your information confidential unless the information is likely to result in a clear risk of serious physical injury or death to you or another person [RCW 5.60.060(7)(b)].

An advocate can provide over-the-phone crisis intervention, talk to you about safety, explain PREA reporting options, discuss law enforcement reporting options, teach you coping skills, explain the investigation process, and support you during interviews related to the investigation. An advocate will also provide support to a victim during a forensic examination at a community hospital. An advocate will NOT provide legal advice, make decisions for you, tell you whether or not to report, conduct an investigation, be your friend or provide therapy.

Please use this line for issues related to sexual assault and/or sexual abuse. Anyone who repeatedly misuses the line or threatens or harasses the Support Specialist or an advocate may be disciplined.

Housing and Job Assignments

All individuals will receive an assessment within three (3) days of arrival at WCC or WCCW and a reassessment within approximately 30 days of admission. These assessments will also occur whenever you are transferred to a new facility. You will be asked a series of questions intended to assess the risk for victimization and for victimizing others. This will also include information about your own perceptions of risk. This information will be used to decide who you should be housed with and how you are assigned to jobs and other programs. Individuals identified as being at risk will also work with their assigned counselor to develop monitoring plans and issues. You may also be offered a meeting with mental health staff as a result of the information in your assessment.

Within 24 hours of your arrival to a new facility and at every classification meeting resulting in a Custody Facility Plan, you will be asked if you know any individuals currently incarcerated with the department who would be a safety/security risk to yourself or others; or if you committed a crime against them or their family/friends/significant other. This is also a good time to discuss any separations in your Judgment and Sentencing document (J&S) or any separations you had during previous incarcerations. These questions are designed to determine the safest living situation possible for you and others.

The programming and housing assignments for all transgender, intersex and gender non-conforming individuals will be reviewed when you identify your status to staff. This is done by a multidisciplinary team who reviews things like adjustment, medical care, prior victimization, and your perception of safety as part of this process. This review is also conducted approximately every six months while you are incarcerated. You will be provided the opportunity to express your preferences regarding pronoun use and who conducts searches and will be allowed to receive certain clothing items that have been approved for issue. Policy

490.700, Transgender, Intersex, and/or Gender Non-Conforming Housing and Supervision outlines these processes.

Safety and Emergency Information

Safety Rules

Staff and incarcerated individuals are expected to keep their areas clean, orderly, and safe. You are responsible for knowing and following general DOC safety rules, policies, and procedures.

Examples include:

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

Note: For pregnant individuals, be aware when lifting or moving items that could have awkward positioning. Also be vigilant for slip or trip hazards.

Blood-borne Pathogens

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

Hazardous Materials Communications (HAZCOM)

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

Industrial Safety

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

Fire Prevention

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

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

Fire Alarm, Drill, and Evacuation Procedures

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

In Case of an Earthquake

If an earthquake occurs stay calm, Drop-Cover-Hold, and follow staff directives.

Aircraft

Individuals are expected to stay away from an aircraft landing at facilities whether inside or outside the facility. Immediately move away from the area and follow the directions of staff.

Section II – Prison Operations

DOC 320.200 Administrative Segregation; DOC 400.025 Identification Cards; DOC 420.310 Searches of Offenders; DOC 420.320 Searches of Facilities; DOC 420.380 Drug/Alcohol Testing; DOC 420.155 Offender Movement; DOC 460.000 Disciplinary Process for Prisons; DOC 460.050 Disciplinary Sanctions.

Security

Identification Requirements (ID)

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

- You are required to wear your Department ID card, so it is visible at all times anytime you are outside of your assigned cell/bunk.
- Do not alter, place stickers, pins, or other objects on your ID card.
- If your appearance changes significantly, you will be required to obtain a new ID card.
- At no time is it permissible for you to be in possession of any ID card other than your own.
- If your ID card is lost, damaged, or destroyed due to your negligence, a new one will be issued, and your account will be charged \$3.00.
- If an individual voluntarily changes their diet preference, s/he will be required to pay \$3.00 to update their ID Card.
- Failure to comply with ID card requirements will result in an infraction.

You may request any of the following notices to be printed on your ID card:

- Deaf or hard of hearing
- Sight impaired
- Limited English

Counts

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

- Formal - in place count, announced count, and standing count
- Informal - unscheduled counts, and
- Picture - formal count physically matching ID to incarcerated individual.

The physical presence of incarcerated individuals will be observed by the staff conducting the formal or informal count. Your skin must be seen, and staff must be able to determine that you are alive and well. If a picture count is required, you will be required to present your ID to the staff conducting count and state your name and DOC number. Standing count is required daily. Individuals will physically present themselves to staff and will not be lying on the bunk unless a

medical condition prevents you to stand in your cell, walk or sit upright. If you interfere with count, you may be subject to disciplinary action.

Boundaries

Be mindful of “out of bounds” signs near any perimeter fence and/or other area as marked.

Emergencies

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

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

Escapes

Escapes and attempted escapes are prohibited. If you do escape, Department staff will actively pursue you until you are recaptured. Escapes and attempted escapes will be addressed through disciplinary action and will be referred to local prosecutors office for filing of a new felony.

Use of Force

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

If you fail to follow directives or staff during any of these scenarios, force may be used to gain your compliance.

Movement

All institutions utilize a controlled movement system. An individual must be on the callout to move from one point to another in the facility. The callout and movement schedule are posted in living units to identify periods of time that you are authorized to move from one location to another. Individuals moving during non-movement periods without proper authorization will be considered out-of-bounds.

Searches of Incarcerated Individuals

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

If an individual identifies as transgender, intersex, and/or gender non-conforming, DOC 02-420 Preferences Request will be completed by the case manager. This form will be utilized to record the incarcerated individual's preference of staff gender conducting these duties. Searches will be conducted in accordance with the stated preference unless circumstances do not allow for the preference to be implemented during a pat or strip search.

Strip searches will be conducted by employees, in a private area. Strip searches will be completed with one employee observing the other employee as the searching employee conducts the search process. After assignment and delivery to a permanent housing placement, strip searches of incarcerated transgender individuals will ordinarily be conducted by male staff in facilities that are generally designated to house males, and by female staff in facilities that are generally designated to house females. An incarcerated individual may request approval via the Multi-Disciplinary Team (MDT) via the housing protocol, DOC 02-420 Preferences Request to have strip searches conducted by custody staff/staff of the other gender.

Urinalysis Testing will occur primarily by means of the oral fluid test. If more extensive testing is required, employees will conduct a urine test and the incarcerated individual will be permitted to sit during the collection process.

Cell searches and area searches

The cell search is an intensive search of your assigned living areas. Cells/rooms will be routinely searched. Cell/room searches are conducted to minimize the introduction or flow of contraband into the facility. All searches will be conducted professionally and thoroughly.

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

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

Contraband

Property not required for evidence but declared contraband and removed during a search, will be discarded. You will receive a property disposition form which provides you the choice to send it out to a friend/family member, dispose of the item(s) or donate the item to charity. If you receive medical durable equipment from Health Services based on a Health Status Report (HSR) you are responsible to maintain and present the HSR to ensure staff are aware of items authorized by Health Services to be retained in your cell. When assigned to a new cell, inspect for any contraband, and report any discrepancies to unit staff. It is your responsibility to report immediately, or you may be infraacted. Contraband seized within a facility or brought into the facility will be referred to Law Enforcement for additional charges.

Drug and Alcohol Testing

You are required to submit to drug and alcohol testing when directed. If you refuse or fail to comply with testing, you will be infraacted.

DNA Sample Collection

You are required to submit to collection of DNA when directed. If you refuse or fail to comply with sample collection, you will be infraacted.

Disciplinary System and Procedures

Washington Administrative Codes (WAC 137-28, Prisons – Discipline and WAC 137-25 Serious Violations).

The disciplinary process within WA DOC is Administrative and incarcerated individuals are accorded limited due process rights. It is important that you become familiar with the WAC rules as they provide a system to identify misconduct and, so that you can remain infraction free. Guilty findings as a result of infractions may impact your classification and housing placement. You will be provided a copy of the WAC violations at the Reception Diagnostic Center. The WACs are also available for reading in the Law Library at major facilities; for camps/minimum security facilities, contact your unit staff or Tier representative for assistance.

General (minor) Infractions

General infractions are issued for a breach of rules that, in most cases, do not present a threat to security, safety or facility operations. These are issued in written format and four (4) generals within a specific time frame will generate a serious infraction which can impact your classification custody points and housing placement.

Serious (major) Infractions

Serious infractions are major rule violations that represent a threat to security, safety, and the orderly operations of the facility. These are issued in written format and can have immediate impact on your classification custody and housing placement.

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

Hearings

When you receive an infraction, you will be afforded a hearing.

You will be served a Notice of Hearing/Appearance Waiver advising you of your rights at least 24 hours in advance of the scheduled hearing. You will also receive a copy of the infraction, including a description of the incident and the alleged rule violations, with (non-confidential) supporting documents. This is the time to request witness statements. If you fail to appear for your hearing, the hearing will be held without you.

Evidence

The standard of evidence for a guilty finding is "Some Evidence", and you will be provided a summary of evidence. Evidence is held until the hearing and appeal process have been completed. Disposal will occur per Policy, Operational Memorandums, and applicable WACs and RCWs.

Sanctions

Upon a guilty finding, sanctions may be imposed to include loss of privileges and loss of earned time/good conduct time.

Administrative Segregation

You may be voluntarily or involuntarily placed in Segregation if you are:

- Determined to be a threat to yourself or to others.
- Determined to be a threat to the safety, security or to the orderly operation of the facility.
- In danger from other incarcerated individuals; and/or pending investigation.
- Voluntary placement in segregation (secured housing) requires you to provide a written request for protective custody which explains why you feel threatened. If you are involuntarily placed in segregation, you will be informed in writing of the reason for placement.

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

Disciplinary Appeal Process

If you disagree with the hearing decision or sanction(s), you have the right to an appeal. You must file your own appeal in writing, clearly stating what and why you are appealing, as well as your desired relief.

Behavior Observations

Behavior Observation Entries, or BOE's, are an important tool in your electronic file for staff and volunteers to document and share observed positive, negative, and neutral behaviors. BOE's are intended to inform your case manager about the behavior so that they can discuss the specific behavior with you.

A BOE may be entered to acknowledge and recognize positive, pro-social behavior you have exhibited. In other cases, a negative BOE may be entered following an Onsite Adjustment. Onsite Adjustments are informal, low-level responses to correct minor rule violations that are not a threat to security, safety, or facility operations. A neutral BOE may be entered for behavior that is neither positive or negative, but is off baseline, or unusual, and considered worth following up on in the event you require further support (i.e., medical, mental health, chaplain). You will be notified of the behavior being documented prior to any BOE being entered and will receive a written copy of the BOE within 48 hours of notification if incarcerated, or at the next planned contact if you are supervised in the community. For further information, including challenging the content of a BOE, see policy DOC 300.010 Behavior Observations.

Section III – Prison Life

DOC 200.000 Trust Accounts for Incarcerated Individuals; DOC 200.210 Prison Commissary; DOC 240.100 Food Services Program; DOC 440.000 Personal Property for Inmates; DOC 440.080 Hygiene and Grooming for Inmates; DOC 450.100 Mail for Individuals in Prison; DOC 450.120 Packages for Inmate; DOC 450.200 Telephone Use by Incarcerated Individuals; DOC 450.300 Visits for Incarcerated Individuals; DOC 500 SERIES; DOC 700.100 Class III Work Programs; DOC 710.400 Correctional Industries Class II Work Programs.

