FAMILY SERVICES

GUIDE FOR FAMILY AND FRIENDS OF THOSE INCARCERATED

Department of Corrections
WASHINGTON STATE
June 2018

Dear family and friends of those incarcerated within the Washington Department of Corrections:

I am grateful to have the opportunity to provide the introduction to the Department’s new edition of the Guide for Family and Friends of the Incarcerated, and encourage you to read the guide.

The guide is intended to help you navigate much of the Department, including contacts within family services and relevant facility staff, the reception and daily living conditions for your loved one, how to stay connected throughout the incarceration time, the rules around visitation and sending items to your loved one, and many other useful details.

The Department views successful reentry as a critical part of helping achieving the Department’s mission of increasing and ensuring public safety. There is much research detailing that strong pro-social support systems are one of the most important factors in a releasing individual’s return to the community. As family members and friends, you play a vital role in the process by helping to eliminate criminal associations, providing support and motivation through visits and regular encouragement, and serving as an important sounding board for your loved one to help him or her maintain appropriate behaviors. Some of the opportunities between families and the incarcerated include the Department’s visitation program, the extended visit program, and other beneficial programs that maintain pro-social family support systems with positive community influences.

While an individual is serving their court-ordered sanction, the Department strives to provide the maximum amount of safety for both staff and incarcerated individuals. To accomplish safety in the facilities and the community, there are regulations and policies that must be followed. It can be difficult to understand the purpose for some regulations but this guide should help. The Department works hard to follow research-driven and evidence-based models of treatment and programming to positively impact behaviors and also encourage personal responsibility and accountability. It takes the partnership of family and friends, our staff, and communities as a whole, working together, to secure the best possible transition of individuals back into their communities.

Sincerely,

Stephen Sinclair, Secretary
Washington Department of Corrections

“Working Together for SAFE Communities”
# Table of Contents

The Purpose of This Guide ................................................................. 5  
Family Services Unit ......................................................................... 5  
  Family Services Contacts: ................................................................. 5  
Family Councils – Getting You Involved ............................................ 6  
The Reception Process ........................................................................ 7  
  Arrival ............................................................................................. 7  
  Classification and Assessments ......................................................... 7  
  Housing Types (Custody Levels) ......................................................... 8  
Staying in Touch with Family and Friends While They are at Reception .................................................. 9  
  By Telephone .................................................................................. 9  
  By Mail .......................................................................................... 9  
After Reception .................................................................................... 10  
  Locator System ............................................................................... 10  
  Family Emergency ........................................................................... 10  
Staff Roles and Responsibilities .......................................................... 11  
  Facility Staff .................................................................................. 11  
  Personal Case Management and Community Involvement Staff ............ 11  
Staying Connected During Incarceration ............................................... 12  
  Phone ............................................................................................ 12  
  Phone Call Rates ........................................................................... 12  
  Starting a Pre-Paid Account ............................................................... 12  
  International Calls .......................................................................... 13  
  Tips ............................................................................................... 13  
  Customer Service Global TelLink .................................................... 13  
Sending Mail After Reception ................................................................ 14  
  Mail Guidelines ............................................................................. 14  
  Email and Videograms ................................................................. 14  
Visiting ................................................................................................. 15  
  Video Visits .................................................................................. 15  
  In Person Visits ............................................................................. 15  
  Special Visits ............................................................................... 15  
Getting Approved .............................................................................. 15  
  Requirements for Visitors under 18 Years Old ......................... 15  
What Can I Bring to a Visit? ............................................................... 16  
Purchasing Food during a Visit .......................................................... 16  
Searches .............................................................................................. 17  
  Clothing Standards ....................................................................... 18  
Visit Room Conduct ........................................................................... 19  
Questions about visiting .................................................................. 19  
Extended Family Visiting Program ..................................................... 19  

3  500-HA002 Rev. 10/2018
Sending Items to Prison

Money and Accounts

Sending Money

Sending Packages

Union Supply

Prison Life

Room Assignment

Food

Commissary (Store)

Television

Clothing

Jobs

Health Care Services

Substance Abuse Treatment

Educational Programs

Religious and Spiritual Activities

Recreational Activities

Rewards for Good Behavior

Other Important Information

Child Support Responsibility

Prison Rape Elimination Act (PREA)

Victim Services Program

Prison Facility Directory
The Purpose of This Guide

The purpose of this guide is to provide an overview of the Washington State Department of Corrections (DOC). Our intent is to offer information that helps families and loved ones stay connected during incarceration. You can visit our website for more detailed information or contact the Family Services Unit directly for further assistance.

