

DEPARTMENT OF CORRECTIONS
MAINE CORRECTIONAL CENTER



Male
Resident Handbook

September 1, 2021

Anthony Cantillo
Warden

Randall Liberty
Commissioner

TABLE OF CONTENTS

PART I: Facility Operating Procedures	4
I. FOLLOWING ORDERS.....	4
II. PERSONAL CONDUCT:	4
III. PERSONAL SAFETY:	4
IV. IDENTIFICATION CARD:.....	4
V. PASS SYSTEM:	4
VI. RULES AND REGULATIONS:	4
VII. DISCIPLINARY ACTION/ACTS PROHIBITED:.....	11
VIII. SECURITY THREAT GROUPS/GANGS:.....	11
IX. HOUSING ASSIGNMENT:	11
X. PERSONAL PROPERTY:.....	11
XI. INFORMATION, PROBLEM SOLVING, REQUEST SYSTEM, AND GRIEVANCES:.....	12
XII. MAINTENANCE.	14
XIII. EMERGENCY SITUATIONS, ICS, DISTURBANCES.	14
XIV. LEVEL SYSTEM:.....	14
PART II: Facility Services.....	15
I. CLASSIFICATION:.....	15
II. SENTENCE COMPUTATION AND CREDITS:	15
III. RELIGIOUS SERVICES:.....	16
IV. HEALTH CARE SERVICES:.....	16
V. FOOD SERVICES:	18
VI. RECREATION:	18
VII. RESIDENT ACCOUNTS:	19
VIII. CANTEEN:	19
IX. PAST OR CURRENT DOMESTIC VIOLENCE AND NO CONTACT ORDERS:	20
X. MAIL:	21
XI. ALLOWABLE BOOK DISTRIBUTORS:.....	26
XII. TELEPHONES:.....	27
XIII. RESIDENT VISITATION:.....	29
XIV. LAUNDRY:	29
XV. BARBER SERVICES:.....	30
XVI. LIBRARY AND LAW LIBRARY:	30
XVII. NOTARY PUBLIC:	30
XVIII. COURT TRIP:.....	30
XIX. ORIENTATION:	30
XX. ACCESS TO DIPLOMATIC REPRESENTATIVES:	30
XXI. RESIDENT ADVISORY COUNCIL (RAC):	30
XXII. RESIDENT COMMUNICATION LIST:.....	31

MAINE CORRECTIONAL CENTER RESIDENT HANDBOOK

The Resident Handbook provides information about the Department of Corrections and the operation of the facility. The Handbook will help you know what services are available and what your obligations are. You are empowered for familiarizing yourself with the contents of this Handbook.

You are subject by law to the authority of the Department of Corrections, even if you have not been sentenced. You must comply with the rules of the facility. Staff will enforce the rules.

If you respect the property of others and comply with the rules of the facility, and obey the orders of the staff, more opportunities for personal development will be open to you and the time you spend here can be productive.

Maine Correctional Center is a Medium/Minimum Male/Female Facility

The mailing address is:
John Doe (MDOC#)
17 Mallison Falls Road
Windham, Maine 04062

UNIT MANAGEMENT

Maine Correctional Center is organized under the structure of Unit Management.

Each Unit Manager is responsible for the overall management of the Unit, including both residents and staff. The Unit Manager reports directly to the Deputy Warden for Programs.

The Housing Unit Team, made up of a Unit Manager, Housing Unit Officer, Case Manager, Mental Health Clinician, Assistant Classification Officer, Unit Sergeant, and a Unit Clerk, carries out direct supervision of the residents in each unit. The Housing Unit Team manages and coordinates all aspects of your daily activities while you are at the Maine Correctional Center

The following signs are posted in common areas:

WARNING

It is possible that communications by or with residents made during visits will be listened to and/or recorded by an investigative officer or other employee of the Maine Department of Corrections authorized to exercise law enforcement powers. This does NOT apply to attorney/client communications.

PART I: Facility Operating Procedures

- I. FOLLOWING ORDERS:** You must obey any order issued to you by a staff member. If more than one order has been given, obey the last order. Failure to comply with an order will result in disciplinary action.
- II. PERSONAL CONDUCT:** You are required to conduct yourself in an appropriate manner. The staff is committed to protecting your rights and treating you with dignity. We expect no less of you. As a resident you must:
 - a. Treat all staff and other residents with respect, dignity, courtesy and fairness.
 - b. Follow the rules and regulations of the facility.
 - c. Follow the directions and orders of the staff.
 - d. Cooperate fully to maintain both a clean, healthy environment and a clean, neat personal appearance.
 - e. Respect the facilities property and the personal property of others.
 - f. Do not use loud, abusive, or profane language.
 - g. Respect the privacy of others.
 - h. Communicate your needs through appropriate channels.
 - i. Do not gossip or judge others.
 - j. Participate fully in programs and activities for your own growth.
 - k. Be honest.
- III. PERSONAL SAFETY:** If you believe that your personal safety is at risk, report your concerns to a staff member. The Department and this facility are committed to ensuring your safety.
- IV. IDENTIFICATION CARD:** You will be issued an Identification Card (I.D.), which must be in your possession whenever you are outside your Housing Unit and should be worn on your upper left chest. If a staff member asks you for your I.D. card, you must surrender the card.

Failure to have your I.D. card, or surrender it to a staff member, or possession of another resident's I.D. card, or defacing, tampering with or altering your I.D. card, is prohibited and will subject you to disciplinary action.