Meals and Dining

The menus served are based on Guidelines for Mainline Meals (DOC 240.100) and align with Executive Order 13-06 and the Dietary Guidelines for Americans established by the United States Department of Agriculture (USDA) and Department of Health and Human Services.

Dining rooms throughout the department employ the use of the Mainline Barcode Scanning System (MBSS) in Offender Management Network Information (OMNI), which scans your ID and automatically notates your diet type. This system ensures delivery of the proper meal you are to receive. When receiving meals, you are required to present your ID card to employees for scanning to ensure you receive the appropriate meal according to religious preference, special diets etc.

If you perceive an error with your diet type, you must contact either the Religious Coordinator (religious diets) or your Health Care Provider (medical diets).

Medical Diets

Medical diet orders are entered into the Offender Management Network Information (OMNI) computer system. When the medical diet order is entered into OMNI, the diet automatically populates the Diet List Report that Food Services utilizes daily to prepare the meals.

Religious Diets

Individuals will have the opportunity to select an initial religious diet during orientation which will be entered upon receipt. Religious diets are also entered into OMNI. Subsequent religious diet change requests may be submitted at any time; however, changes only occur twice per year on May 1st and November 1st. Requests must be submitted no later than 15 days prior to effective date (15th of April and October). The recognized religious diets include Religious Mainline Alternative, Kosher, Halal, and Milk Mainline Alternative.

Visiting

General Guidelines

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

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

You are not permitted to receive items from visitors other than food items provided in the facility vending machines. Items other than food will be considered contraband and you will be subject to the disciplinary hearings process for exchange of unauthorized items for failing to comply.

Note: Visitation may be impacted during emergency situations and could be subject to temporary closure.

Personal Visits

All visitors must be approved before they are permitted to visit. If you are transferred between facilities, visitors do not need to submit a new visit application, their status as a visitor remains in place unless they are terminated from visit privileges, or you release to community or escape.

The prospective visitor must submit a Visitor's Application through the electronic visit application form at www.doc.wa.gov (<http://doc.wa.gov/docs/visitor-application>).

Any restrictions stated in your Judgment and Sentence, such as a no contact orders, apply to your visits. 450.300 Visits for Incarcerated Individuals outlines details and additional requirements.

Each facility has designated visit schedules which are based on rotation of living units. Visit schedules are posted on the unit bulletin boards. If the visit schedule is not posted, speak with your unit staff for more information. Visitors may also view www.doc.wa.gov for information on facility visit schedules.

Visiting information, including visit rules and regulations, and facility specific visiting schedules can be obtained from your unit and visit room staff. This information is also available in the legal library.

All visitors must submit their applications electronically through doc.wa.gov. Visitors must accept terms of agreement when they submit their visit applications. They should be reminded to thoroughly review policy, guidelines, expectations, and other rules.

You may also direct your visitors to visit the DOC website at www.doc.wa.gov or call the main phone number to your current facility for more information related to visiting, including directions to your current facility. Visitors may email dochqvisitunit@doc1.wa.gov for visit related inquiries.

All visitors over the age of 18 must present official legal photo identification. Visitors under the age of 18 must be accompanied by a designated escort as approved through the visit application process.

Searches of Visitors

You are responsible for informing your visitors that all persons and vehicles entering facility grounds are subject to search. All visitors are subject to an electronic, container, canine, and/or pat search prior to entering the Visit Room to maintain safety and security. Persons who refuse to be searched will be denied entry, the second refusal may result in the termination of visit privileges. Contraband items are strictly prohibited. Visitors and/or individuals found to be conspiring to introduce contraband into facility visit rooms are subject to arrest and prosecution according to RCW 9.94.040, 9.94.041, and 9.94.045.

Video Visits

Video visits are conducted through a vendor, the visitor must provide their own equipment that can allow video visits to occur. All participants in video visits (including children) must be approved for regular visit privileges.

Video visit expectations are available online at doc.wa.gov for your visitors to review as well as the kiosk. If your perspective visitors are unable to locate them, please ask unit staff. Conduct during video visits is expected to be the same type of interaction that would occur in the visit room. Failure to comply with video visit expectations can lead to visitor suspensions and/or termination. Warnings only occur for very minor violations.

Visit Conduct

During visits, you are required to be appropriately dressed according to facility standards. Clothing is to be clean and presentable. Dress standards for visitors are in the visit guidelines available at doc.wa.gov. Visitors who do not follow the dress standard rules may be denied visiting privileges. This includes visits that take place through video visiting.

For Contact Visits, you and your visitor may briefly hug and kiss at the beginning and end of your visit. You may hold hands above the table during your visit. The visit rooms are family friendly environments, any inappropriate conduct will immediately be addressed by staff and could result in visitor suspension. Additionally, violations may lead to an infraction. You may not engage in conversation with other incarcerated individuals or visitors while in the Visit Room.

Visiting children are to be under your supervision and guidance and/or that of the adult that accompanies them.

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

At a minimum, the following types of behavior are prohibited in the Visit Room, no contact visit booths, and on video visits:

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

Refusal/Termination/Suspension of Visits

You may lose your visiting privileges if you or your visitors do not follow the visiting rules. Visiting rules can be found at the DOC website www.doc.wa.gov.

If your visiting privileges have been suspended or canceled, your visitor has the right to appeal. Your visitor will be notified of the appeal process. The suspended visitor is the only one who can appeal a denial, suspension, or termination of their visit privileges.

Special Visits

If you have a family emergency or have family coming from out of state, you may be eligible for a special visit. Special visit request forms are available at doc.wa.gov. You, or your visitor, are responsible for filling out the form, including all information asked about the participating visitors, and submitting it to facility visit staff for consideration. If you meet the criteria and your special visit is approved, you will be notified by facility visit staff. All participating visitors must be listed on the Special Visit form. Special visits may be permitted for:

- Visitors who travel a long distance (i.e., at least 250 miles one way),
- Visitors who travel from out of country,
- Appointed members of local and/or statewide family council groups who have missed visits due to participation in council meetings,
- Incarcerated Individuals who are in disciplinary statuses or are hospitalized.
- Special visits will only be approved for individuals who are on the incarcerated individual approved list, unless authorized by the Superintendent.

Professional Visits

Professional visits between individuals and their attorneys, clergy, social service agency representatives (when not escorting a minor to visit) must follow the professional visit request

process. Requests for professional visits must be submitted to the appropriate facility staff for authorization.

Deathbed and Funeral Escorted Leave

If you are notified that a family member is dying or that a funeral will be held for a family member who has died, you may be eligible for a deathbed and/or funeral visit. Requests for funeral or deathbed visits can be done through your counselor. If you meet the criteria and your request for a deathbed and/or funeral visit is approved, you will be notified by your counselor, you will only be permitted to attend one or the other not both.

Your family will be responsible for the costs associated with any approved deathbed and/or funeral visit, however, requests for deathbed and funeral escorts will not be denied based on the ability to pay. Costs Include:

- Mileage
- Meals
- Overnight lodging, and
- Staff Salary for the normal supervision requirements of the individual's custody classification.

The requesting family member will complete DOC 05-673 Escorted Leave Reimbursement Request and submit it to your counselor.

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

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

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

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

Incarcerated Individual Banking

Note: Incarcerated Individual Banking does not respond to kites or KIOSK messages regarding commissary issues. See commissary section below.

Deposit and Receipt of Funds

Third Party Vendor money online, over the phone, or in person:

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

You may not receive money from individuals who are incarcerated or on active supervision. The facility business office may reject funds received by multiple incarcerated individuals from the same sender without prior Superintendent/designee approval.

All money must be received in U.S. Dollars either by mail (money orders, cashier checks, and government checks only), Third Party Vendor, or Western Union. All incoming funds must have your full name, DOC number, and the complete name and address of the sender. If this information is incomplete, the funds will be returned to the sender by the mailroom at your expense.

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

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

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

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

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

What is a Legal Financial Obligation (LFO)?

A court ordered LFO is a sum of money that is ordered by a superior court of the state of Washington at your time of sentencing. LFO is an obligation to the county of your commitment and may include restitution, crime victims' compensation fees, court costs, a county or inter-local drug fund, court appointed attorney fees and cost of defense, fines and any other legal financial obligations that are ordered as a result of your felony conviction. For more information see DOC 200.000 Trust Accounts for Incarcerated Individuals, and RCW 72.11.010 through RCW 72.11.040.

LFOs are deducted from qualifying deposits at the time money is deposited to your account and are forwarded to your county(s) of commitment on a bi-monthly basis. Deductions taken the 1st through the 15th are forwarded to the counties no later than the end of the month, and deductions taken the 16th through the end of the month are forwarded to the counties no later than the 15th of the following month. The counties then follow their own process for applying the payments to outstanding causes ordered on your Judgment and Sentencing (J&S) paperwork. For these reasons, it may take up to a month before the LFO balance is reduced by the deductions DOC has taken. Deposits subject to LFO include but are not limited to money sent in from family, friends, county jails, Class 2 gratuity, non-exempt tribal funds, and retirement pensions. DOC will provide you with a quarterly statement listing the payment amounts and the cause(s) the county(s) reported as having a balance. In the event of an over-collection, you must wait for the semi-monthly process to finish or for the county to refund any funds already sent. For balance questions, you must contact the county of conviction. The county will provide a payment history on request; however, some may charge a fee for this service.

Who are Indigent Incarcerated Individuals?

Indigence is defined as an individual who has less than a \$25.00 balance of disposable income in his or her institutional account on the day a request is made to utilize funds and during the thirty days before the request. The Trust Accounting System (TAS) automatically tracks indigent levels based on your spendable balance that exists at any DOC facility you have been housed in. No other sub-account is considered when determining indigency. If you have recently transferred and still have a spendable balance greater than \$25.00 at the sending facility you will not be indigent at the new facility. It is not necessary for an individual to be flagged as indigent in the system to obtain indigent hygiene supplies. Your name will be added to the indigent report list automatically by the system if the balance of your account reaches indigent

levels and remains there for 30 days or more. New admissions are automatically flagged as indigent in TAS.

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

The Certificate of Indigency form can be obtained from the Law Library at major facilities. Camp incarcerated individuals make requests through their assigned counselor. If the courts also require a banking statement, send a kite/KIOSK to the facility business office stating you need a Prison Litigation Reform Act (PLRA) report, which is a six-month averaged statement of your banking activity for court purposes. A statement will be provided to you at no charge. Your court documents will be sent out as long as you provide a self-addressed stamped envelope or a postage transfer request form. If you do not provide the envelope or postage transfer request form, the materials requested will be forwarded back to you to send out. If the materials are sent back to you for mailing out, your action to the courts may be delayed.

What Is a Spendable Balance?

Your spendable balance is the amount in your trust account available for you to spend and the balance that is used to determine your indigent status. Your account is your responsibility. You should track your account activity by using the monthly statements, receipts, and check requests. If you have questions regarding your account, that can't be answered by your assigned unit counselor, contact the facility business office.

What is a Mandatory Deduction?