Family Services Unit

The Family Services Unit provides support and resources that assist families in maintaining contact and building connections when a loved one is in prison. Family connection is the most important factor in helping people stay out of prison. Several national studies show that incarcerated individuals with family support before prison and throughout incarceration were less likely to reoffend than those without family support. There are a number of support groups, assistance programs, and supportive community organizations to assist family members who are left behind while their friend or family member is in prison.

Family Services Contacts:

- Carrie Kendig, Program Manager 253-680-2617
- William (Bill) Copland, Family Services Specialist SE region 509-734-5676
- Michael (Mike) Eby, Family Services Specialist NW region 360-725-8761
- Caroline Melhuish, Family Services Specialist SW region 360-449-7652
- Gheorghe Turcin, Family Services Specialist NE region 509-324-8357
- , Children of Incarcerated Parents Specialist 253-680-2626
- Online: [www.doc.wa.gov/family](http://www.doc.wa.gov/family)
- Mail:
  Department of Corrections
  Family Services Unit
  P.O. Box 41101
  Tumwater, WA  98501
Family Councils – Getting You Involved

The DOC recognizes the benefits of incarcerated individuals maintaining family relationships during incarceration and supervision. Research has clearly shown the positive effect on incarcerated individuals and their family when they can maintain contact with their loved ones during this time. However, there are a number of barriers to maintaining these connections. In an effort to recognize and address these barriers, local Family Councils have been established at every prison. There is also an active Statewide Family Council comprised of members that also participate in the local Family Councils.

Each prison has a local Family Council meeting which is open to any interested person who is an approved visitor. Participants can attend in person or over the phone by calling a toll-free number. The council meetings are a great opportunity for you to ask questions, get information and share your perspective.

To attend a family council meeting, look for the family council information at DOC Family and Friends, ask the Sergeant in the visiting room, or call the facility and ask for the “Community Partnership Program Coordinator”.

Approved visitors participating in Family Council are invited to participate in biannual tours of the facility in which the loved one is housed.

Family-centered events are hosted frequently at all facilities.
The Reception Process

Arrival

When a person arrives at prison, they first go to a “Reception Center” for an introduction to prison. They also receive a variety of assessments, including medical and mental health to help determine service needs.

The men are sent to the Reception Center at Washington Corrections Center in Shelton, and the women are sent to the Reception Center at Washington Corrections Center for Women in Gig Harbor.

At the Reception Center, everyone receives an orientation packet and is assigned to a living unit. The Unit Sergeant gives an overview of the living unit's rules.

Classification and Assessments

The “classification” process can take 4 to 6 weeks. In addition to general introductions and a medical assessment, the DOC conducts vocational and educational assessments. Assessments provide general information and identify possible concerns for each individual (e.g. suicidal thoughts, victimization, violence, mental health, substance abuse and education). This allows prison staff to place each person where they can get the programs they need to help them succeed.

After Reception Center screening, incarcerated individuals are transferred to the facility that is determined as the best fit for their custody level and needs.
Housing Types (Custody Levels)

The goal of assigning a custody level is to find a balance between placing the incarcerated individual in the least-restrictive housing unit where staff can still ensure safety of the public, staff, and other incarcerated individuals. The chart below provides a high level overview of the various custody levels that are assigned to an individual.

<table>
<thead>
<tr>
<th>Custody Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum 1 Custody</td>
<td>This category includes work release facilities. Partial confinement, supervised outings. Eligible 6 months before release; average stay is four months.</td>
</tr>
<tr>
<td>Minimum 2 or Minimum &quot;P&quot; Custody</td>
<td>Only for those within four years of their release. Increased freedom of movement and potential to participate in community work programs. 48+ points</td>
</tr>
<tr>
<td>Medium or Minimum 3 Custody</td>
<td>Less supervision, more freedom of movement, more program opportunities. 35-47 points</td>
</tr>
<tr>
<td>Close Custody</td>
<td>Also known as Intensive Management, all movement is under escort, programming is focused on specific needs and risks. 0-34 points</td>
</tr>
</tbody>
</table>
Staying in Touch with Family and Friends While They are at Reception

Incarcerated individuals can correspond with family and friends while at the Reception Centers and are encouraged to do so. Contact can occur by telephone, mail, or visits when approved. Once moved from the Reception Center, we have many more ways for you to stay in contact.

By Telephone
Incarcerated individuals are allowed to place collect telephone calls by using their Inmate Personal Identification Number (IPIN). Incarcerated individuals are issued their IPIN within 72 hours of arrival at the Reception Center.