If you lose, misplace, destroy or alter your I.D. card, you must immediately report it to the Unit Housing Officer. You will be assessed five dollars (\$5.00) for a new I.D. card. If the original I.D. card is found, you must surrender the original I.D. card to staff. Residents cannot possess more than one (1) I.D. card at any given time, unless part of a specific program requirement.
- V. PASS SYSTEM:** A resident going from one place to another within the Maine Correctional Center must have an authorized signed pass in his/her possession, except during mass movement such as to and from meals, work call, school call, recreation call, and religious programs. The pass must be signed by a staff member at the place of departure and at the place of arrival. If you are in an area that you are not authorized to be in, or if you do not have a proper pass, you will be subject to disciplinary action. You must surrender your movement pass to Unit Staff upon completion of movement.
- VI. RULES AND REGULATIONS:** Compliance with the rules and regulations is essential to the good order of the facility and the mutual well-being of all. Failure to comply with **any and all rules of this facility** will subject you to disciplinary action.

a. COUNT:

- 1) Counts are conducted at various times each day. For each count you must be in your Housing Unit, unless you have been approved to be at another place. For a Formal Flesh Count, you must be in your room and remain clearly visible to the Officer taking the Formal Flesh Count, with lights on in the room. Each resident will stand by or sit on their bed for each count, except when they are incapable of doing so as a result of a disability. If you are away from your Housing Unit during a count, follow the instructions of the Officer taking the count. For any other count taken you are not required to be in your room unless the Officer taking the count deems it necessary. Your room light will be turned on during a count if the Officer deems it necessary. If a recount is necessary, you must repeat the count procedure. Resident may not hide under clothing, bed linen, or other property and may not block any view ports or windows or in any other way interfere with the Housing Officer taking count.

b. CONTRABAND AND SEARCH:

- 1) You are prohibited from being in possession of or using contraband. Contraband is anything not authorized to be in your possession, or anything used in an unauthorized or prohibited manner. In general, an item is contraband if it has, (1) not been issued by the facility, (2) not been approved by staff as incoming property, (3) not been purchased through the canteen, (4) been altered in any way, or (5) the amount in your possession exceeds the authorized limit.
- 2) Institutional equipment and supplies found in a resident's possession in other than the authorized area is contraband.
- 3) You, your room, and your property are subject to a search by staff at any time. Searches may be conducted **with** or **without** the resident present. All areas of the facility including your Housing Unit, work area, and personal property are subject to search at any time by an authorized staff member. Supervisors need not be present during searches.
- 4) Contraband will be confiscated and disposed of according to Department policy. (See Appendix for policy 10.1 for allowable property)

c. CLOTHING/ACCESSORY REGULATIONS:

- 1) You must wear state issued clothing in the way it was designed to be worn, i.e., pants above the hip, brim of hats forward, shirt and pants must be fully buttoned, and shirt must be tucked in. You must be decently clothed outside of your rooms and showers. Wearing dirty or soiled clothing is not permitted.
- 2) Alteration or mutilation of state-issued clothing items is prohibited; such items shall be confiscated and subjects to replacement costs.
- 3) Footwear will be worn outside of the rooms and shower shoes will only be worn to and from the showers.
- 4) Baseball Caps will be issued to outside work crews and will only be worn during work hours. Bandanas, homemade caps and stacking of caps are not permitted. Alterations of any authorized headgear is not permitted.
- 5) Sunglasses are not allowed to be worn indoors.

d. PERSONAL HYGIENE:

- 1) You must maintain a satisfactory level of personal hygiene. Uncleanliness contributes to the spread of disease. Body odor is offensive to others.
- 2) Hair, beards, and mustaches must be trimmed to meet standards of hygiene and work safety.

e. HOUSING RULES:

1) THE POPULATION MUST:

- a) Comply promptly with the instructions of the staff.
- b) Be properly dressed at all times and wear the issued uniform.
- c) Make bed and leave a clean room whenever room is exited.
- d) Be prepared for daily room inspections. Residents are to step out of room during room inspections.
- e) Leave their unit for meals on time, and upon completion, return directly to the unit.
- f) Display your I.D. on your left chest at all times.
- g) Place the T.V. only on the designated T.V. stand.
- h) Be properly dressed to and from the shower.

2) THE POPULATION MUST NOT:

- a) Move any unit furniture.
- b) Place feet on unit furniture.
- c) Enter another resident's room.
- d) Place anything in windows/lights.
- e) Be in the Officer's Station, unless assigned janitor duties for that specific area.
- f) Wear anything on heads other than issued headgear, and only when outside.
- g) Wear shower shoes outside of unit.
- h) Wear sunglasses indoors.
- i) Store cleaning materials in room.
- j) Place anything on room walls but may use a cork board if one is in the room.
- k) Take radios, TV sets or any electronic equipment out of the room.
- l) Be on the top tier unless your room is located there or loiter around room doors or along top/bottom tier.
- m) Drape personal property over the side or foot of the bed.
- n) Make or utilize clotheslines.
- o) Reserve showers for one another or doubling with another resident while showering

3) THE POPULATION SHOULD BE AWARE THAT:

- a) They must immediately return to their room and shut the room door when count is announced, or any other time ordered to lockup. Residents must secure in their rooms whenever an incident is occurring.
- b) They will be charged for a lost I.D. (\$5.00 voucher will be signed).
- c) They must report damaged property immediately to staff.
- d) They are responsible for reading all posted notices.

- e) Room Call Buttons (where available) are to be used to communicate your desire to exit the room during recreation, or request staff assistance during an emergency.
- f) Request to staff must be in writing.
- g) The day room, T.V. Room, and quiet room are not for exercising, religious worship or any unauthorized meeting, unless designated for a specific program.
- h) Room searches will be conducted on a random basis as authorized by Administrative Directive with or without the resident being present.
- i) Urine testing will be conducted randomly or if a resident is suspected to be under the influence. (See appendix for Policy 20.2 Drug & Alcohol Testing)
- j) Commissary items will be allowed in the unit. (T.V. room, game room and quiet room). The staff will monitor the cleanliness and if deemed necessary will not allow food items in these areas.

4) OUT OF UNIT MOVEMENT:

- a) Movement requires a pass unless instructed otherwise.
- b) All movement will be announced. While proceeding to your destination, you must proceed directly to and from, without stopping.
- c) Walk through all metal detectors.
- d) You will have five (5) minutes after chow call or program call to leave the unit before you are late.
- e) No item may be taken from the dining hall.