A mandatory deduction is one that is assigned to all individuals and that has no balance owing associated with it. The "Deduction Matrix" attached to DOC 200.000 Trust Accounts for Incarcerated Individuals is a list of deposit types subject to deductions, and the deduction percentages assigned to those deposit types. Percentages vary for the same mandatory deduction type dependent on the type of deposit posted to your account, refer to the Deduction Matrix attached to Policy 200.000 for the percentages. The deductions are as follows:

- Crime Victim Compensation (CVC/CVCS). This deduction is forwarded to the Washington State Crime Victims' Fund. CVC/CVCS is not associated with your LFO.
- Savings (SAV). This deduction is held in your savings sub-account in TAS. This is not a separate bank account.
- Cost of Incarceration (COI/COIS). This deduction is forwarded to Correctional Industries and contributes to funding incarcerated individual work programs.

In addition to the above mandatory deductions, the following deductions may be taken dependent on the individual's circumstance:

- Legal Financial Obligations (LFO) – forwarded to the county of commitment.
- Division of Child Services (DCS) – forwarded to DCS for payment of child support ordered by DCS.

- Prison Litigation Reform Act (PLRA) – Filing fees owed to a US District Court when approved to proceed with litigation under the PLRA. Each PLRA obligation outstanding deducts simultaneously at 20%.
- Civil Judgments for Assault (CIVJDG) – Monetary damages awarded to a correctional officer or department employee entered by a court of competent jurisdiction against an incarcerated individual that is based on, or arises from, injury to the correctional officer or department employee caused by the incarcerated individual while the correctional officer or department employee was acting in the course and scope of his or her employment.
- Department Debt – Debt owed to the Department for services/supplies provided when the individual’s account lacks sufficient funds to pay at the time the service/supply is provided; includes, but is not limited to medical/dental/mental health co-pays, postage, hygiene supplies, legal mail, legal copies, etc.
- Unpaid debt will remain on your trust account until it is paid. If you are released before it is repaid and are re-incarcerated at a later time, you will be required to continue paying your debts. Any unpaid debt created while housed in a DOC facility will be collected at 20% of each deposit.
- Money put into your savings account is only available to you at your release or with the specific authorization of the Department for an emergent need. Refer to DOC 200.000 Trust Accounts for Incarcerated Individuals. Specifically, attachment 1 Access to Mandatory Savings for Reentry/Emergency expenses and Subaccounts attachment 5.
- Mandatory deductions apply to all individuals committed to the custody of the Department including, but not limited to, persons residing in a correctional facility and persons released on furlough, RC or community custody, and persons received from another state, state agency, county, or federal jurisdiction.

What Types of Accounts are Exempt from Mandatory Deductions?

The Community Service Revolving Fund (CSRF), Education, Postage, Commissary sub-account, and Medical sub-accounts are exempt from mandatory deductions at the time the deposit is posted to the incarcerated individual account. Balances that remain in the Postage and Medical sub-accounts at the time of release are subject to mandatory deductions at release.

Community Services Revolving Fund (CSRF) Sub-Account

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

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

When you are released from a Reentry Center or prison facility, the money in your CSRF account will be applied to your CSRF loan or any debt that you may owe on your account.

Education Sub-Account

You must follow the procedures established in DOC 500.100 Correspondence Education for Offenders to establish an education account. Money will be deposited to your education account only if it is noted on the money order or cashier's check "for education account". These funds are exempt from the mandatory deductions. The funds in this account may be used for education purposes only. (You cannot receive funds designated for your education account via Western Union, but you can receive funds designated for your education account via Third Party Vendor.)

When you are released from the facility, all sub-accounts, with the exception of your savings and Reentry Center savings sub accounts, are subject to debt collection.

Postage Sub-Account

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

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

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

Reentry Center Savings Sub-account

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

If you are released from the Reentry Center facility, the Reentry Center savings subaccount is not subject to debt collection. If you are returned to a prison facility from a Reentry Center facility prior to being released, the money in your Reentry Center savings subaccount will be subject to Reentry Center debt collection.

What are Exempt Deposits?

Exempt deposits are deposits of money into your account that are not subject to mandatory deductions. Money sent from the county jail is not considered an exempt deposit.

What is a Tribal Fund Deposit?

If you expect to receive money from an Indian tribe, you are required to provide the benefactor with a "Request for Information Regarding Offender Receipt of Funds" form obtained from the Law Library. The benefactor must attach a completed copy of the form to each check sent to you. The tribe money protected by federal law or court order is exempt from all deductions. The benefactor may reference the law or identify the source of funds on the check stub. If you receive the check stub or the form in the mail, forward both to the facility business office as soon as possible. Tribal deposits are centralized to DOC HQ. Mailing address for tribal deposits is:

PO BOX 41107
Olympia, WA 98504-1107

How do you Send Funds Outside of the Facility?

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

Once you are transferred out of the Reception Diagnostic Center, monies may be sent out for gifts and family support. In addition, monies may be sent out to purchase allowable items from approved vendors. Requests to purchase goods from an outside vendor must be forwarded to your facility's property office instead of the unit Counselor for approval.

When are Received Funds put on your Account?

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

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

Unclaimed money is transferred to the CSRF as unclaimed property. If you had money on your books that was not mailed out at the time of your release, you may request funds held as unclaimed property be returned by completing DOC 09-012 Request for Unclaimed Property within five (5) years of deposit to the CSRF. You can obtain DOC 09-012 Request for Unclaimed Property form from the Law Library at major facilities; DOC minimum security facilities forward

requests through assigned counselor. After completing the incarcerated individual portion, forward the form to the facility business office for processing.

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

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

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

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

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

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

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

How do you Track your Balance?

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

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

Don't forget to subtract the deductions from all your deposits. Use the Deduction Matrix to match the deposit types to the associated deductions.

Incarcerated Individual Commissary

Purchases

To order commissary items, you must fill out the appropriate store order form completely if you are housed in an area without access to order commissary via telephone or tablet. You must clearly print your name, DOC number, housing assignment, cell/bed number, date, and signature. Orders without these items included may not be filled. Envelopes, reading glasses, OTC, and Personal hygiene items will be filled before food and beverages. You will receive each item according to the item number, not the description. The maximum order for the week may vary from facility to facility. To order via telephone dial 1-1-747# and follow the prompts provided. To order via tablet telephone app, dial 747 and follow the prompts provided.

Rejections

Your order or items within your order will be rejected for any of the following reasons:

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

Receipts

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

Returns and Credits

All commissary sales are final after you sign the receipt or leave the distribution area without signing receipt.

Commissary will issue refunds when:

- You are transferred to another facility before your order is distributed.
- Missing/damaged/defective/extra items identified at the time of distribution and staff note the error on the receipt – if you walk away from the distribution area without reviewing/signing receipt for order no refunds will be issued to damage/missing products.

Refusal of an order or item not based on one of the reasons listed above will result in the items/orders being donated and no credit issued.

Questions

You may kite the Correctional Industries Commissary at Airway Heights Correction Center or at the Monroe Correctional Complex if you have any questions pertaining to your order. Local Correctional Industries staff cannot answer questions concerning Commissary products or Commissary operations.

Deposits into Commissary Accounts

In accordance with SB 5131 and RCW 72.09.480, any money received by the Department of Corrections on behalf of an incarcerated individual from family or other outside source for the purchase of commissary items is not subject to deductions. This money may only be used for the purchase of items on the facility commissary list. The amount received by an incarcerated individual may not exceed the monthly allowance for commissary purchases allowed by DOC. Funds received specifically for these purposes may not be transferred to any other fund, account, or purpose. Money that remains unused in the individual's commissary fund at the time of release is subject to deductions.

Property

There are two kinds of property: Personal property and state issued property. You can get personal property from approved vendors, monthly packages, and educational or religious programs, depending upon your custody level. There is a property matrix attached to DOC 440.000 Personal Property for Offenders that will tell you what you can have. Requirements for transferring, storing, sending, and disposing of personal property are outlined in DOC 440.000 Personal Property for Offenders. All your personal property that is kept with and/or for you throughout your incarceration will be listed on DOC 05-062 Record of Offender Property.

Warranty items such as televisions and radios may be returned to the manufacturer for credit or replacement. The original sales receipt must be returned with the item. Keep your receipt for special property items (i.e., radio, television, etc.) for as long as you own the items.

State issued property includes items such as bedding and clothes and is issued to you by staff. State issued property belongs to the state of Washington. If you damage your state issued property, you will be charged for the cost of the item that is damaged prior to your release to the community, all state issued clothing will be returned except for individuals with no personal clothing who will be issued one set of suitable clothing for release.

Telephones

DOC has contracted with a third-party vendor to provide phone services to all individuals at DOC facilities throughout the state of Washington. The vendor will provide collect and prepay options to incarcerated individuals, family, and their friends. Individuals have the option to also utilize their tablet for phone calls which is subject to the phone call schedule at the facility you are located in.

RATES ARE SUBJECT TO CHANGE. For the current rates contact the unit staff:

Domestic Calls: \$0.05 per minute

International Calls: \$0.05 per minute (Plus the average cost of termination established by the called country)

The vendor will provide two free 20-minute phone calls per incarcerated individual per week, provided that, for any given account, if the free phone calls are not used during that week, the end user will not retain such free calls for that account whenever the next distribution of free phone calls occurs.

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

DOC 21-421 Acknowledgment of Monitoring Telephones and Conversations/Receipt of Inmate Personal Identification Number (IPIN) form

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

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

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

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

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

Legal Calls

Incarcerated Individuals will use an incarcerated individual telephone to call their attorney. The call will not be recorded if the individual uses the telephone number provided to the

Department by the Washington State Bar Association, to prevent the individual from making fraudulent calls. This does not prohibit an individual from calling their attorney at another telephone number, but that call may be recorded.

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

How to Place a Call

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

Reporting Problems

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

PAN List Changes

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

Recreation

Recreation Services

DOC 540.105 Recreation Programs for Offender’s states, the Department will establish guidelines for recreation programs for incarcerated individuals to contribute to a safe and secure environment by:

- Educating individuals to make a deliberate effort to take care of themselves and achieve the highest potential for wellbeing.
- Reducing idleness by encouraging individuals to participate in established and structured physical and pro-social activities.
- Promoting responsibility for health and wellness by encouraging individuals to adopt positive lifestyle habits.
- Lessen the number of disciplinary problems by providing activities to assist in reducing mental fatigue and physical stress.

- Unauthorized groups can be interpreted as being intimidating, threatening, and antagonizing. AS a result, they will not be allowed.

Programs

Prisons will offer the following types of programs and activities to individuals, tailored to meet their needs:

- A yard and/ or gym scheduled for regular access that provides adequate space for the population.
- Athletic programs that include both individual and group activities.
- Projects solicited from community organizations (i.e., walk-a-thons, making toys for children during the holidays, making quilts for the homeless) when requested by the Community Partnership Program Coordinator.
- Create arts programs that include, at a minimum, in-cell music, and in-cell hobby crafts.
- A structured health and fitness programs or individual fitness activities facilitated by staff.
- Peer-led recreation classes (i.e., Yoga Behind Bars), which are required to have supervision of designations staff or volunteers in the room throughout the scheduled call out.

Incarcerated Individual Regimented Exercise

Unless sanctioned by the facility, unauthorized groups of 2 or more individuals are not permitted to engage in regimented exercise (i.e., doing calisthenics together while instructions are shouted, shouting instructions for another group of individuals to follow, reciting cadences.) Individuals that are observed participating in this type of behavior will be infraacted with a WAC 734.

Fee Based Programs/ Events

Fee based programs/ events consist of weightlifting, music and hobby programs requiring the use of facility equipment or dedicated space, and special events that require use of weightlifting, music, or hobby shop equipment or areas.

Based on the date the infraction is adjudicated, individuals may not have a guilty finding for any of the following infractions at the time of application and during the approved enrollment period:

- Category A is for 365 days
- Category B1 is for 90 days
- Category B2 is for 60 days
- All other infractions including level B3, C and D are for 30 days.