By Mail
Letters for men at the Reception Center should be addressed to:

Incarcerated individual’s first and last name and DOC number
Washington Corrections Center-Reception Center
P.O. Box 900
Shelton, WA 98584

John Hancock
1024 S. Bee St.
Olympia, WA 98506-4321

Jack Doe, DOC 123456
Washington Corrections Center-Reception Center
P.O. Box 900
Shelton, WA 98584

Letters for women at the Reception Center should be addressed to:

Incarcerated individual’s first and last name and DOC number
Washington Corrections Center for Women-Reception Unit
9601 Bujacich Road NW
Gig Harbor, WA 98335-8300

John Hancock
1024 S. Bee St.
Olympia, WA 98506-4321

Jane Doe, DOC 123456
Washington Corrections Center for Women-Reception Center
9601 Bujacich Rd. N.W.
Gig Harbor, WA 98335-8300
After Reception

Locator System

To locate a loved one after a transfer, visit www.doc.wa.gov. Find the Inmate Search tab and follow the instructions. You can also call our “Inmate Search” line at (360) 725-8213. This line is available Monday through Friday 8:00 a.m. to 5:00 p.m. only. No voice mails can be left after hours.

Family Emergency

All family emergencies must go through the facility emergency messages process at your incarcerated individual’s location. If you have a death in the family or an emergency, call the Classification Counselor. After regular hours (8:00 a.m. to 5:00 p.m.), contact the shift officer.
Staff Roles and Responsibilities

When you first experience the prison system, you may have contact with a variety of staff.

Facility Custody Staff

- **Correctional Officer (CO):** The role of the Correctional Officer is to assist in controlling, directing, and monitoring the movements and activities of incarcerated individuals. They make sure prison rules are followed; ensuring the safety and security of incarcerated individuals, staff, visitors, and the community.
- **Correctional Sergeant:** Correctional Sergeants supervise Correctional Officers. Each facility has a *Public Access* or *Visit Sergeant* who can resolve issues relating to the visiting process.
- **Correctional Lieutenant:** A Correctional Lieutenant is responsible for security operations during their shift and supervises Correctional Sergeants. This position manages emergency situations that may arise.
- **Correctional Captain:** This is the senior custody staff member responsible for facility-wide custody and security operations and the supervision of Lieutenants.

Personal Case Management and Community Involvement Staff

- **Classification Counselor (CC):** Each incarcerated individual has an assigned CC. These staff handle day-to-day issues as well as being responsible for classification, case management and release preparation.
- **Correctional Unit Supervisor (CUS):** A CUS is responsible for the management of a housing unit, including the supervision of CCs, CCOs, and custody staff (Sergeants and COs).
- **Community Partnership Program Coordinator (CPPC):** Most facilities have a CPPC, who is responsible for much of the family-centered programming. Facilities offer family-friendly events through the year. These include cultural celebrations, holiday festivities and child-focused activities. You must be an approved visitor to attend.
Staying Connected During Incarceration

Phone

Global-Tel Link (GTL) is the incarcerated individuals’ phone provider for DOC. For an incarcerated individual to make calls there are the following options:

- **Advance Pay**: Incarcerated individuals can only call the specific number that is paid for.
- **Pre-Paid**: Connect Network.com is a Global Tel* Link (GTL) pre-paid phone service where time can be purchased.
- **Collect Calls**: Calls are billed to your phone using your phone carrier’s standard pricing per call.
- **Debit Account**: An account where an incarcerated individual can call any number on their Personal Allowed Number (PAN) list.

Phone Call Rates

- All calls are $0.11 (eleven cents) per minute

Starting a Pre-Paid Account

- Funds are added to pre-paid accounts (Advance Pay or Debit Account) at [www.connectnetwork.com/portal](http://www.connectnetwork.com/portal) using a credit card.
- There are service fees added to the transaction. The service fee for an Advance Pay account is $7.95. The service fee for the Debit account is $5.95. There is also a $3.00 credit card fee.
- The minimum amount that can be funded is $10.00. The maximum amount is $250.00. If you do not have a credit card or do not want to pay a service fee, a money order or personal check can be mailed to:

  **Advance Pay Service Department (the incarcerated individual can only call your number)**
  P.O. Box 911722
  Denver, CO 80291-1722

  **Inmate PIN Debit (the incarcerated individual can use this money to call any number)**
  PO Box 122430
  Dallas, Texas 75312-2430

- Funds are normally credited within one day of the money order being received.

*To establish your account, you will need your 10 digit phone number, your incarcerated individual’s name and their six digit Department of Corrections (DOC) number. Include all of this information on your check or money order.*
International Calls

Individual facilities may allow incarcerated individuals to place international calls if an advance pay account has been established. The incarcerated individual may ask if this is allowed at his or her facility and what procedures need to be followed.