5) INFORMAL RESOLUTION/ROOM RESTRICTION (R.R.):

- a) Room restriction is defined as: Residents are restricted to their room or room with the door closed tightly. M.P.U. and the Security Building doors will be locked. Residents have lost the privilege of using the day room, and all other common areas except as follows:
 - may go to work may go to medication
 - may go to visits may go to meals
- b) Residents may not have visitors at their door. The door must remain tightly closed.
- c) Residents must report to the Housing Unit Officer whenever they leave the room/room.
- d) One (1) 15-minute personal phone call per week will be permitted on Sunday evenings. (Behavior Warranted)
- e) All other phone calls will not be permitted, except for verified emergencies. The Case Manager or Unit Sergeant must authorize this call.
- f) Residents may shower daily at the designated time.
- g) Resident's room will be posted "RESIDENT ON ROOM RESTRICTION – NO VISITING"

HOUSING UNIT RULES-ROOMS

ROOM EXPECTATIONS ARE POSTED IN EACH UNIT

1. You are responsible for the contents of your room, damage to your room or contraband found in your room. Search your room thoroughly when you move in. If you find contraband, notify the Housing Unit Officer immediately.
2. You are not permitted to enter any room other than the one assigned to you.
3. You must keep your room clean. Trash should be removed daily by discarding it in the trash bins.
4. Food items must be properly stored. Wake up will be at 0600; you are expected to be up, dressed, and bed made by 0630 (unless otherwise posted), i.e., blankets and sheets straightened and tucked in, before you exit your room.
5. It is your responsibility to secure your door upon exiting your room for any reason. Frequent movement in and out of your room requiring Unit Staff to repeatedly open your door may result in restrictions on entry and exit.
6. All electronic equipment must be used with earphones (exception being the television).
7. You are not permitted to use an authorized antenna in an unauthorized way.
8. You are not permitted to hang a clothesline.
9. You are not permitted to write or hang pictures on room walls; unless there is a corkboard for resident use. No obscene, sexually explicit pictures or drawings may be displayed anywhere.
10. Nothing may be affixed to any part of the bunk.
11. You are not permitted to cover light fixtures or hang drapery over the front of your room door or window or obstruct an open view into your room.
12. You are not permitted to tamper with, block, remove, or alter the vents in your room.
13. You are not permitted to tamper with or block the room call button.
14. Institutional equipment and supplies found in a resident's possession in other than in authorized area are contraband.
15. You, your room, and your property are subject to a search by staff at any time. Searches may be conducted with or without the resident present.
16. You must maintain a fire safe condition in your room. You are not permitted to have flammable materials or an excessive amount of papers.
17. No items from your room shall be placed outside your room door.
18. You must not tamper with the electrical wiring or electrical fixtures or appliances in any way.
19. You will comply with all other Unit specific rules posted by your Unit Manager

f. TOBACCO:

- 1) All Maine Department of Corrections Facilities are tobacco free facilities. Possession of tobacco, or tobacco related devices including but not limited to – electronic cigarettes, pipes, lighters, matches, and cigarette paper. etc., are prohibited in this facility. If found in your possession, you will be subject to disciplinary action.

g. FIRE SAFETY:

- 1) You must maintain a fire-safe condition in your room. You are not permitted to have flammable materials or an excessive amount of papers.
- 2) You must familiarize yourself with the fire exits in areas you regularly use.
- 3) You must participate in any fire drill.
- 4) You must not tamper with the electrical wiring or electrical fixtures or appliances in any way.
- 5) No items other than footwear or trash containers are allowed on the room floor. Foot lockers are stored under your bunk
- 6) Books, canteen items, clothing and other personal property shall be stored in the lockers or fire-resistant containers provided. The Lids and doors will be kept closed when not in use.
- 7) Paper or Plastic Bags are not to be used as liner for the room wastebaskets.
- 8) Power cords and wiring may not be used to support any device. Radios, headphones, etc. must be placed on a flat surface.
- 9) No homemade shelves shall be taped, hung or affixed to room surfaces in any way.

h. MOVEMENT AND CORRIDOR REGULATIONS:

- 1) During movement you must walk at a normal pace. Neither running, nor loitering is permitted. You must walk through all metal detectors.
- 2) You must maintain a distance of more than five (5) feet from any corridor gate when it is being opened or closed. Stay behind any yellow tape barrier on the floor (in areas where they may be located).
- 3) You are not permitted to stop at the Control Centers unless you are authorized.
- 4) If an incident is occurring and staff are seen running to it, you should immediately move to the side of the corridor and position yourself against the wall (getting out of the way).
- 5) If a “Recount” order is issued, please follow staff directives (Example: You may be asked to return to your Housing Unit immediately).

i. DINING HALL:

- 1) You will have five (5) minutes after chow call to leave the unit before you are late. Being late will cause you to miss chow.
- 2) Cutting in line is not permitted.
- 3) You are responsible for receiving a complete tray; only one (1) trip through the serving line is allowed.
- 4) No items will be taken into the Dining Hall.
- 5) No items may be taken from the Dining Hall.

- 6) You will have up to (30) thirty minutes to eat your meal, including movement to and from the Dining Hall.
- 7) You must take your tray to the scullery after you finish your meal.
- 8) You must leave the Dining Hall after you finish eating and go directly to your assigned area.

j. WORK/SCHOOL REGULATIONS:

- 1) You will have five (5) minutes after work/school call to leave the Housing Unit before you are late. **Being late will result in a loss of work/school for that day.**
- 2) You must be dressed in the authorized uniform for your respective work/school and program are as.
- 3) No unauthorized items may be taken to the work/school areas, for example, non-work-related reading materials, coffee cups, clothing, and food items.
- 4) No unauthorized item may be removed from the work/school area.
- 5) Resident I.D. Cards must be worn on your left chest at all times whenever you are outside of your Housing Unit.
- 6) At work, you are responsible for any tool/equipment issued to you. Upon receiving or returning any tool/equipment you must check the tool/equipment for any defects. If the issued tool/equipment is damaged or is not working properly during the work period, you must notify the issuing staff immediately. If you lose or intentionally damage any tool/equipment, you will be subject to disciplinary action under the charge of Destruction of Property and could be subject to a fine or replacement costs.

k. CRITERIA FOR INDUSTRIES ASSIGNMENTS:

- 1) The process outlined below will be followed when there is job opening, or an anticipated job opening in one of the industries shops:
 - a) Open Industries positions will be posted in applicable housing areas.
 - b) At this time, residents will fill out & forward to the shop supervisor; an application packet to include:
 - letter of interest
 - resume
 - references
 - c) Applications will be reviewed with the Unit Teams.
 - d) All recommended applicants will be interviewed.
 - e) Any applicant not chosen for an interview or position will receive a written response.
- 2) You must meet the following criteria to be considered for an Industry position.
 - a) Case Plan Compliant
 - b) Must be in Unit 90 days
 - c) Assign in job for 90 consecutive days
 - d) Positive work performance in all assigned positions
 - e) No violent discipline within the last year

- f) If previously terminated from industries for violent incident – ineligibility for up to 3 years
 - g) No drug/alcohol incidents in the last year.
 - h) No formal discipline for the past 90 days
 - i) Informal will not disqualify but will be taken into consideration
 - j) A period of mental health symptom stability
 - k) Positive associations with peers
 - l) Level 3 or Level 4
- 3) To maintain an Industries Assignment
- a) Residents receiving Formal Disciplinary restriction and/or Disciplinary Segregation will not be maintained in an industry position
 - b) Resident must maintain Level 3 or 4 to stay in the Industries Program.

VII. DISCIPLINARY ACTION/ACTS PROHIBITED: Violation of facility rules or commission of a disciplinary offense will subject you to disciplinary action under the Maine Department of Corrections Discipline Policy. (Policy Supplement: 20.1 Prisoner Discipline) The Disciplinary Policy establishes disciplinary offenses and the process for adjudication. You are advised to familiarize yourself with the provisions of this Policy. Policies change periodically and the most recent version are available to view in library.

- a. If you lose your copy of this Handbook (with disciplinary policy), it is your responsibility to notify the unit staff to obtain a new one. You will be assessed a \$5.00 charge for replacement.
- b. Administrative Status: When placed on Administrative Status your (opened items) Commissary may be confiscated and NOT returned.

VIII. SECURITY THREAT GROUPS/GANGS: Being affiliated with, possessing, or displaying any materials, symbols, colors or pictures of any identified security threat group, or engaging in behavior that is uniquely or clearly associated with a security threat group is not allowed and will subject you to disciplinary action.

IX. HOUSING ASSIGNMENT: Assignment to a Housing Unit is based upon your work or school assignment or other classification status.

- a. Room assignments within the Unit are made by the Unit Housing Officer, with the approval of the Unit Sergeant. All room assignments are final.

X. PERSONAL PROPERTY: You are permitted to have personal property in your possession subject to the property standards for the Security Level of the facility. The standards regulate the total volume of property, the type of property, the specific articles allowed, the quantity of each article, and the conditions of ownership/access. The allowable property for this facility is stated in the Allowable Items List, Appendix B of this Handbook.

- a. Resident's Risk of Possession: A resident's property is retained at the residents own risk. The Department will not be responsible for any property personally retained by the resident which is lost, stolen, damaged, consumed or discarded while in the resident's room or on the resident's person.
- b. Markings: A resident's personal property, i.e., radio, T.V., etc., will be permanently marked with the resident's name and number. Any alteration of personal property markings will subject you to the policy governing Contraband.

- c. Volume of Property: See Policy Supplement (PRISONER ALLOWABLE PROPERTY).
- d. Transfer: If you transfer to another facility, you must pack all your property and take it to reception for inventory. Under ordinary circumstances, your property will accompany you.
 - 1) If you have been transferred here and you have property at another Facility, contact your Case Manager for assistance.
- e. Disposal of Unauthorized Property; Disposal of Contraband Property; Unclaimed Property will be disposed in accordance to Department Policy.

XI. INFORMATION, PROBLEM SOLVING, REQUEST SYSTEM, AND GRIEVANCES:

a. Information.

- 1) **Bulletin Boards.** Bulletin Boards are located in the Housing Units and at various locations throughout the facility. Up-to-date information about the operation of the facility is regularly posted on the Bulletin Boards. Only authorized material may be posted on a Bulletin Board; posting of unauthorized material will subject you to disciplinary action.
- 2) **Housing Unit Team.** If you need to know something that is not posted on the Bulletin Board, contact your Unit Housing Officer.
- 3) **Unit Binder & Unit Memo Book.** Both contain recent important information.

- b. **Problem Solving.** Most problems can be solved through verbal contact with the staff member in charge; the Unit Housing Officer, your Unit CASE MANAGER, Unit Sergeant, or Unit Manager. Explain the problem and follow the advice or instruction.
- c. **Resident Request System.** The Resident Request System provides an informal way of obtaining information or a written answer to a question or an issue about a policy, procedure or practice from a staff member, up to and including the Unit Manager. Request Forms are available from the Unit Housing Officer. You are not allowed to send, simultaneously, multiple requests on the same topic to more than one staff member. You must wait for the person's reply before sending another staff person a request on the same topic.
- d. **Resident Grievance Procedure.** (See appendix for Policy 29.1 Prisoner Grievance Process) The Resident Grievance Procedure provides a process for reviewing and resolving complaints of residents, other than complaints concerning matters for which there is a separate grievance process or separate appeal procedure. A summary of the Resident Grievance Procedure, explaining how to use it, is in Policy Supplement of this handbook. Grievance Forms may be obtained in your housing unit or from the Library. Questions about the use of the Resident Grievance Procedure may be sent to your CASE MANAGER on a request form.
 - 1) The name of the Grievance Captain or Grievance Review Officer (GRO) is posted on the Bulletin Board.
 - 2) **Expedited Grievance.** In those instances in which a resident believes that he/she has an expedited grievance (one for which response within the regular time limits would subject the resident to substantial risk of harm to physical or mental health or safety), he/she may so note on the grievance form and, if so, shall state his/her reasons for requesting expedited processing of the grievance.
 - 3) There are Resident Grievance Assistants available to help you understand the process.
 - 4) See memo "How to File a Grievance."