An individual found guilty of a 501, 502, 505, 511, 604, 633, 704, or 711 violations will be prohibited from participating in any form of weightlifting for 2 years from the date the

infraction is adjudicated. After 2 years of continued incarceration, the individual may request a review by writing to the Superintendent before reapplying.

The quarterly fee for fee-based programs/events is \$7.00 per quarter. Once the enrollment process begins, individuals will not receive a refund of the quarterly fee due to disciplinary action, program termination, or closures during normal operations. During prolonged emergency situations, facility-wide refunds or credits will be determined by Headquarters.

In-Cell Hobby Craft

Individuals interested in participating in in-cell hobby craft can do so by submitting DOC 21-948 In-Cell Hobby Permit to their facility's designated employee(s) or area. Permits may be denied or terminated due to an individual's documented behavior issues and/or recent infraction history. All hobby craft materials and supplies must be:

- In compliance with requirements of Allowable In-Cell Items (Attachment 1 to Policy 540.105)
- Obtained per DOC 450.120 packages for individuals
- Stored in their original containers in a clear plastic hobby box purchased from the commissary. Individuals may only possess one hobby box.

Disposition of hobby craft materials and completed projects will be handled per DOC Policy 440.000, Personal Property in Prisons.

Upon immediate completion of a hobby project, individuals must make a required to the designated employee(s) or area to mail the project out of the facility at the individual's expense.

In-Cell Music

Individuals interested in participating in in-cell music can do so by submitting DOC 21-953 In-Cell Music Permit to their facility's designated employee(s) or area. Permits may be denied or terminated due to an individual's documented behavior issues and/or recent infraction history. All hobby craft materials and supplies must:

- Meet requirements in Allowable In-Cell Items
- Be obtained per DOC 450.120 Packages for Individuals.

Library Services

Branches of the Washington State Library (WSL) are located at the 8 major facilities: AHCC, CBCC, CRCC, MCC, SCCC, WCC, WCCW and WSP. Individuals must be on callout to attend. Please check with unit staff for services in your facility.

WSL branches are not available at the minimum facilities; however, the inter-library loan program and requests for library cards are. Please check with unit staff for services in your facility.

Religious Program

Religious Freedom

Every incarcerated individual has an inherent and constitutionally protected right to believe, express, and exercise the religion of their choice. Expression of one's religious beliefs must be consistent with the security, safety, health, and orderly operations of the facility. Guidelines of Religious Programs can be found under DOC Policy 560.200, Religious Programs.

The DOC facility Religious Coordinators support, within policy, all incarcerated individuals' spiritual needs regardless of their faith. They are responsible for the supervision of all religious activities, including those led and/or sponsored by outside volunteers and contract chaplains. Contract chaplains may be used to meet the needs of minority faith group where a volunteer may not be available.

Religious Property

Authorized religious items are indicated on the Allowable Religious Items list attached to DOC 560.200 Religious Program. Religious items must be stored in a Religious Items Box when not in use.

Communication with Clergy

You may send a kite/KIOSK to the Chaplain if you wish to arrange for a personal counseling session with the Chaplain, one of the religious staff, or with one of the outside volunteers.

Marriages/State Registered Domestic Partnerships

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

Mail

General Guidelines

The Department recognizes the importance of mail and its role in supporting community connections as a critical component of success in reentry. It is a federal offense to attempt to or use the United States Postal Service (USPS) or private/ commercial carrier to introduce contraband or illegal substances into a correctional facility.

Excluding weekends, holidays, or emergency situations, approved mail will be processed within:

- 2 business days for first class mail (incoming and outgoing)
- 7 business days for electronic message
- 7 business days for mail requiring investigative review
- 10 business days for publications
- 5 business days for all other mail

Everyone has the right to send and receive mail. An individual's writing privileges to a person or group may be restricted when:

- Court ordered
- Prohibited per DOC 450.050 Prohibited Contact
- Sanctioned per DOC 460.050 Disciplinary Sanctions
- Requested by a person/ group in writing
- The recipient is a minor and the minor's parent or guardian has submitted a written request that the privilege be terminated
- Specific cause exists as supported by criteria in the policy

Your letter will not be censored because of opinions that may be critical of DOC or its staff, however, using correspondence to harass staff is not permitted.

Envelopes and Postage

Incarcerated Individuals will use pre-franked envelopes purchased from the commissary or Correctional Industries, or may use direct run envelopes (i.e., metered, pre-paid, pre-addressed) if they are received from vendors, organizations, legal entities, or public agencies for the purpose of direct return mail.

Individuals will complete DOC 02-003 Postage Transfer and submit it with their letter/ package to cover postage, fees, and shipping costs for:

- USPS Special Services
- Authorized greeting cards
- Oversized/ Overweight envelopes
- Packages, including shipping insurance
- Direct return mail envelopes to return educational correspondence course material
 - Other than noted above, postage transfers submitted with envelopes that do not have pre-franked/ pre-paid postage will be returned to the individual.

Inspection

Superintendents will designate employees to inspect and read mail to prevent sending/ receiving contraband or other material that threatens facility order or security, and/ or criminal activity.

Mail and e-Messages will be rejected based on legitimate penological interests and per unauthorized mail. Family and friends can locate this information on doc.wa.gov.

- You will be notified in writing via DOC 05-525 Rejection Notice (or similar notice electronically for rejected e-Messages) if anything is removed from your mail – incoming or outgoing. Rejection of incoming mail, publications, and e-Messages may be appealed, and all rejected outgoing mail and e-Messages are automatically reviewed by the facility Superintendent/ designee and the Headquarters Correctional Manager. The appeal/ review process is outlined on the rejection notice and DOC Policy 450.100 Mail for Individuals in Prison.

Individuals will be provided an opportunity to correct noncompliant outgoing mail in lieu of a rejection if the contents do not pose a safety or security concern or subject the individual to a violation. Mailroom employees will send the mail back to the individual with a notice that identifies why the mail cannot be sent out.

All incoming or outgoing mail must be properly addressed to/ from you and include your full committed name, DOC number, housing assignment, and complete facility mailing address.

EXAMPLE

Jane X. Doe, #123456

Washington Corrections Center for Women – Cell A234

P.O. Box ###

City, State Zip Code

For incoming mail, the outer envelope must include a return address per USPS Domestic Mail Manual, including an identifiable last name or name of a business/ organization.

Upon release or transfer, facilities will forward mail, consistent with the USPS regulations, for a period of 90 days.

Photocopies of the original envelope and/or contents may be provided in lieu of the original to the individual for safety and security reasons. Providing photocopies does not require a mail rejection notice. Individuals may receive photographs if they meet the following criteria:

- Up to 25 photographs total (i.e., separate or multiple photos on a sheet)
- Each photograph must be no less than 3"x 5" and no larger than 8 ½"x 11"
- Up to 20 bound pages with multiple photographs sent directly from a vendor (e.g., Shutterfly, Snapfish) containing photos no less than 3"x5"
- Polaroids, stickers, and layered photos are unauthorized
- Photographs received through an electronic message must be a single image (e.g., no collages or superimposed images)

Electronic Messages and Videograms

Individuals must agree to the terms of service to use the electronic messaging system. Individuals found to be using another individual's account, conspiring/attempting to introduce contraband, or allowing another individual to use their account will be subject to disciplinary action and the possible suspension of all involved electronic messaging account.

Videograms (i.e., prerecorded video attached to an electronic message) may not contain content from third-party sites or previously recorded material from external sources (e.g., television, Facebook). In addition, if the videogram will be rejected if it does not comply with mail requirements or otherwise contains a display of nudity, partial nudity, behaviors/actions that are sexual in nature, illegal drugs or related paraphernalia, weapons, graphics, or paraphernalia associated with Security Threat Group/gang, or unlawful activity.

Legal Mail

Legal mail must be correspondence to or from one of the following, as indicated in the mailing address or return address on the front of the envelope:

- Any court or opposing attorney/party, the Washington State Bar Association, the Indeterminate Sentence Review Board, the Washington State Department of Enterprise Services Office of Risk Management, PREA Auditors certified by the United States Department of Justice, the Headquarters Director of PREA Services, and/or Just Detention International.
- PREA auditor leads certified by the United States Department of Justice when related to an audit in process at the individual's facility.
- The President or Vice President of the United States, members of the United States Congress, embassies and consulates, the United States Department of Justice, Attorney General's Office, governors, members of the state legislature, and law enforcement officers in their official capacity.
- An attorney corresponding with an individual concerning legal matters, including established groups of attorneys representing the individual (e.g., American Civil Liberties Union, Disability Rights of Washington, legal service corporations, public defender associations).

For mail to be considered legal mail from a legal entity, the front of the envelope must be clearly marked "Legal Mail, Attorney/Client, or Confidential." Incoming mail which does not contain both a specific legal entity noted above, and the necessary marking will not be processed as legal mail – incoming or outgoing. The only exception to the required marking is incoming mail readily identifiable as being from a court. Legal mail is defined in DOC 450.100 Mail for Individuals in Prison. Documents sent from any Public Disclosure Unit are not considered legal mail.

Legal mail may only contain paper documents or authorized audio/video recordings that are legal in nature and must comply with DOC 590.500 Legal Access for Incarcerated individuals.

Electronic messages and attachments do not qualify as legal mail and will not be processed as such.

Authorized incoming legal mail will be opened by designated staff in your presence. The contents will be inspected for contraband and to ensure the mail meets the legal mail requirements in DOC 450.100 Mail for Individuals in Prison.

If an individual refuses to sign and accept legal mail, including by callout, a designated employee(s) will document the refusal in the legal mail log with the time, date, sender's name, and individual's name. After 2 attempts of unsuccessful delivery, the mail will be stamped "Refused by Incarcerated Individual – Return to Sender" and returned to the sender.

For outgoing legal mail, present the documents and unsealed envelope to the designated employee(s), who will confirm that the documents meet the criteria for legal mail and there is no contraband. You will then place the documents in the envelope and seal it in the employee's presence. The employee will then legibly print their name, date, and time, and sign over the sealed flap of the envelope. The legal mail will be logged and when possible, the employee will observe the individual place the envelope in a legal mail container/drop box, or the individual will observe the employee place the envelope in the container/drop box. Outgoing legal mail which does not meet the definition of legal as explained above will be returned to you to send out as regular mail.

Mail Between Incarcerated Individuals

Mail between individuals confined in any correctional facility is only authorized based on the following requirements:

- Are members of the same immediate family
- Have a child together, as proven through a birth certificate and only if both individuals still have parental rights
- Are co-parties in an active legal case, or one individual is providing witness statement in the other individual's active legal case

Approvals for legal related correspondence will not be handled as legal mail and will expire when:

- Confirmation is received from the Attorney General's Office that the case has been resolved/closed or witness statements have been received, or
- When either co-party releases from custody

Approvals may be revoked at any time at the discretion of the Superintendent/facility administrator/designee.

To request authorization, the individual will complete and submit DOC 21-746 Approval for Mail Between Incarcerated Individuals to the case manager with any supporting documentation. If approved, approvals may be accepted by any receiving facility upon an individual's transfer at the discretion of the Superintendent/designee. All other mail between incarcerated individuals

– either being sent directly or through a third party – will be rejected. In addition, you will be subject to serious infraction WAC 725.

Program and Job Opportunities

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

Job Screening Checklist DOC 02-373 must be completed before assignment of any job or program.