Tips

There is a 20-minute time limit for phone calls. Both parties will hear a message at intervals that tells them how much time remains (1 minute, 30 seconds). After 20 minutes, the call will disconnect.

- Don’t attempt a three-way call
- Don’t try to transfer the call
- Don’t put the inmate on hold
- Don’t use or answer “call waiting”

Doing any of these may result in termination or suspension of phone privileges.

Customer Service Global TelLink

For assistance with questions, issues, or complaints pertaining to your phone you can reach customer service the following ways:

- Advance Pay Customer Service: 1 (877) 650-4249
- Advance Pay Automated line: 1 (800) 483-8314
- Live Rep. 1 (866) 230-7761 to set-up advance payment account
- PIN customer service: customerservice@VACI.com
- Automated PIN debit account for incarcerated individual’s 1 (866) 669-9975
- PIN Customer Service 1-800-786-8521
- Email: support@offenderconnet.com
- Website: www.connectnetwork.com
- Hours of operation:
  - Monday-Friday 7:00 a.m. to 11:00 p.m. (CST)
  - Saturday and Sunday 8:00 a.m. to 7:00 p.m. (CST)
Sending Mail After Reception

Families and friends of incarcerated individuals are encouraged to write. But please remember all mail is subject to search. Violations of the correspondence rules may result in confiscated mail items and losing the privilege to write a family member.

Mail Guidelines

Follow these guidelines to ensure your mail is received.
The outside envelope must be addressed with:
Incarcerated individual’s first and last name
Six-digit DOC number, and correct facility address
Return address consistent with US Postal Service, including first and last name
Name of the unit where the incarcerated individual lives (not required for delivery)

John Hancock
1024 S. Bee St.
Olympia, WA 98506-4321

Jane Doe, DOC 123456
Washington Corrections Center for Women
9601 Bujacich Rd. N.W.
Gig Harbor, WA 98335-8300

The letter(s) inside must be addressed to the same incarcerated individual on the envelope.
All mail is inspected. The facility will provide written notification of mail rejection to the incarcerated individual and the sender. This includes the reason for the rejection and the name and address of the sender. The rejection can be appealed by the incarcerated individual.
Do not send cash, personal checks, or stamps, if you do, the mail will be rejected and returned to you at the incarcerated individual’s expense.
Unauthorized materials (contraband) found in mail will be rejected. Breaking these rules can result in loss of mail privileges.
Books, newspapers, and magazines must be mailed directly to the incarcerated individual by the publisher, publication supplier, or bookstore. These are subject to review in accordance with correspondence rules. DOC Policy 450.100.

Email and Videograms

New technologies can help you stay connected with a loved one in prison through email, videograms, and video visits. (You MUST be an approved visitor to utilize video visiting.) The rates are detailed on the JPAY website. To register, please contact JPAY at (866) 333-5729 or visit https://www.jpay.com/.
Email messages are sent to the facilities where staff download and review incoming messages, then forward them to your loved one. Incarcerated individuals receive their incoming e-messages on Kiosks at their facilities.

14  500-HA002 Rev. 10/2018
Visiting

Each facility has its own visiting guidelines. Please visit the DOC Website (www.doc.wa.gov) for the specific facility websites to see visit guidelines, important notices, visiting rules, family-friendly events and visit schedules.

Getting Approved

All visitors must be approved before being placed on a visiting list. This process begins by completing the application form. Please fill out the online application. The forms are available at DOC Visiting. If viewing this electronically, follow this link: Visiting Application. For help completing the application or questions about the application process call the Headquarters Visit Unit at 360-725-8480, or email dochqvisitunit@doc1.wa.gov

Requirements for Visitors under 18 Years Old

A separate application form is needed for visitors under the age of 18. If viewing this electronically, follow this link: Minor Visitor Application. The forms are available at the website noted above.
The Parent/Guardian Approval for Minor Visitor form included with the visitor’s application must be completed and notarized.
If you are not the parent, guardianship of all minors must be verified by providing a certified copy of the court order establishing legal guardianship.

In Person Visits

Visiting your loved one provides valuable support. It preserves the healthy relationship between family and friends. We strive to make the experience enjoyable and rewarding.

Please be advised:
Unforeseen security problems may interfere with visiting, causing delayed, shortened, suspended or cancelled visits. This is unusual, but it can occur.
You can follow DOC Visitation on Twitter to be notified of cancellations and changes. Instructions for following DOC on Twitter can be found on DOC’s website, www.doc.wa.gov or if you already have a Twitter account, you can follow @DOCVisitation.