NOTE: At any time you may request mediation to resolve your Grievance. This can be requested directly on the grievance form

How to File a Grievance

1. Find the appropriate Supervisor with Jurisdiction as listed in the Resident Handbook
2. Clearly print the Resident's Name, MDOC Number and Housing Unit in the appropriate box on the top of the form.
3. If this is being filed after the 15 days limit has expired and you request a waiver, write that request in the space provided under "Explanation: _____".
4. Using only the space provided, clearly state;
 - a. the specific nature of your complaint,
 - b. the date first affected the resident,
 - c. and the remedy requested.
5. Sign and date in the appropriate space provided.
6. The forms are in duplicate (white canary); place both forms in an envelope addressed to the appropriate Supervisor. If you don't know the Supervisor's name, you can address it to the Job Title as listed in the Resident Handbook and it will be delivered to the appropriate person.
7. Place the envelope in the mailbox in your housing unit within five days of when it first affected you. You can write "PRIVILEGED MAIL" on the outside of the envelope.
8. If the resident does not receive a response or does not receive an agreed upon solution within a week of the date it was placed in the mail, the resident should complete another grievance form and submit it directly to the **Grievance Review Officer (GRO)**. Document on the "new/second" grievance form the original complaint and **add** that you attempted to resolve it with the Supervisor, but you did not receive a response, or you did not reach an agreed upon resolution by the required timeframe. The GRO will verify your claim and if appropriate, will accept and investigate your complaint. You must have the grievance date stamped, on my desk, by the 15th day from when it first affected you. (Unless it's a PREA complaint which have no time limit and can be on any form). The Supervisor is given **only 6-7** days to review and respond to your complaint.
9. Once the grievance is accepted by the Grievance Review Officer (GRO), the GRO has 30 days to conduct an investigation, which may be extended by another 10 days. At the end of the GRO's investigation you will receive a written response and if appropriate further resolution attempts, an appeal form if denied or additional instructions.
10. You cannot appeal a dismissed grievance; this is considered abuse. You can appeal a denied grievance.
11. You have 15 days to submit an appeal. Submit all appeals to the GRO. The 15 days limit is from when the response was signed by the GRO or Warden.
12. Select Residents have been chosen as Grievance Process Assistant's. A Grievance Assistant is another Resident who is thoroughly trained in the Grievance Policy and makes themselves available to assist other Residents in understanding and properly utilizing the grievance process. They do not advocate for other Resident's or file grievances on their behalf or represent them in any way. Instead they inform them about the proper forms, timelines, options for resolving grievances, etc. Please contact your CASE MANAGER, the GRO or one of the Grievance Assistant's if you have questions, concerns or need assistance with the grievance process.

XII. MAINTENANCE. You should report any equipment malfunction to the Housing Unit Officer or your Work Supervisor.

XIII. EMERGENCY SITUATIONS, ICS, DISTURBANCES. Wherever you are in the facility, whether you are in the Unit day room, at school, work, chow hall, etc., if an emergency or a disturbance occurs, you are to follow explicitly the directions of the staff person there. In addition, you should do the following:

- a. In the Corridors. Immediately move to the side of the corridor against the wall. Remain silent. Follow the directions of the staff in the area.
- b. In the Unit. Wherever you are in the Unit, i.e., T.V. room, shower, quiet room, laundry, day room, bathroom, etc., immediately return to your room and secure/close your room door. Remain silent. NOTE: If a disturbance is in the immediate vicinity of your assigned rooms, follow the instructions of the staff person in the area.
- c. In the Dining Hall. If seated, remain seated. If not seated move immediately to the sides, against the wall. Remain silent. Follow the instructions of the staff person in the area.
- d. In the Multi-Purpose-Room or Gym. Move immediately to the sides, against the nearest wall. Remain silent. Follow the instructions of the staff person in the area.
- e. In School/Voc. Ed/Library. Remain seated if in a classroom. Remain silent. Follow the instructions of the staff person in the area.
- f. At your Work assignment outside of the Unit. Remain silent. Follow the instructions of the staff person in the area.

XIV. LEVEL SYSTEM: Maine Correctional Center uses a progressive level system to structure privileges based on positive behaviors, program compliance, appropriate interaction with staff and others, the absence of misconduct, and other relevant factors. The level system uses a graduated system of privileges granted to the resident which may include but is not limited to the amount of recreation time available, number of visits allowed, allowable personal property, and access to off-grounds or paying work assignments. Level advancements/regressions are made by the classification board or unit team of a resident's assigned unit. Level changes are not made in the name of punishment/discipline but rather is recognition of a resident's current behavior in structuring their access to privileges. Specific levels available and structuring of privileges vary depending on assigned unit. For more information, speak to your assigned Case Manager.

PART II: Facility Services

- I. CLASSIFICATION:** Classification is the ongoing process of collecting and evaluating information about you to determine your risk and needs level for the purpose of deciding the facility or unit where you will be housed, your treatment needs, and what programs would be suitable. The Classification Officer or designee will chair the Reception Classification Committee.
- a. **Unit Classification Committee.** The Unit Classification Committee consists of staff members that make decisions about your classification status, job placement, needs assessment, risk evaluation, program participation, etc. The Unit Classification Committee is comprised of unit staff and is chaired by the Unit Manager or designee.
 - b. **Transfer.** Decisions involving a transfer are made at the discretion of the CAO. If you want to be considered for a transfer, initiate a Transfer Request in writing to your Unit Classification Committee and your request will be reviewed.
 - c. **Resident Records.** The facility maintains a record of the status of your sentence (including any pending charges) and of your overall performance. Questions about information in your Record should be directed to your Case Manager. There is a fee for each copy requested.
- II. SENTENCE COMPUTATION AND CREDITS:** The Department of Corrections is responsible for the computation of sentences. The Classifications Department will periodically issue a Good Time Sheet, which will provide information about the computation of your sentence(s). Any questions regarding your sentence or good time should be forwarded to your Unit Team's A.C.O. on a Request Slip.

(Please see Appendix for Policy 11.5 Calculation of Resident Sentences and Release Date)

- a. **PRE-SENTENCE DETENTION TIME (JAIL TIME):** Upon INTAKE the ACO will request your Jail time credits. If it is not received in a timely manner, it is your responsibility to write to the Jail Administrator in the county from which you were detained to receive credit for any Jail time served. Cumberland Legal Aid can also provide assistance if requested.
- b. **PPR'S. PLEASE REFER TO POLICY SUPPLEMENT FOR THE POLICY: PRISONER GRIEVANCE PROCESS.**

PPRs stand for "Prisoner/Resident Performance Reports" and are negative reports that can be filed monthly regarding a resident's performance either regarding their Conduct and/or their Work/Educational/ Programming performance. PPRs result in a resident not earning a portion of their good time for a given month due to unsatisfactory behavior.