Mandatory Treatment or Programming

Substance Use Disorder Treatment (SUD)

Most individuals are screened for a substance use disorder at reception. Based on the screening results, you may be referred for an advanced screening and perhaps an assessment.

If you have a Drug Offender Sentencing Alternative (DOSA) or other sentence requirement for treatment, you will be admitted to a treatment program prior to the end of your sentence.

DOC provides treatment for substance use disorder to those individuals who are diagnosed with a substance use disorder and meet admission criteria. Individuals screened as having a probability of an addiction, who are within 48 months of release from total, may be referred for assessment, which includes a structured interview, a diagnosis, and treatment recommendations.

Treatment includes group and individual counseling, education, and individualized treatment/recovery plans and is provided in various program types, including Therapeutic Community, Intensive Day Treatment, Intensive Outpatient and Outpatient care in the following areas:

- Cognitive and behavioral restructuring
- Alcohol other drug and mental health education
- Incarcerated individual and group counseling
- Recovery-based skill building
- Self-help support
- Motivational counseling
- Problem solving
- Correcting criminal thinking errors
- Relapse Prevention and Management
- Pre-Release and Transitional Services
- Family and Community Reentry

Cognitive Behavioral Programs

DOC seeks to create a prison environment that requires incarcerated individuals to make progress toward demonstrating some of the same pro-social attitudes, behaviors, and skills that contribute to the success of law-abiding citizens in the community. Our Cognitive-Behavioral Interventions address the thoughts, feelings, and beliefs that can lead to antisocial behaviors and undesirable consequences. The goal of these interventions is to reduce the incarcerated individual's risk and improve their overall success in the community upon release.

Most facilities provide at least one cognitive behavioral intervention, such as Thinking for a Change, Decision Points, ART, Moving On (female), and Beyond Violence (female).

Depending on the assessed risk and need, you may be selected to participate in one or more interventions. If selected, active participation and successful completion of the intervention is required.

Education

The Department of Corrections, through an Interagency Agreement with the Washington State Board for Community & Technical Colleges, provides adult basic education, pre-apprenticeship, and postsecondary associate degrees and certificates at each of the state's 11 adult prisons. The Department also has partnerships with other colleges and non-profit organizations to bring quality education inside our prisons.

Incarcerated individuals are provided education and employment reentry support through a state-wide network of prison- and community-based education reentry navigators. The Department focuses on providing postsecondary programs that are labor market-driven, developing skills needed for facility and Correctional Industries jobs, and are designed to prepare for entry into the workforce.

Upon admission to a Reception Diagnostic Center or when you arrive at our parent facility, your education level and need will be assessed. Depending on the assessed need, you may be referred to a specific program. If you do not have a high school diploma or General Educational Development (GED®) certificate, you will be required to participate in adult basic skills programming. The Education program may include classes for:

- English as a Second Language (ESL)
- General Educational Development (GED®)
- High School Diploma (HS+)
- Adult Basic Education (ABE)
- Reentry Life Skills

No fees are charged for basic skills. For pre-apprenticeship programs and postsecondary certificates and degrees, students are not charged for the first completed provided by the Department or for subsequent programs that are part of an individual's case/reentry plan.

Individuals may request a referral by submitting a kite or kiosk to Education or through their case manager.

A student enrolled in their first vocational program, who completes two courses, will not be allowed to change program unless transferred to another facility where the program is not available. Students may be eligible for an “Education Hold” to remain at their facility to complete their education program. If it’s determined an individual is required to pay for their state-funded education program based on RCW or Policy, the student pays part of the tuition on a sliding scale, based on income.

The Department has a system for students to participate in self-paid postsecondary academic vocational, and theology programs through correspondence education. Individuals must have a verified high school diploma or GED® certificate to be eligible for correspondence education. To apply, individuals must complete DOC 20-305 Correspondence Study Request and submit it to their Counselor.

Section IV - Classification

DOC 300.380 Classification and Custody Facility Plan Review; DOC 310.150 Reception, Initial Classification, and Custody Facility Plan; DOC 320.100,DOC 320.110 Indeterminate Sentence Review Board; DOC 320.105 Pre-Sentencing Reform Act (SRA) Hearings; DOC 320.400 Risk Need Responsivity Assessment; DOC 330.700 International transfer of inmates; DOC 350.100 Earned Release Time; DOC 350.240 Ten Day Release; DOC 350.255 Registration Notification; DOC 350.700 Deportation Proceedings Notification

Risk and Admissions Assessment and Testing

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

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

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

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

Risk Need Responsivity Assessment (RNR)

The RNR Assessment and other evidence-based tools will be used to develop and manage your case plan goals and objectives, set expectations, and measure your progress over time. Your counselor will meet with you to gather information for the RNR Assessment, which will be used to help identify and prioritize treatment needs, supervision strategies, targets for intervention, resources, and other needs to promote your success, helping reduce your likelihood of recidivism and enhance public safety.

Continuous Case Management System

The DOC continuous case plan uses evidence-based principles and practices including assessments, formal and informal interventions, collaborative input, and identified need areas to address safety, accountability, and provide individualized responsivity to promote individual success and reduce recidivism.

Classification Information

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

- You will be assigned a counselor upon your arrival at each DOC facility and/or living unit.
- Your initial classification conducted at the Reception Diagnostic Center takes into consideration your age, crime category, history of violence, detainers, and escapes.
- Unless you receive an infraction or new information is received, you will keep the initial custody level assigned to you at the Reception Diagnostic Center until your next review.
- Upon your arrival at your assigned facility, your custody will be reviewed per DOC 300.380 Classification and Custody Facility Plan Review. Based on the amount of time to your Earned Release Date (ERD), your first review will occur within 6 to 12 months.

Facility Plan(s)

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

Initial Classification Appeals

At the time you meet with your counselor, you may disagree with their recommendations. An incarcerated individual may appeal their initial custody assignment to the Classification and Case Management Administrator/designee. The Case Management Administrator's decision on the appeal is final.

Intake at Parent Facility

Upon your arrival at your parent facility, you will be assigned a new counselor. Your newly assigned counselor will meet with you to review your current Custody Facility Plan and assist you in work, education and/or treatment program planning throughout your incarceration. This is a great time for you to discuss your IRP with your counselor at the parent facility. Your counselor will work in collaboration with you to establish case plan goals and objectives per DOC 300.000 Continuous Case Management, aimed at addressing your highest need areas, while considering what resources are available at the time.

Review Cycles

Your counselor will work closely with you to develop a Custody Facility Plan. Upon completion of your facility plan, periodic reviews will occur based on your expected release date and planned transfers to lower levels of custody.

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

Loss of Custody Points

If found guilty of a serious infraction, you will incur a loss of custody points and possible Good Conduct Time.

Sentence Structure/Calculations

The length of your confinement term is determined from the Judgment and Sentence received from the county. The county jail will provide DOC with a jail certification for time served on the charge (conviction) prior to your arrival to DOC. The jail certification will also notify DOC if your behavior at the jail warranted jail good time credits.

To determine how many days you will be confined at DOC, the time served at the jail and jail good time are subtracted from the length of the confinement term. This will result in an adjusted number of days to serve at DOC. DOC will then apply the appropriate earned release percentage to the adjusted number of days to be served at DOC. This will result in the number of days to be served at DOC.

To determine the earliest date for possible release, add the number of days to be served at DOC to the date you arrived at DOC. This becomes your earned release date (ERD).

If the court ordered a term of community custody, an approved release address is required to release on your ERD. If you are unable to develop an approved release address, you may be confined to your maximum expiration date. To determine your maximum expiration date, you will receive credit for time served at the jail and DOC with no jail good time or DOC earned time applied to your confinement length.

WAC 137-30-060 defines how DOC calculates an ERD. Use the earned release time RCW 9.94A.729 to determine the appropriate earned time percentage for your confinement term.

If you disagree with DOC's ERD, send a KIOSK message to records **explaining** how you have calculated your ERD.

Example:

You have a 36-month sentence with 60 days Jail time and 30 days Jail good time with 33.3% earned release time with a time start of 01-01-2009.

NOTE: This is a very basic sentence structure and does not take into account enhancements, mandatories, loss of good conduct time or earned time.

1. Convert the confinement length from months to days
 $36 \text{ months} = 1095 \text{ days}$
2. Subtract the number of days of jail credits
 $-60 \text{ days } 1095 - 60 \text{ days} = 1035 \text{ days}$
3. Subtract the number of days for jail good time credits
 $-30 \text{ days } 1035 - 30 = 1005 \text{ days to be served at DOC}$
4. Multiply days to be served by 33.3% for DOC earned release credits.
 $1005 \times 0.333 = 335 \text{ (potential earned time credits)}$

NOTE: If your sentence is any other earned time percentage, use this same process but use the correct earned time percentage. 10% = .10 and 15% = .15

5. Subtract the DOC earned release credits from the Days to be served in DOC
1005 – 335 = 670 days to serve in DOC
6. Add the total days to be served in DOC to your time start date
1-01-2009 plus 670 days = 11-02-2010

For this example, 11-02-2010 is your Earned Release Date (ERD)

For this example, 11-02-2011 is your maximum expiration date (Max Ex)

County Jail Time

The jail will provide the Department a document certifying the number of days that you spent in their custody on each cause and any good time lost while at the jail. DOC Records staff will review the jail certification to apply the credits and jail good time credits per RCW 9.94A.505 at the maximum rate allowed depending on the date of offense and type of offense.

If you feel the jail credits certified by the county are in error, it is your responsibility to request the copy to review your credits and ask them to provide DOC records staff with an amended jail time certification.

If you were serving a DOC sanction in the jail, DOC has the authority to adjust the jail credits for that time period.

Earned Release Time

Once you are received in prison, you will begin earning Earned Release Time. Refer to DOC Policy 350.100 for more detailed information on Good Conduct Time and Earned Time.

Good Conduct Time

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

Earned Time

You are not eligible for earned time if you refuse transfer (excluding Partial confinement to include RC's, EHM, CPA and GRE), are in Administrative Segregation/Intensive Management status or disciplinary segregation for 20 days or more in one calendar month, fail to program or work, or your risk management level has been changed to High Risk. Earned time will not be awarded when you are serving a mandatory portion of your sentence.

Access to Records Staff

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

Public Records Requests

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

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

Any paper copies requested are charged to you at 15 cents per page plus postage. Payment should not be submitted, and will not be accepted, until after notification of the cost to obtain the records is sent.

Detainers

A notice of detainer is a formal written request by county, state, or federal agency to detain or hold you.

After your arrival at DOC, DOC will complete a warrant and detainer search.

For untried in-state felony warrants and misdemeanor, Records will generate a final disposition request form for you to sign and return to the records department. When the form is returned to Records, we will then complete a certificate of incarcerated individual status and send the request via certified mail to the prosecutor and superior court of the wanting county.

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

The Interstate Agreement on Detainers is valid with out-of-state, untried felony warrants. The records department will request all required information from the agency holding the warrant. Once the information has been received, the records department will complete Forms I-IV of the Interstate Agreement on Detainers and then you will be called out and given the option to sign the paperwork requesting disposition of the charges. You cannot request speedy

disposition directly from the other state. Out of state Probation violations do not apply under the Interstate Agreement on Detainers (IAD).