Video Visits

Video visits are conducted via friends’ and families’ computers and video kiosks located in the facility. This is a process similar to Skype. You must be on your loved one’s approved visit list to participate.
To register, contact JPAY at (866) 333-5729 or https://www.jpay.com/. Each video visit lasts 30 minutes and costs $12.95.

- Video visits are monitored and recorded for security purposes.
- Regular visitation rules apply.
- You must be on the incarcerated individual’s approved visit list.
- A current photo of the visitor must be in the visit system.
- No nudity, profanity, gang signs, or sexual-like activity is allowed.

Special Visits

Special visits may be permitted per DOC policy, for persons traveling long distances, hospitalized incarcerated individuals, and professional visitors (a person acting in a professional capacity as authorized by the facility Superintendent, e.g. Chaplin, Social Worker, or Attorney). Special visits must be requested by the incarcerated individual via the Special Visit Request form and submitted to the incarcerated individual’s counselor.

What Can I Bring to a Visit?

Each visitor age 18 and above must bring a current photo identification (ID). The following examples qualify:

- Driver’s license
- Military ID
- Tribal ID
- State ID
- Federal agency ID
- Passport

You will not be allowed to take anything into the visiting room except yourself, your picture ID, your food card, your locker key, and approved medications and/or medical equipment.

Some additional items are approved if you are bringing an infant or toddler. These details can be found on the individual facility’s web page at DOC Facilities. You must provide proof of prescription to bring medication in its original packaging.

Purchasing Food during a Visit

Vending machine food obtained on-site is the only food available during a visit. You will have access to a microwave and plates. If you plan to buy food during your visit, there is an ATM-like machine called a food-card dispenser located at the public access doors when you enter. Only one card is allowed per visitor. You must first buy a food card, the initial purchase cost ranges from $3.00 to $5.00, then you can add money to it. Some facilities offer machines that accept cash or debit/credit cards while other facilities are cash only. Please bring multiple bills, the facility cannot make change. You can keep the food card and bring it to each visit. Food cards do not transfer from one facility to another.
Searches

Please be prepared to be searched before a visit with your loved one. Searches are conducted for the safety of incarcerated individuals, staff and fellow visitors and to ensure everyone has a safe time with their incarcerated loved ones. The graphic below provides you with an example of what to expect during a “pat” search.

Pat searches consist of the following:
Front: Hair, hats, sleeves, mouth, breast/chest area, collar, necklace/jewelry, belt/waist, crotch, pockets, garment seams, inside/outside legs, socks/ankles, shoes, and underneath footwear.
Back: Hair, hats, sleeves, collar, armpit area, shoulders/back, watches/bracelets, belt/waist, buttocks, back pockets, garment seams, inside/outside legs, socks/ankles, shoes, and underneath footwear.

All belongings, vehicles and any containers/bags brought to institution grounds are subject to search.
It is like going to the airport. You will be asked to take off your jacket, belt, shoes and anything metal, then step through a metal detector. You may be taken into a separate room and patted down by an officer of the same gender. This includes children. Children must have a parent or guardian with them during the search. It is often easier to have the adult go first to show the child what to expect.
Searches will go more quickly if you follow the clothing guidelines. Specially trained dogs may also participate in the search process.
You may be prosecuted if contraband is found on you or in your car or belongings. Contraband includes any items brought into the facility without expressed permission of the Facility.
Clothing Standards

Visitors not dressed properly will not be allowed into the visit area. Most facilities have t-shirts and sweat pants to borrow if your clothing does not meet the following standards:

- Conservative and modest
- Clean and in good repair
- Buttons or closures must be fastened to maintain modesty
- Undergarments must be worn
- Male visitors: boxers, briefs, or long underwear
- Female visitors: briefs and brassieres
- Cleavage must not be visible
- Skirts or shorts must be at the top of the knee or longer
- Shoes are required
- Heels may not be more than 3 inches from the heel of the foot to the ground.
- Belly buttons must not be visible
- Tube tops, midriffs, or other half shirts are prohibited
- Pants with more than four (4) pockets (cargo) are prohibited
- Clothing depicting alcohol, drugs, gang symbols, or sex are prohibited
- Shirts, jackets, or sweatshirts with hoods are not allowed
- Clothing that resembles state-issued offender clothing is not allowed. This includes red shirts, khaki pants, gray sweatpants, and gray sweatshirts.
Visit Room Conduct
Visit rooms are designed for the safety of our visitors, staff, and incarcerated individuals as well as to promote supportive and positive interactions. We strive to make them physically comfortable and visually appealing.