- PPRs are separate from the disciplinary process. That is, a PPR can be filed for unsatisfactory behavior even if a resident did not receive a discipline and even if a discipline is dismissed. The only instance in which PPRs are connected to discipline is that if a resident is convicted of a formal discipline, they will get a PPR for the month the conduct occurred in.
 - PPRs result in a resident not "earning" or accruing good time in a given month.
 - PPR's do not cause good time that was already earned to be taken away. Because the good time was never earned, it cannot be requested back or returned at any time for any reason. PPRs are not punishment; they are a lack of a reward due to unsatisfactory behavior.
 - Refusing or getting terminated from case-plan recommended programming can result in PPR's being filed up to 6 months. Refer to MDOC policy 11.5 or speak to your case manager for more details.
 - PPRs cannot be appealed. All sentence calculation issues (including PPRs) are grievable in accordance with MDOC policy 29.1.
- c. **ACCESS TO RESIDENT RECORDS:** To review or receive copies of documents in your record (other than mental health or substance use treatment records) you must submit a written

request to the CASE MANAGER. Copies are made at the resident's expense - .25 cents per page. To access to Mental Health or Substance Use Record. A written request to review must be submitted to the Medical Department.

III. RELIGIOUS SERVICES:

- a. A Resident Request Form to the Religious Coordinator or Chaplain is necessary to sign up for religious programs, such as Bible Study.
- b. Residents housed in the Segregation Unit will not be allowed to participate in any of the Religious Programs. NOTE: Residents serving room restriction are allowed to attend religious services.
- c. The schedule of religious services is posted on your unit bulletin board in your housing unit along with any necessary changes.
- d. Religious diets are generally accommodated by residents selecting the vegetarian alternative offered for each meal. Pork is no longer included in the menu, so this eliminates many conflicts. Special religious observances (e.g., Ramadan) are handled by the Chaplain's Office and the residents signed up to practice those traditions. All other special diets are to be directed to the medical department.
- e. Schedule conflict (with work or school) you have the option of choosing to attend a religious program of your tradition.
- f. A resident may request (through use of a request slip) a copy of the Bible, Tanakh, or Qur'an from the Religious Coordinator or Chaplain for personal use. Other religious items must be purchased through the canteen, if available
- g. For allowable religious property that is not available through the canteen, a Resident Request Form should be sent to the Religious Coordinator or Chaplain seeking information on approved sources of an allowable item. A completed order form needs to receive the approval of the unit manager and then it is sent to the business office with a money transfer slip to cover both the item and shipping and handling. The vendor should be directed to send the purchased item to the resident c/o the Chaplain's Office. The religious item must be added to the resident's personal property before it is released to the resident.
- h. Marriage. A request to be married must be sent by the resident to your Case Manager. The request must contain the name of the intended bride/groom and his/her residence address. The intended bride/groom must not apply for a marriage license until specifically told to do so. The resident must also agree to all other requirements of the Marriage Policy and Procedure.

IV. HEALTH CARE SERVICES:

- a. Emergency. If you have an emergency health problem or an injury, tell a staff member immediately. Emergency response is available 24 hours every day and will be assessed by Medical to determine the degree of urgency.
- b. Access to Services. Routine access to Health Care Services is through Sick Call by submitting a request. The Health Services Request Box (Medical Box) is located in your Housing Unit.
- c. Access to Medical, Dental, Vision & Mental Health/Psychiatric Care:
 - 1) All residents have access to medical, dental, vision & mental health/psychiatric services at the Maine Correctional Center through the sick call process.
 - 2) Sick call slips are available in each housing location. The top of the slip is to be filled out completely & submitted via the locked sick call boxes located in each housing area.

- 3) Sick call slips are picked up daily by nursing staff. Each slip is triaged by nursing & referred to the appropriate department for prioritizing & scheduling.
 - 4) Medication pass areas are for delivery of meds only. Residents requesting information or to be evaluated will be instructed to put in a sick call slip
 - 5) At any time a resident is in an emergency situation, access to medical, dental, vision or mental health/psychiatric services can be obtained by making the need known to correctional staff, who will notify nursing to have the resident triaged.
 - 6) At some time may be a need to provide telemedicine or tele psychiatric services to continue continuity of care.
 - 7) Advance Directives will be addressed & approved by the Medical Providers.
 - 8) Co-pays pertaining to any of these services are outlined in the facility resident handbook. The resident will be seen regardless of the ability to pay.
- d. No resident shall be denied necessary health care because of a lack of ability to pay.
- e. Resident Co-Pay: All residents shall be charged a fee of \$5.00 for each visit for medical or dental services and \$3.00 for each prescription, non-prescription medication and prosthetic device. The following services are exempt from the payment of a fee:
- 1) Services initiated by facility staff
 - 2) Pregnant residents
 - 3) A resident who exhibits emotional or behavioral functioning that is so impaired as to interfere with his or her capacity to remain in a correctional setting as determined by the facility's psychologists or psychiatrist.
 - 4) Follow-up treatment ordered by facility health care staff. A new co-pay charge shall be made if an unrelated problem is presented during follow-up care.
 - 5) Emergency treatment, as determined by facility health care staff.
 - 6) Treatment for an injury, which occurred while performing a work assignment.
- f. Sick Call:
- 1) To sign up for Sick Call, put a request in the Medical Box. You will be seen as soon possible; providing, your request is properly filled out, including your name, resident number, Housing Unit, and nature of illness are on the request.
 - 2) Remain in your Housing Unit until notified to report to the designated Medical Area.
 - 3) If a resident refuses medical treatment a Refusal of Treatment Form will be signed. You are still responsible to go to the Medical Department when called; at that time you will state your refusal of treatment.
- g. Lay-in Status: A resident who cannot complete their work assignment due to an illness may ask for and must have a lay-in approved by their assigned work supervisor. If approved, the resident will be restricted to their room/room, except for meals and medication, until cleared by medical staff. The resident must submit a sick call slip to be evaluated by medical to be cleared from lay-in status
- h. Medication: Medical staff will administer medication. You must take the medication in the presence of staff.
- 1) Residents whose movements are restricted will receive medication at their room.
 - 2) Medication is dispensed only at Medication Call which will be announced seven (7) days a week at designated times and places. (Posted on Unit Bulletin Board)

- i. Medical: Put a request in the Medical Request Box.
- j. Dental: Put a request in the Medical Request Box.
- k. Optical: Put a request in the Medical Request Box.
- l. Special Equipment: If special equipment is prescribed for you, you will sign a form, authorizing your possession and use of the equipment, and stating an expiration date. At the expiration, you must return the equipment to the Medical Department. You are responsible for the condition of the equipment while it is assigned to you.
- m. Diabetic Call: The Diabetic status resident(s) will report for treatment at designated times and places.