When an incarcerated individual is placed at their parent institution, they then may request disposition for the following:

- For in-state tried misdemeanor, felony probation violations, out of state probation violations, and out of state warrants not within extradition or no detainer has been placed, Records will provide the address to the court, a certificate of incarcerated individual status, and a disposition request form for the incarcerated individual to complete and mail to the appropriate court.
- An incarcerated individual with a pending detainer noted in their electronic file, other than immigration, will not be considered for early deportation under the Prompt Deportation of Alien Inmate Program (PDAO) if the applicable agency declines to close the warrant.

Registration Notification

If you are required per RCW 9A.44.130 to register as a Sex Offender or Kidnapping Offender, you must register with DOC prior to release and the County Sheriff's Office in the county of your residence upon your release.

You must provide the following information when registering:

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

Ten (10) Day Release

The Ten (10) day release is a consideration for release of incarcerated individual's up to 10 days prior to the adjusted ERD. You will be reviewed for eligibility when your transition/release plan is developed by your case manager. See DOC 350.240 Ten Day Release for more information on eligibility.

Sentence Reform Act (SRA)

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

Offender Accountability Act (OAA)

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

Indeterminate Sentence Review Board (ISRB)

Incarcerated individuals under the jurisdiction of the Indeterminate Sentence Review Board (ISRB) include those sentenced prior to the Sentence Reform Act (SRA) 1984, incarcerated individuals sentenced under RCW 9.94A.507, Community Custody Board or incarcerated individuals sentenced under 10.95.030 or 9.9A.730 when they were juveniles. Your release date is determined by the Board after a hearing is held. You will be required to submit a plan prior to release and will have supervision upon your release with conditions determined by the Court and ISRB.

Interstate Compact (Transfer of Supervision)

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

Transfer Inquiry (International Treaty)

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

Transfer requests are voluntary and a privilege rather than a right. You will not be eligible if you have:

- A non-Immigration and Customs Enforcement detainer,
- A pending appeal or collateral attack on a current conviction,
- Unpaid court costs, fines, or restitution, or
- A sentence for civil contempt.

Deportation Proceeding Notification

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

Section V – Health Services

DOC 600 Series

Medical, Dental and Mental Health Care

All medical, dental, and mental health services will be provided consistent with the Washington State DOC Health Plan. The Health Plan is available for you to read at all Law Libraries and through the KIOSK system, where available.

You will be charged a \$4 copayment when you request medical, dental, and mental health services. The copayment will be deducted from your incarcerated individual banking account. Subsequent visits may lead to a copayment being charged when you request a follow up visit. You will not be charged for appointments or services that are initiated by medical, dental, or mental health staff. If you do not send a Kite for scheduling an appointment through Health Services staff, there may be a copay for an initial office visit.

If you have less than \$4 in your banking account, the amount in the account will be collected and a debt will be established for the remaining amount. If you are indigent, a debt will be established in your banking account for the copayment amount. You should seek medical care when you feel you need it whether you have the funds in your account.

Medical Care

If you are a new arrival to Washington DOC, you will have an intake physical within 14 days of arrival, at which time your non-urgent health needs will be assessed. If you have a medical concern at any time before or after your intake physical, you must make a written request to be seen by signing up for sick call or by sending DOC 13-423 Health Services Kite to Health Services. Unless it is an emergency, you will be seen only at sick call or by appointment.

You should meet face to face with a Health Services provider, usually a nurse, within 24 hours after asking for sick call. They will ask questions, take your blood pressure and temperature, and assist you with a plan. Sometimes the nurse helps to resolve your needs by calling one of the doctors or practitioners by phone. If you have symptoms which need care immediately (such as chest pain, severe stomach pain, shortness of breath) you may declare a medical emergency for Health Services staff to visit you immediately.

If you have symptoms which worsen, do not get better, or continue after you have a medical encounter, you may send a kite with your concern (response usually within 10 days), ask for an urgent sick call visit (expect response within 24 hours), or declare a medical emergency by telling staff on your unit that you have an emergency medical need (expect immediate response). If you use a kite form to ask for sick call, state clearly on the form that you need an urgent or “sick call” visit. Sometimes the nurse requests this follow up for you, but your request is an important way to be sure your team know you still need care.

Health Services appointments are on the call-out list posted in your living unit. You must check this list daily. If you are placed on a call-out to be seen in Health Services, attendance is mandatory. Once you are in Health Services, you may refuse care at the appointment time.

DOC strives to provide all recommended preventive and chronic medical care. However, if you feel you are due for preventive or chronic medical care that has not been provided, or that your medical practitioner may not yet know about, you should send a kite to Health Services to notify them.

Health and disease information is available in both English and Spanish for your information and education. Ask your Health Care provider about available materials. Interpretation services are available in any language through a phone interpreter.

Dental Care

If you are requesting dental services, you must make a written request to be seen by sending a kite to Dental to request an appointment, except in emergencies. If you have a dental emergency, contact staff immediately and inform them that you have a dental emergency. Dental care is prioritized based on severity of need. Emergency and urgent dental treatment will be given priority and then routine dental care will be provided as available resources permit.

Optical Care

A vision screening exam will be performed upon entry into the correctional system. New glasses will be provided when medically necessary due to changes in visual acuity. Normally, a \$4 copayment will be charged for the eye exam. You will not be charged another copayment when you receive your glasses. If you receive glasses from DOC Health Services and the lenses or frames require replacement within 2 years because of damage or loss you will be responsible for the cost.

Behavioral Health Care

If you have a mental health concern, you must make a written request to be seen by sending a kite to Mental Health to request an appointment, except in emergencies or when at sick call. If you have an emergency, contact staff immediately and inform them that you have a mental health emergency. Correctional and medical staff may also refer you to Mental Health.

Sex Offense Treatment and Assessment Programs (SOTAP)

The Department of Corrections offers a two (2) year sex offense treatment program for interested individuals who qualify, are eligible, and amenable (willing to participate). One year takes place while incarcerated and an additional year is provided in the community (at no cost to the individual) to assist with managing risk upon release.

Individuals with a current or historical sex offense, or an offense not identified as a sex offense, but the individual engages in sexual misbehavior and are eligible for release qualify for SOTAP.

Individuals do not need a condition for Sex Offense Treatment as part of their Judgement and Sentence to qualify for SOTAP.

Individuals who are eligible also must have enough time on their sentence to complete 12 months of treatment while incarcerated. Individuals who qualify for SOTAP will typically be screened at reception or at their parent facility. If the individual meets criteria during the screening, they will be considered amenable (willing to participate fully) for SOTAP.

Participation in SOTAP is optional and there is no cost to the individual. An individual can choose not to participate in SOTAP. For those individuals, if they have a condition for Sex Offense Treatment as part of their Judgement and Sentence, they will have to pay for treatment on their own upon release.

Refusing Medical / Dental / Mental Health Care

You have the right to refuse examinations, treatments, and procedures in almost all instances. If you refuse treatment/services, you will be required to sign DOC 13-048 Refusal of Medical, Dental, Mental Health, and/or Surgical Treatment and the form will be placed in the legal section of your individual health record. If you should change your mind and decide you would like to proceed with the recommended exam, treatment, or procedures; you may do so by informing staff via Kite. If you refuse to sign DOC 13-048 Refusal of Medical, Dental, Mental Health, and/or Surgical Treatment, your refusal to sign will be documented in your health record.

Medical and Dental Emergencies

Medical and dental emergencies take priority over routine issues. If you have a medical emergency, contact staff immediately and inform them that you have a medical emergency. Health Services staff will perform a medical or dental assessment and offer clinically appropriate interventions. Your assessment will be face-to-face usually with a nurse, who is part of your care team, and can speak with a physician or practitioner to share information about your needs.

If your concern was not resolved at the emergency visit with a nurse and you need additional care, you can kite for a future appointment or ask for an urgent reassessment sign up at the next scheduled sick call (by sick call request or kite form). Sometimes the nurse requests this follow up for you, but your request is an important way to be sure your team knows you still need care.

Establishing a pattern of creating false emergencies by feigning illness or injury may be referred for disciplinary action. Some examples of a medical or dental emergency can be:

- Major trauma, such as head injury, suspected broken bone, bite, or severe burn
- Uncontrollable bleeding
- Severe pain
- Loss of consciousness

- Chest pains
- Poisoning
- Severe shortness of breath
- Incoherence, drowsiness, or disorientation that cannot be explained
- Severe facial swelling moving toward your throat and/ or eye

Medications

Medically necessary medications are prescribed by medical staff in accordance with DOC formulary, policies, procedures, and protocols. DOC Pharmacy Services is the pharmacy that will fill your prescriptions. The pharmacy staff are not located at your facility but can communicate with you via Kite if you have pharmacy questions, responses may be delayed depending on the situation.

You may receive medications at pill line, or they may be issued to keep with you. This is called Keep on Person (KOP). In some settings, correctional staff hold medications and make them available when needed. There are some medications you are not allowed to keep in your cell. These medications are administered at the pill line ONLY. Times, locations, and procedures for pill lines are posted in your living unit but are subject to change. If you have questions regarding medications, submit a kite to your medical provider or to the pharmacy staff.

All medications provided by DOC must be approved by the statewide DOC Pharmacy and Therapeutics Committee. If your previous brand of medication is not approved on the DOC formulary, you may be given a new prescription that will work in place of the non-approved medication if it is considered medically necessary. You are responsible for refill requests for medications that you keep in your cell.

- You must request a refill at least five to seven working days before the medication is required.
- Extended Family Visit (EFV) and release medication must be ordered 10 working days in advance.

It is your responsibility to monitor both your supply and expiration date of your prescriptions. If there is no refill left on the requested prescription, Pharmacy will forward the request to a provider for a renewal or will notify you via kite or call-out that a clinic visit is needed to continue the medication. Return unused or outdated medication to Health Services. If you keep outdated medications, you may receive a major infraction.

To avoid any delay in receiving your medication in a timely manner at the time of transfer to another DOC facility, **DO NOT** place your medications in your personal property. You must keep all your medications in your state transport bag. This is the only way to have your medications available to you upon arrival.

Over-the-Counter Medications (OTC)

You may purchase OTC medications from the Commissary, just like you would do at a neighborhood pharmacy or grocery store. On a one-time basis upon admission to DOC, small quantities of OTC items will be available to you at no charge to cover any immediate needs until a store order can be filled.

It is recommended that you obtain a supply of OTC medication to assist in self-management of minor conditions that do not need Health Services provided care. You may ask Pharmacy or Health Services staff for acceptable options if you have questions about what is best for you.

Some OTC items are “debt-able”, e.g., aspirin and ibuprofen. This means that you may order and receive these items even if you don’t have enough money in your account, and their cost will be deducted from your account when you have the money. Some OTC items are “non-debt-able”, e.g., multi-vitamins and fish oil. This means you must have the money in your account to pay for these items when you order them, or your order will not be filled. You may not incur a debt for these items. Plan ahead as it may take an average of seven days to get OTC items from the Commissary.

Narcan

Narcan kits and overdose prevention education are available to all individuals in DOC, not just to those with an OUD diagnosis. Write a medical kite expressing interest and a kit will be provided by the pharmacy at time of your release or transfer to partial confinement.

Brochures and other substance use disorder information and resources are available on request through the MOUD/MAT Program-HQ kiosk system mentioned above.

Health Status Report (HSR)

DOC 13-041 Health Status Report (HSR) is a document that notes any medical, visual, mental health, and/or dental accommodations that are medically necessary.