- Brief hugs and kisses (4 to 5 seconds) at the beginning and end of the visit are fine. Extended contact will be stopped by the visit officer.
- While seated, you need to keep your legs under the table and your hands on top of it at all times. You can hold hands above the table while you visit.
- All visit rooms are equipped with cameras to observe all interactions. Visit officers will also be moving throughout the visit room.
- Please respect the other visitors and do not disrupt someone else’s visit.
- Games, videos, and other activities are usually available in visit rooms.
- Restrooms are available in the visit areas. Each facility has restroom rules you must abide by for everyone’s safety.

Questions about visiting
If you have questions about visiting, you should first ask the visitation staff at the facility. Please be sure to have your loved one’s name and DOC number available. You can contact the facility where you plan to visit and ask to speak to visit staff. Please be aware that visit staff often work a non–traditional work schedule so they are available at the facility during visit hours. Please be sure to include your loved one’s DOC number and a brief summary of your concern, and visit staff will return your call as soon as they are able. If your question or concern cannot be resolved by the facility, you may call the Statewide Visit Unit at (360) 725-8480 or e-mail at dochqvisitunit@doc1.wa.gov.

Extended Family Visiting Program
The DOC recognizes the importance of maintaining strong family ties and provides opportunities for Extended Family Visits (EFVs). An EFV is a visit between an incarcerated individuals and his or her immediate family member(s) that occurs in a private housing unit. The visits can take place for up to 48 hours. For more information please see DOC Policy 590.100. For more information about the application process please go to www.doc.wa.gov.
Sending Items to Prison

Money and Accounts

Every incarcerated individual has a trust account, which is similar to a bank account but does not earn interest. Incarcerated individuals can use money from the account for things such as postage, fees for recreation programs, education, store purchases, child support, and health care co-pays.

<table>
<thead>
<tr>
<th>Spendable</th>
<th>Postage</th>
<th>Medical</th>
<th>Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Unrestricted and available for the incarcerated individual's use. Money orders/cashier’s checks not designated to another sub-account will be posted to this sub-account.</td>
<td>• Can only be used for postage charges. The money order/cashier’s check must be clearly marked “postage.”</td>
<td>• Can only be used for payment of outside medical services. The money order/cashier’s check must be clearly marked as “medical.” Funds received and designated for a medical sub-account prior to an incarcerated individual getting approval and will be returned at the incarcerated individual's expense.</td>
<td>• Can only be used for payment of education tuition/fees. The money order/cashier’s check must be clearly marked as “education.”</td>
</tr>
</tbody>
</table>
State law requires that deductions are taken from most deposits to spendable accounts. This law, RCW 72.09.480, explains the details. In general, deduction amounts are displayed below.

![Deduction Amounts](chart.png)

### Sending Money

DOC policy 200.000, Trust Accounts for Offenders restricts the ability to place money in trust accounts for multiple incarcerated individuals. Specifically, it reads: “Family, friends, and/or other individuals may not deposit to more than one incarcerated individual’s trust account without the Superintendent’s prior approval.”

The DOC provides the following options to send money to an incarcerated individual:

- **JPAY**
  Funds sent via JPay may be deposited into an incarcerated individual’s *spendable, postage, education or medical sub-accounts*. When sending money through JPay, you may go online, call customer service at 1 (800) 574-5729 or go in person at any MoneyGram location nationwide. Note that to establish a Jpay account you will be charged between $3.95 and $12.95 depending on your choices.

- **Western Union**
  Money can be transferred through Western Union online, over the phone, or in person. Funds sent via Western Union are deposited into an incarcerated individual’s spendable sub-account only. If you are sending money over the phone, ask to use "Quick Collect" to receive the least expensive money-sending service.

- **Mail**
  A cashier’s check or money order are acceptable for deposit. Cash or personal checks are not accepted. For more information, visit the “Family and Friends” section of the DOC website at [Inmate Mail](https://www.doc.wa.gov/familyfriends).
Sending Packages

Incarcerated individuals will not receive packages when:

- Sent from home
- Newly admitted and assigned to the Reception Center
- Living in Intensive Management Units and Secured Housing Unit

Union Supply

Packages can be ordered through Union Supply. You can view the catalog of approved items on their website. Orders may be placed online, by phone, fax or mail.