V. FOOD SERVICES: Food services are the responsibility of the Food Service Manager.

- a. Special diet: Medical staff, to address a medical condition, may prescribe a Therapeutic Diet. If you are authorized to receive a therapeutic diet, a pass will be issued stating the diet authorized.
 - 1) The Medical Department will notify the Food Service Department of any (special) medical diet issued to residents within the facility.
 - 2) Abuse of a Medical Diet Pass or of any other special diet plan may result in revocation of the pass and/or disciplinary action.
 - 3) See "Religious Services" regarding religious diets.

VI. RECREATION: Coordination of recreation activities is the responsibility of the Recreation Supervisor.

- a. General Recreation: General recreation is carried out daily in the Housing Unit Recreation Yard, or in the day room of your Housing Unit. A recreation schedule and any unit rules will be posted on the Bulletin Board in your Housing Unit
 - 1) Recreation equipment is available in your Housing Unit. You must sign out any equipment you use. You will be responsible for its return in good condition.
 - 2) In an outdoor activity, you must stay within the designated boundaries of the recreation area.
- b. Pictures are \$2.00 each and residents need to fill out a "money transfer authorization form" and send it to the business office. Specify "recreation picture" on the form. Once the Business Office has processed the money transfer, they will notify the Rec Department and the resident can ask any recreation staff to schedule a picture session. Please note that pictures are only taken during the first half hour of each recreation period and will be taken in the gym area only, no group photos are allowed only individual photos and residents cannot give one of their photos to another resident. All pictures are reviewed by staff before being handed over to the resident and any inappropriate hand gestures, body language or anything suspicious will result in the loss of the picture and potential discipline.
- c. Gymnasium and Recreation Hall: The Recreation Supervisor will establish rules and procedures for the conduct of each activity; as stated:
 - **NO HORSEPLAY OR UNSPORTSMANLIKE CONDUCT.**
(This is an "Adult" facility, Rec - Program is about "Respect")
 - **NO ABUSE OF REC-EQUIPMENT OR THE FACILITY.**
(Rec-Program and Rec-Areas will be closed if necessary)
 - **NO REMOVAL OF ANY EQUIPMENT FROM GYM/REC HALL.**
(Rec-Areas will be closed if any equipment is missing from inventory)

- **NO REC-EQUIPMENT WILL BE ISSUED WITHOUT ID CARD.**
(All Rec-Equip. will be picked- up & returned by “YOU”)
- **NO CANTEEN BAGS (Food or Drinks) ALLOWED IN THE GYM.**
(Rec-Areas will be kept “clean” and “safely used during Rec.)
- **NO FOOD OR DRINKS ALLOWED ON THE GAME TABLES**
(Pool Tables / Ping-Pong Tables; Trash Cans will be used.)
- **NO WEIGHTLIFTING WITHOUT VIEWING “SAFETY TAPE”**
(“Safety Tape” will be shown weekend in the Rec Hall)
- **NO LIFTING “FREE WEIGHTS” WITHOUT A “SPOTTER”**
(Unnecessary injuries may result in the loss of “Free Weights”)
- **NO LIFTING WEIGHTS WITHOUT A T-SHIRT ON AT ALL TIMES.**
(Prevent disease; no contact with any weight equip. without a “T”!)
- **NO RECREATION WITHOUT PROPER “DRESS CODE”**
(No shoes, boots or black-soled sneakers on the B-Ball court); (No altered or homemade clothing/rec-equipment, no sunglasses)

VII. RESIDENT ACCOUNTS: Each Resident will have a Resident Account in which will be deposited any wages or allowances paid by this facility and any funds received from approved sources outside this facility.

- a. **Incoming Funds:** It is recommended that mailed funds are in the form of a U.S. Postal Money Order. Personal checks and money orders are accepted, with a fourteen (14) day hold. A receipt of incoming funds will be provided to you. All checks issued by Government Agencies are subject to verification eligibility by the issuing agency. **DO NOT SEND CASH.** If cash is received in the mail it will be placed on the resident’s account and a check is made out and mailed back to the sender. Check and money orders must contain the sender’s name and address; otherwise they will not be processed.
- b. **Outgoing Funds:** You may send funds from your resident account to an approved party. Send a resident Money Request Transfer form to the Unit Manager properly filled out with a pre-addressed envelope and a stamp attached. Resident Accounts will furnish a receipt for all transactions for money withdrawn from your account by Special Request.
- c. **Resident Pay:** Resident pay is posted in your account per institutional schedule. Pictures are \$2.00 apiece and residents need to fill out a “Money Transfer Authorization form” and send it to the business office specifying “recreation pictures” on the form. Approximately two to three days after the request is sent the recreation department should receive the request and the resident can ask any recreation staff if they have pictures available. Please note that pictures are only taken during the first half hour of each recreation period, no group photos are allowed only individual photos and residents cannot give one of their photos to another resident. All pictures are reviewed by staff before being handed over to the resident and any inappropriate hand gestures, body language or anything suspicious will result in the loss of the picture and potential discipline.
- d. **Obligations:** An obligation represents any outstanding debts or regular payments that you must make. Up to 25% of incoming funds or pay may be taken to satisfy each of your obligation(s).

VIII. CANTEEN: The Canteen provides for residents to purchase items not provided by the institution. Spending limits will be determined by the CAO. Limits will be posted in each unit. Canteen services are provided by an outside private vendor.