- If your medical condition requires you to have special equipment or items, such as ace wraps, crutches, a wheelchair, etc., you may be issued an HSR for these items.
- You must keep your copy of the HSR with you to show that the equipment is authorized.
- HSRs may be used by providers to communicate with non-clinical staff to accommodate your health condition, for example, that you should have a lower bunk or a special diet.
- Your health care provider may advise you to avoid or participate in certain activities. Health care advice and recommendations do not need to be specified in HSRs.
- It is your responsibility to follow health care advice and recommendations to protect your health.

Medical Records Access

You may access your medical, dental, and mental health records by requesting a record review or by requesting copies of your records. Access may be limited under some circumstances.

To request a record review, send a kite to Health Services.

- You will be placed on a call-out to review your record and be scheduled for a minimum of 15 minutes.
- If allowed by your facility, you may bring a paper and pencil to take notes.
- You may request copies at your review.

To request copies without scheduling a review, mail a written request to:

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

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

Confidentiality of Records

Reference DOC Policy 640.020

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

Use of Incarcerated Individuals for Experimental Purposes

Research in the Department of Corrections is strictly regulated. Incarcerated individuals are not to be the subject of research involving experimental treatments (medical or pharmaceutical), or cosmetic experiments. This does not include those treatments that may be used for Emergency Use Authorization status and/or not fully FDA approved for an emergency, outbreak, or pandemic and is agreed upon by the incarcerated individual prior to distribution.

Expedited Medical Care

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

Pursuant to PREA guidelines, providers are required to report any knowledge, suspicion, or information regarding any of the following:

- An incident of sexual abuse or sexual harassment that occurred in the DOC facility
- Retaliation against incarcerated individuals who reported such an incident
- Any staff neglect for violation of responsibilities that may have contributed to an incident or retaliation

Pandemic Response

Protecting individuals in DOC from COVID-19 infection or other infectious disease is a high priority. To help in this effort please ensure you follow the most current directives, which may include the need to wear a mask, frequent hand hygiene, and physical distancing.

- DOC Health Services strongly recommends vaccination as per Advisory Committee on Immunization Practices.
- If you are new to DOC, you will be offered indicated vaccines around the time of your intake physical.
- If you have already had your intake physical, but are interested in getting vaccinated, please request a vaccine appointment by sending a kite to Health Services.
- You will not be charged for a medical encounter to get a vaccination.

Basic Information about HIV, Hepatitis B and C, and Tuberculosis Adapted from the Center for Disease Control (CDC)

What are HIV and AIDS?

HIV stands for Human Immunodeficiency Virus. This is the virus that causes AIDS. HIV is a virus that attacks the immune system. The immune system gives our bodies the ability to fight infections. HIV destroys a type of white blood cell (T cells or CD4 cells) that the immune system must have to fight disease.

AIDS stands for Acquired Immunodeficiency Syndrome. AIDS is the final stage of HIV infection. It can take years for a person infected with HIV, even without treatment, to reach this stage. Having AIDS means that the virus has weakened the immune system to the point at which the body has a difficult time fighting infection.

How is HIV Spread?

HIV is a fragile or “weak” virus and cannot live for very long outside the body. As a result, HIV is NOT transmitted through day-to-day activities such as shaking hands, hugging or a casual kiss. You CANNOT become infected from a toilet seat, drinking fountain, doorknob, dishes, food, or mosquitoes.

HIV is primarily found in the blood, semen, vaginal fluid, and breast milk of an infected person. HIV is transmitted or spread in three main ways:

- Having sex (anal, vaginal, or oral) with someone infected with HIV.
- Sharing needles and syringes with someone infected with HIV; or
- Being exposed to HIV before or during birth or through breastfeeding.

HIV can also be transmitted through blood infected with HIV; however, since 1985, all donated blood in the U.S. has been tested for HIV. Therefore, the risk for HIV infection through the transfusion of blood or blood products is extremely low. Tattooing done in an unlicensed facility or in an informal setting (such as prison) and being exposed to blood during a fight are theoretical risks for getting HIV.

Am I at Risk for Getting HIV?

You may be at increased risk for HIV infection if you have:

- Injected drugs or steroids, during which any part of the “works” (such as needles, syringes, cotton, or water) was shared with others.
- Had unprotected vaginal, anal, or oral sex (that is, sex without using condoms), particularly with multiple partners, anonymous partners, men who have sex with men, or someone who injects drugs.
- Exchanged sex for drugs or money.
- Been given a diagnosis of, or been treated for, hepatitis, tuberculosis, or a sexually transmitted disease (such as syphilis, Chlamydia or Gonorrhea).
- Received a blood transfusion or clotting factor between 1978 and 1985.

Why is it Important to Test for HIV?

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

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

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

Is there Treatment for HIV and AIDS?

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

How do I Protect Myself?

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

What is Viral Hepatitis?

"Viral hepatitis" means inflammation of the liver caused by a virus. Several different viruses, named Hepatitis A, B, C, D and E viruses, can cause viral hepatitis. In the US, the most common types are Hepatitis A, Hepatitis B, and Hepatitis C. Heavy alcohol use, toxins, medications (including herbals) and certain medical conditions can also cause hepatitis. Hepatitis A, B, and C can all cause an acute illness of varying severity, but Hepatitis B and C can also become a chronic condition that may lead to scarring of the liver, liver failure, and liver cancer over time.

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

How are Hepatitis B and Hepatitis C Spread?

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

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

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

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

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

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

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

- Injected drugs or steroids and shared any part of the “works” (such as needles, syringes, cotton, water) with others.
- Had unprotected vaginal, anal, or oral sex (that is, sex without using condoms), particularly with multiple partners, anonymous partners, men who have sex with men, or someone who injects drugs.
- Exchanged sex for drugs or money.
- Received a transfusion of blood or blood products prior to 1987 for Hepatitis B & 1992 for Hepatitis C
- Received hemodialysis.
- Are a healthcare worker
- Are an immigrant or child of an immigrant from an area with high rates of Hepatitis B
- Got a tattoo from an unlicensed facility or in an informal setting (such as jail or prison)
- Shared straws or other device (such as a rolled bill) to snort drugs

How do I Protect Myself from Hepatitis B and C?

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

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

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

What are the Symptoms of Viral Hepatitis?

Symptoms of acute hepatitis include:

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

However, most persons with chronic hepatitis do NOT have any symptoms. Even though a person may not have symptoms or feel sick from chronic hepatitis, damage to the liver can still occur. Symptoms can develop after many years as a sign of advanced liver disease.

Should I get Tested for Viral Hepatitis?

Your doctor can diagnose both acute and chronic infection using one or more blood tests. You should get tested if you have any of the risk factors listed above. Typically, a person first gets a screening test that looks for antibodies to the Hepatitis B and C viruses. Antibodies are made by your body after you are infected. If the screening test is positive, different blood tests are needed to determine whether the infection has been cleared or has become chronic.

Is there Treatment for Hepatitis B and Hepatitis C?

There is treatment available for both Hepatitis B and Hepatitis C. Not everyone with viral hepatitis requires treatment. Treatment for Hepatitis B and C may include pills, shots, or both. Talk with your provider about the different treatment options available.

Educational classes about Hepatitis are offered at all facilities by an outside community organization. A memo will be posted periodically in each unit prior to the class for you to sign up. If you don't see the sign-up sheet, you can kite the infection prevention nurse and ask about the next available class.

What is Tuberculosis?

"TB" is short for tuberculosis. TB is caused by a bacterium called *Mycobacterium tuberculosis*. TB usually affects the lungs, but can attack any part of the body, such as the kidney, spine, and brain.

How is TB Spread?

TB is spread through the air from one person to another. The TB bacteria are put into the air when a person with active TB disease of the lungs coughs, sneezes, speaks, laughs, or sings. People nearby may breathe in these bacteria and become infected.

What are the Symptoms of TB?

Not everyone infected with TB bacteria become sick. TB can live in your body without making you sick. This is called latent TB infection. People with latent TB infection do not feel sick and do not have any symptoms. The only sign of TB infection is a positive reaction to the tuberculin skin test (also called the PPD) or special TB blood test. People with latent TB infection are not infectious and cannot spread TB bacteria to others; however, if TB bacteria become active in the body and multiply, the person will get sick with TB disease. Many people with latent TB infection never get TB disease.

TB bacteria become active if the immune system can't stop them from growing. When TB bacteria are active, this is called TB disease. TB disease will make you sick. Symptoms of TB disease may include a bad cough lasting three weeks or longer, coughing up blood or sputum, chest pain, feeling weak and tired, weight loss, loss of appetite, fever, and sweating at night.

Should I get Tested for TB?

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

Is there Treatment for TB infection and TB disease?

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

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

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

Section VI – Resolving Concerns

DOC 120.500 Tort Claims by Incarcerated Individuals; DOC 550.100 Resolution Program; DOC 590.500 Legal Access for Incarcerated Individuals.

Resolution Program

The Resolution Program is to serve as an unbiased, internal resolution and appeal system that promotes effective communication between staff and individuals under the jurisdiction of the Department. Having an appropriate administrative avenue for voicing complaints without fear of retaliation is an important element of helping to create safer environments.

The Resolution Program offers access to a process which allows for meaningful communication and the resolution of concerns to produce a fair and just conclusion.

How do I file a Resolution Request?

Before filling a Resolution Request, refer to the Resolution Program Manual and follow the directions on how to complete DOC 05-165 Resolution Request. The Resolution Program Manual is available at all facilities, work release locations, and field offices. Following the directions provided will ensure your Resolution Request will meet the criteria necessary to be accepted.

Emergency Resolution Requests

Emergency Resolution Requests are for issues that present a threat of death, injury, or disruption to the facility. These requests are to be given to the closest employee for immediate action.

Informal Resolutions

A resolution begins with respectful communication. At times, you can find a resolution to your concerns quickly by opening lines of communication with the persons involved. An informal resolution of the conflict is preferable to pursuing a formal resolution. This means individuals are expected to participate in problem-solving by seeking the earliest possible resolution by talking to the persons involved and/or submitting kites, letters, kiosk messages, etc. However, an informal resolution is not required prior to filing a Resolution Request.

To file a formal Resolution Request or to appeal the outcome of a resolution, you must submit a DOC 05-165 Resolution Request to the facility's Resolution Specialist. Specific information regarding how to complete this form is in the Resolution Program Manual, which is available at each facility in the libraries or designated area.

After Completing DOC 05-165 Resolution Request

If you are in a Prison: Place your Resolution Request in the resolution request drop-box to submit your concern and/or appeal confidentially to your local facility Resolution Program Specialist.

If you are in Partial Confinement: Or if your location does not have a resolution request drop-box, submit your Resolution Request/appeals to the Reentry Center Manager (RCM) or mail to the address below.

If you are on Community Supervision: Submit your Resolution Request/appeals to the CCS or mail it to:

Department of Corrections
Resolution Program Unit
Attn: Resolution Program Manager
PO Box 41129
Tumwater, WA 98501-1129

Examples of Necessary Criteria for Filing a Resolution Request

- You may only file a resolution on incidents, policy, or procedures that affect you personally and over which DOC has jurisdiction, including actions by employees, contract staff, volunteers, and other incarcerated individuals. (This can be exceeded for medical concerns and must be reviewed by the Resolution Program Manager/designee for acceptability).
- Resolution requests must be filed within 30 days of the incident.
- Before you submit a Resolution Request, first try to resolve the issue informally using positive and respectful communication.

Concerns Not Accepted

There are 3 categories of concerns that Resolution Specialists will not accept. This includes issues/incidents with an established appeals/review process, concerns regarding matters outside Department/facility jurisdiction, or those due to program restrictions.