- Phone: 1 (855) 247-0566
- Online: [www.wainmatedpackage.com](http://www.wainmatedpackage.com)
- E-MAIL: [wacustomerservice@unionsupplydirect.com](mailto:wacustomerservice@unionsupplydirect.com)
- Mail: Washington Package Program
  Union Supply Direct
  Dept. 105, PO Box 9018
  Rancho Dominguez, CA 90224-9018

Prison Life

Room Assignment

Typically two incarcerated individuals are assigned to a room with a bunk bed. Roommates, often called “cellies” by the incarcerated individuals, are chosen by staff based on the incarcerated individual’s age, affiliation with groups (or gangs), work assignments, medical concerns, mental health issues, protection issues, history of violent behavior, and space availability. If an incarcerated individual does not get along with their assigned roommate, he or she can speak with a Classification Counselor or unit supervisor to explore other options.

Food

Food Service is the term used for the meals served to incarcerated individuals. Incarcerated individuals are served three (3) nutritional and varied meals each day. A standard menu is followed by all state prisons. The standard menus are reviewed by a full-time Registered Dietitian who certifies that the menus meet nutritional requirements. All food used for incarcerated individuals meals is also USDA inspected.

Prison food service departments provide modified diets for incarcerated individuals whose religious beliefs include special religious or dietary needs such as kosher or vegetarian. They also work closely with the medical department to provide therapeutic diets as prescribed by health care staff.

Commissary (Store)

Incarcerated individuals can buy personal hygiene items, food, sodas, postage supplies, writing materials, vitamins, and other personal items from commissary by submitting an order form.

Incarcerated individuals with money in their account may purchase comfort items such as personal care items, food and beverages. Those without funds are limited to basic hygiene and nutritional requirements.
correspondence items by creating a debit on their account that needs to be paid back to the facility.

**Television**

Access to television is available in most day rooms, except in close custody settings. Select programming is available and usually decided upon through an inmate voting system. Individuals may purchase televisions through Union Supply Group.

**Clothing**

All clothing is provided by the DOC. There are some provisions for shoes and jewelry. Most extras must be purchased through our approved vendor.

**Jobs**

The DOC is committed to maintaining and expanding work and training programs that give incarcerated individuals job skills they can use after prison. The DOC also wants to inspire a positive work ethic among incarcerated individual workers. As an added benefit, incarcerated individual workers make products that are used in schools and other government buildings. They provide services to communities through work crews which helps reduce the tax burden of residents in the state. Work assignments are available based upon the custody level and location of each incarcerated individual. There may be other restrictions for some which will be explained to them by their classification counselor.

**Health Care Services**

Health care services, which include medical, dental, and mental health care are provided to incarcerated individuals by on-site health care staff. The DOC assures that health care providers and counselors are licensed or certified to practice in Washington. Health care staff focus on identification of health concerns early, caring for acute and chronic health problems and preventive care.

DOC provides a telephone number for Health Services staff on each prison’s web page [Prison Facilities](#). Further information about the offender health plan can be accessed through [Offender Health Plan](#). Please be aware that staff are unable to discuss specific medical concerns with family and friends without a current signed Release of Information from the incarcerated individual. Release forms are available through the medical department at the incarcerated individual’s request.

**Substance Abuse Treatment**

Incarcerated individuals are screened for a variety of needs, including chemical dependency (e.g. drug and/or alcohol abuse). Incarcerated individuals who are determined to be chemically dependent and meet the criteria for treatment, will be provided treatment. All treatment is certified by the Department of Social and Health Services, Division of Behavioral Health and Recovery, and includes cognitive and behavioral restructuring (changing thinking and behavior), alcohol and drug education, individual and group counseling, relapse prevention, self-help support skills, and skill building. Much like medical information, substance abuse and chemical dependency information is protected by law.
Educational Programs

Educational opportunities exist in all Washington state prisons and work release facilities. As men and women go through orientation, they are tested to determine their educational level. They are then referred or enrolled in educational programming as appropriate and available. Educational services are contracted through the State Board of Community and Technical Colleges. Classes include:

- Basic Education (GED) (Grades 9-12)
- Vocational (Career or Work) Skills Classes
- English as a Second Language (ESL)

Religious and Spiritual Activities

The DOC makes every effort to provide opportunity for each incarcerated individual to practice the religion of his or her choice in a fair and equitable way. This means we treat all religious beliefs equally. As long as the practices do not impact security, health, and safety requirements. Each prison has a Chaplain and most programs are supplemented with religious volunteers. More information can be found at: Religious and Spiritual Programs.

Recreational Activities

All prisons offer recreational and hobby activities. Activities vary by facility but can include: exercise courses, sports, in-cell hobby activities, hobby shop activities such as woodworking and quilting, in-cell music activities, music room activities, open gym, and outdoor yard time. Some programs require participants to pay a $7.00 quarterly fee. In order to benefit from these fee-based programs, incarcerated individuals must be infraction-free for a minimum of 30 days. Other activities do not require a quarterly fee to participate.

Rewards for Good Behavior

State law provides an option for incarcerated individuals to earn time off of their sentence through positive behavior and by participating in approved programs. This system is called Earned Release Time (ERT). You can help contribute to this process by encouraging your loved one to follow the rules and participate in programs to help them be successful inside and out.
Other Important Information

Child Support Responsibility
Upon entering the prison system the incarcerated non-custodial parents (NCPs) will have the opportunity to have their child support obligations reviewed, potentially resulting in a reduction of monthly support obligation and/or charge off of existing debt. The Department of Social & Health Services, Division of Child Support has an updated video at the receiving facility available to the NCPs. Additional information is provided in brochures available to help explain the parent’s options on how to avoid accumulating large debts while incarcerated.

Prison Rape Elimination Act (PREA)
The Prison Rape Elimination Act (PREA) was signed into federal law September of 2003. PREA establishes a zero-tolerance policy regarding rape and sexual abuse in federal, state, county and city correctional systems; including prisons, jails, police lock-ups, and other confinement facilities for adults and juveniles. Information about how to report concerns is readily available to every incarcerated individual. Family and friends (community members) can report PREA allegations through any of the following:

**Phone:** PREA Hotline 1 (800) 586-9431
**Mail:** PREA Coordinator Post Office Box 41100, Olympia, WA 98504
**Email:** DOCPREA@doc.wa.gov

The DOC has zero-tolerance for all forms of retaliation against any person because of his/her involvement in the reporting or investigation of a complaint. Retaliation may be subject to corrective/disciplinary action.

Victim Services Program
If you feel that you are in danger, or if an incarcerated individual’s behavior is in violation of a valid court order, we strongly encourage you to contact local law enforcement immediately. The DOC’s Victim Services Program offers community members assistance with safety planning and referrals to other resources that may help. The program also provides notification about the movement or release of an inmate that causes you concern. You will need to contact Victim Services to enroll.
If you are being harassed, threatened, or are receiving unwanted communication of any kind from an incarcerated individual in a DOC facility, please contact the Victim Services Program. Our staff can assist you in getting unwanted behavior stopped and assist you with any necessary safety measures.

Phone: (800) 322-2201
Email: victimservices@doc1.wa.gov
Mail: Department of Corrections Victim Services Program
      Post Office Box 41119
      Olympia, WA 98504-111
Website: [http://www.doc.wa.gov/victims/](http://www.doc.wa.gov/victims/)
An additional resource for you is: [https://www.vinelink.com](https://www.vinelink.com)
Prison Facility Directory

Airway Heights Corrections Center
11919 West Sprague Avenue
Post Office Box 2049
Airway Heights, WA 99001-2049
(509) 244-6700

Cedar Creek Corrections Center
12200 Bordeaux Road
Post Office Box 37
Littlerock, WA 98556
(360) 359-4100

Clallam Bay Corrections Center
1830 Eagle Crest Way
Clallam Bay, WA 98326-9723
(360) 963-2000

Coyote Ridge Corrections Center
Post Office Box 769
Connell, WA 99326-0769
(509) 543-5800

Larch Corrections Center
15314 NE Dole Valley Road
Yacolt, WA 98675-9531
(360) 260-6300

Mission Creek Corrections Center for Women
3420 NE Sand Hill Road
Belfair, WA 98528
(360) 277-2440

Monroe Correctional Complex

Washington State Reformatory Unit
16700 177th Ave. SE
Post Office Box 777
Monroe, WA 98272-0777
(360) 794-2600

Stafford Creek Corrections Center
191 Constantine Way
Aberdeen, WA 98520
(360) 537-1800

Minimum Security Unit
Post Office Box 7001
Monroe, WA 98272-7001
(360) 794-2299

Washington Corrections Center
2321 West Dayton Airport Road
Post Office Box 900
Shelton, WA 98584
(360) 426-4433

Twin Rivers Unit
16774 170th Drive SE
Post Office Box 888
Monroe, WA 98272-0888
(360) 794-2400

Washington Corrections Center for Women
9601 Bujacich Road NW
Gig Harbor, WA 98335-8300
(253) 858-4200

Special Offender Unit
16730 177th Avenue SE
Post Office Box 514
Monroe, WA 98272-0514
(360) 794-2200

Washington State Penitentiary
1313 N. 13th Avenue
Walla Walla, WA 99362-1065
(509) 525-3610