Prison Rape Elimination Act (PREA) Reports Involving Sexual Assault, Sexual Abuse, Sexual Harassment, or Staff Sexual Misconduct

The Department maintains a zero-tolerance policy regarding sexual assault, sexual abuse, sexual harassment, and staff sexual misconduct. An individual can report a PREA incident by submitting a Resolution Request per DOC 490.800 Prison Rape Elimination Act (PREA) Prevention and Reporting. The request will be forwarded immediately to the applicable authority per the PREA Reporting Process attached to DOC 490.850 Prison Rape Elimination Act (PREA) Response.

NOTE: PREA response procedures and investigations supersede the Resolution Program. Allegations or investigations involving sexual assault, sexual abuse, sexual harassment, and staff sexual misconduct will not be accepted or reviewed through the Resolution Program. PREA allegations are not subject to the informal resolution process and there is no time limitation for reporting a PREA incident.

Personal Property Tort Claims

Department staff and incarcerated individuals are responsible for complying with Department policies and facility instructions regarding the handling of your personal property.

If there is alleged personal property damage or loss, individuals may file a tort claim with the Washington State Department of Enterprise Services, Office of Risk Management. DOC recommends that individuals attempt to resolve such issues with the appropriate facility staff or through the Resolution Program process prior to filing a tort claim.

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

The Department does not assume responsibility for filing personal property tort claims.

Legal Access

Law Libraries are located in eight major facilities.

All incarcerated individuals, regardless of language barriers or financial/educational status, will be provided with meaningful access to the courts. Specifically, individuals will be given the opportunity to:

- Communicate with courts and legal counsel.
- Research and prepare legal matters in the following order of priority:
 - Actions related to their sentence and/or confinement, including county jail time.
 - Actions related to their civil rights.
 - Actions related to proceedings in a dependency court.
- Access materials necessary for preparing and filing a legal pleading.
- Purchase and retain personal legal reference books and materials from authorized sources, subject to the property limitations per DOC 440.000 Personal Property for Offenders.
- Obtain free notary services, as appropriate.
- Communicate with family members, friends, and support groups by means of visitation, mail, and/or telephone to obtain assistance in pursuing legal matters.

Priority access to the Law Library may be granted for the above-noted legal matters for the following needs:

- A documented or identifiable court deadline within 45 days of the request.
- Any demonstrated prejudice to a case if access is not obtained.
- An identifiable deadline imposed by court rule or statute including deadlines for appeals or imposed per RCW 10.73.090 or 28 U.S.C. 2244(d)(1).

An incarcerated individual cannot, under any circumstances, receive any form of favor or payment for the time, efforts, equipment, or materials used in assisting another individual. Anyone found to be in violation of this requirement will be subject to disciplinary action.

All personal legal documents/papers must be retained by the individual(s) directly involved in the legal matter. Any individual found to be in possession of another individual's legal documents/papers is subject to disciplinary action.

Software and headphones will be available in each Law Library to assist visually impaired individuals.

Legal media recordings are only authorized to be sent in when received from one of the following:

- A court, if sending proceedings and other recordings that are submitted as evidence for the current conviction.
- The Prosecuting Attorney, if sending recorded court proceedings that were submitted as evidence in an appellate case.
- Prisons, Community Corrections, Partial Confinement, or the Indeterminate Sentence Review Board for department hearings.

Legal CDs received from an attorney, public disclosure unit or any other entity are not authorized and will be rejected.

Contract Attorneys

Contract attorney services are available at major facilities. Eligible incarcerated individuals can request these services through the local process. Additional information can be obtained through your counselor or the Law Librarian.

Legal Photocopies

Incarcerated individuals may obtain photocopies of their own legal leadings being submitted to the court, opposing party, or opposing counselor in cases regarding current conviction, conditions of confinement including county jail confinement, challenges to the sentence, and/or child dependency. Individuals representing themselves may incur a debt for the above-noted photocopies if they do not have sufficient funds to pay the required fee at the time of the request. To request photocopies, submit form DOC 19-084 Legal Copy/Indigent Postage/Scanning Request to the Law Librarian/designee 5 business days in advance of any deadlines. Photocopies will be treated as legal mail per DOC 450.100 Mail for Individuals in Prison and will be mailed out immediately.

Law Library Access

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

- Major facilities have a law library; hours of access are posted in living units.

- In segregation and intensive management units, individuals must submit a written request for materials from the law library for use within their cell.

Request for Disclosure of Records

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

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

Washington Office of the Corrections Ombuds (OCO)

About OCO

An independent, impartial public official appointed to receive and investigate citizen complaints against administrative acts of government. An Ombuds is **NOT** an incarcerated person's (or staff) advocate but working to ensure the system as a whole is fair, safe, and rehabilitative.

OCO works to strengthen procedures and practices with the goal of reducing the possibility of actions occurring within the DOC that would negatively impact the health, safety, welfare, and rehabilitation of incarcerated people.

What OCO can do

OCO can Provide information to incarcerated people, family members, and others regarding the rights of incarcerated people and promote self-advocacy. They receive, investigate, and work to resolve complaints related to adverse actions impacting the health, safety, welfare, and rights of incarcerated people. They monitor DOC compliance with federal, state, and local laws as related to the health, safety, welfare, and rehabilitation of incarcerated people.

What OCO CAN'T do

OCO can't Investigate an incarcerated individual's underlying criminal conviction or a complaint from a DOC staff member that relates to the staff's employment relationship, unless the complaint is related to the health, safety, welfare, and rehabilitation of incarcerated people.

OCO does not:

- Sue DOC (or any other entity)
- Provide financial compensation for any harm
- Demand or enforce staff discipline
- Investigate non-DOC actions (such as a court of another state agency)
- Investigate complaints regarding people who are not in prison or work release (i.e., we do not handle community custody)

Contacting OCO

- Call OCO's toll-free, non-monitored hotline from any phone: 360-664-4749
- Fill out our Ombuds Request Form, available at your housing unit, and send it directly to the office:

Washington Office of the Corrections Ombuds
2700 Evergreen Parkway NW
Olympia, WA 98505

When to file a request to OCO

You do have to "reasonably pursue" the internal resolution process or appellate procedure before OCO will open a case, but you do not need to exhaust the Resolution Process before making contact. For healthcare concerns, OCO requests that you receive at least a Level 1 response; for all other complaints, we request that you take it to at least Level 2, or facility Superintendent response.

When a complaint is received by OCO

OCO will review the complaint to ensure it falls within the Ombuds' jurisdiction, including that the person has utilized the resolution/appellate processes first. OCO will review DOC policy and conduct outreach to DOC staff to get an understanding of whether DOC followed policy. Attempt to immediately resolve at the lowest level by contacting DOC staff and working toward a solution.

Note: OCO generally cannot impact change where there is insufficient evidence or where DOC is found to be following policy.

OCO reports

OCO provides a monthly report with an anonymous summary of all cases closed in the prior month. Individual investigation reports when there are systemic/policy recommendations to be made. Systemic issue review reports including resolution processes, property, etc.

Note: The above reports are available on OCO's website, oco.wa.gov, for external persons to access and we are working with JPAY/Securus to upload them to tablets for incarcerated individuals to view.

Communication with OCO

Correspondence and communication with the office is confidential. All documents exchanged with DOC are confidential in relation to RCW 43.06C.060.

OCO Overview

If you have a problem that you've tried to resolve through the Resolution Program or an appeal, you may call for assistance. We will try to provide guidance to you on next steps or open an investigation ourselves. We cannot force DOC to act, but we can lift up concerns and request corrective action. We also provide public transparency and oversight through our reports.

Section VII - Reentry

Providing people with Focused Opportunities for Success

The mission of the WA DOC Reentry Division is to improve public safety with a key focus on improving lives, reducing recidivism and/or the rate of return to institutions. The WA DOC Reentry Division believes that we can accomplish this by increasing the number of individuals who receive reentry transition preparation services that is directed at resources to successfully transition a person to the community. To Support Successful Reentry, the department has dedicated reentry staff focusing on providing supports in the 6 domains: social support, housing, employment, education, treatment, and healthcare.

Reentry navigation expands resources to begin at reentry planning while you are still incarcerated and provides continuous support as you return to the community. Reentry staff provide a holistic and coordinated approach to bridge available resources both inside prison facilities, Reentry Centers, and out in the community. Development of an individual reentry plan that begins at reception and continues into the community upon reentry is critical for your success.

Reentry Navigation

Reentry Navigators provide additional reentry support in developing Individual Reentry Plans (IRP) and coaching for those individuals who need the additional support. Reentry Navigators as well as additional staff who focus on reentry planning and needs are available for referrals.

Reentry Portfolio

Portfolio envelopes will be provided at reception and provide a safe place to store important documents to include Individual Reentry Plan, education achievements, certifications, employment, work experience, skills, and any training received prior to incarceration, and upon release.

Release or Transfer Plans

This is the plan that initiates the home investigation for release or transfer.

- Offender Release Plan (ORP) - This is the plan used to initiate home investigations if you are releasing to community supervision and is completed electronically by your classification counselor or by corrections specialist staff if you are on partial confinement.
- Electronic Home Monitoring (EHM) Screening - You may be referred for partial confinement on electronic home monitoring through the Community Parenting Alternative or Graduated Reentry If you are eligible. If you are referred for partial confinement, there is an electronic home monitoring screening form that is used to initiate the home investigation for your transfer.

Continuous Case Plan

The DOC continuous case plan uses evidence-based principles and practices including assessments, formal and informal interventions, collaborative input, and file materials to address safety, accountability, and provide responsiveness to promote individual success and reduce recidivism.

Custody and Facility Plans

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

Release/ Transfer Needs Survey

This form identifies the immediate needs the individual has upon transition to the community.

Obtaining a State ID or Driver's License/ Social Security Card prior to release

Please work with your classification counselor/case manager to submit the required forms and documentation to apply for your State ID card or driver's license and your replacement social security card.

You are eligible to apply for a Washington State ID card or driver's license up to one year prior to your planned release or transfer to partial confinement. If you are a United States Citizen, you may request a replacement social security card within 180 days to your planned release or transfer to partial confinement.

Identification or driver's license and social security cards received by the Department will be placed in your central file and provided to you upon arrival at a Reentry Center, placement on electronic home monitoring, or release to the community.

Voter Registration

RCW 29A.08.520 Felony Conviction-Provisional and permanent restoration of voting rights.

Upon your release to the community or transfer to a Reentry Center, you are eligible to register to vote. You will need to ensure your voter registration is complete. Please work with your classification counselor/case manager to get the voter registration form and instructions to return the form by mail.

Reentry Pathways

Depending on your individual needs and sentence structure, you may be eligible for a specialized reentry pathway. Please see your orientation materials for additional information on the following reentry pathways: Community Parenting Alternative, Strength in Families, Graduated Reentry, and Reentry Center.

Incarcerated Veterans

If you served in the armed services and would like to be involved in incarcerated veterans programming or connect with Veteran Services, please contact the facility Veterans Point of Contact. If you are receiving disability compensation and/or pension and need assistance with filing an apportionment to assist with payments while you are incarcerated, your facility point of contact may also provide assistance by referring you to a Veteran Service Officer (VSO).

Housing Assistance Program

As you are preparing for your transition back to the community, if you have a need for housing, you could be eligible for Housing Assistance. Reach out to your Classification Counselor to apply when you are 60 days from Earned Release Date or when your counselor submits Offender Release Plan. The Counselor will have access to the Statewide Transitional Housing Directory where they can help you choose a transitional house that is right for you.