- a. Placing an Order. Only the money that is on your account when your order is processed is available for purchases. All order forms must be placed through the Kiosk located in your housing unit. Orders will be processed and closed out on Thursdays at 4:00 P.M. Residents housed in areas without Kiosks will submit paper orders no later than 4:00 P.M. on Thursday.
- b. Substitutions. There will be no substitutions for items out of stock or for items ordered in error.
- c. Delivery. Canteen orders are delivered every Monday. To receive your order you must; (1) present your I.D. card; (2) examine the contents of your order with the canteen service staff and verify against your receipt. Any items not received will be credited back to your account within 48 hours. If you have received an incorrect item, you may elect to keep it or refuse the item. If you ordered the item and no longer want it, you must refuse the entire order. Property items ordered are shipped separated from food orders and arrive approximately 2 weeks after the order has been placed and delivered through reception.
- d. Excessive Canteen. Canteen items shall not accumulate in the room/living area in excess of the limitation per the allowable item list (Appendix B) and will be disposed of in accordance with Department Policy. All canteen items must be stored in lockers or storage bags/boxes.
- e. Property Returns. Property may be refused or returned, for incorrect size or if the item is damaged or not functioning property, to the canteen vendor. All credits are processed through the vendor, NOT through the facility.

IX. PAST OR CURRENT DOMESTIC VIOLENCE AND NO CONTACT ORDERS:

Several policies discuss prohibit prohibited contact with domestic violence victims. Please note the policies quoted below regarding “resident communication.” The policies key phrase is:

“If you are currently here for a Domestic Violence conviction you are prohibited from contacting your victim(s). A Waiver can be obtained through Victims Services.”

In writing to:
 Department of Correctional / Victim Service
 25 Tyson Drive, 3rd Floor
 State House Station 111
 Augusta, ME 04333-0111

POLICY TITLE: RESIDENT MAIL

Policy Number: 21.2

Chapter 21: RESIDENT COMMUNICATION

Procedure A: Resident Mail General

A resident who is convicted of a domestic violence offense or sex offense against a person shall NOT be allowed to send mail to or receive mail from the victim without prior approval of the Commissioner, or designee.

POLICY TITLE: RESIDENT TELEPHONE SYSTEMS

Policy Number: 21.3

Chapter 21: RESIDENT COMMUNICATION

Procedure C: Blocking of Numbers, Termination of Calls, and Suspension of Telephone Privileges

A resident who is convicted of a domestic violence offense or sex offense against a person shall NOT be allowed to make a phone call to the victim without prior approval of the Commissioner, or designee.

POLICY TITLE: RESIDENT VISITATION
POLICY NUMBER: 21.4
CHAPTER 21: RESIDENT COMMUNICATION

Procedure C: Prohibited Visitor List

A person shall be included on a resident's Prohibited Visitor List under the following circumstances:

A resident who is convicted of a domestic violence offense or sex offense against a person shall NOT be allowed to receive a visit from the victim without prior approval of the Commissioner, or designee.

****NOTE: YOU CANNOT REQUEST A WAIVER IF THE "NO-CONTACT ORDER" IS PART OF YOUR PROBATION CONDITIONS (even if your probation was revoked the no-contact order is still enforced with no provision waiver)**

****NOTE: YOU CANNOT REQUEST A WAIVER IF THERE IS A CURRENT PROTECTION ORDER OR OTHER COURT ORDER PROHIBITING CONTACT.**

- X. MAIL:** Maine Department of Corrections Policy/Procedure governing mail is available in the Library. The information stated in this Handbook does not supersede or overrule those Policy and Procedures in any way and is provided to guide the ordinary use of mail. Each resident is allowed 2 free letters on Monday's. They may be general **OR** legal mail but **ONLY** 2 are free.
- a. Resident Mail, General: Per Department Adult Facility Policy 21.2, (see appendix) which governs resident mail, residents are required to hand deliver to (deposit with) designated collecting staff all outgoing mail to any court on a schedule determined by the Chief Administrative Officer, or designee. The schedule does allow for the deposit of such mail by residents on a daily basis, including Saturdays, Sundays, and holidays. Staff collecting outgoing mail to the courts will document the name of the court the mail is addressed to, the name and MDOC # of the resident, the date of deposit (i.e., the date of hand delivery to collecting staff), and the name of the collecting staff. The collecting staff will ensure that the resident signs for the deposit and that the document is maintained.
- 1) You will be allowed to send and receive mail to and from whomever you wish, with the following exceptions:
 - ***Residents incarcerated in a correctional facility:*** A Resident to Resident Correspondence Request must be completed and approved (Prisoner to Prisoner Correspondence POLICY 21.2)
 - as long as the mail does not violate any restrictions set out in Department of Corrections policy and procedures.
 - A resident who is convicted of a domestic violence offense or sex offense against a person shall **NOT** be allowed to make a phone call to the victim without prior approval of the Commissioner, or designee.
 - 2) You will also not be allowed to send or receive mail from the following; victims of your crime, those prohibited by court order, by a condition of probation including any condition of probation that is currently in effect, is to become effective at a later date, or is no longer in effect as the result of a current probation revocation. You may request a waiver by writing to VICTIM SERVICES, STATION 111, AUGUSTA, ME 04333.
 - 3) All incoming mail will be opened and inspected for contraband. Incoming privileged mail will be opened and inspected for contraband, but only in the presence of the resident. Outgoing general mail may be opened and inspected on a random basis as authorized by the Chief Administrative Officer, or designee, or when staff have a reasonable suspicion that the mail contains contraband or is otherwise in violation of policy and procedures.

Outgoing privileged mail may be opened and inspected when staff has a reasonable suspicion that the mail contains contraband or is otherwise in violation of policy and procedures but only in the presence of the resident. Correspondence written in code or in language that cannot be translated by facility staff or an interpreter will be considered contraband.

- 4) Mail will be collected from and distributed to residents on every day in which mail service is provided to the facility excluding weekends and holidays. Mail will not be withheld any longer than is necessary for inspection or for reading unless it is secured as evidence.
- 5) There will be no limit on the amount of mail you send or receive, providing that you have sufficient funds to pay the postage. You will not be allowed to possess mail or correspondence in excess of that which is set out in the policy and procedures governing allowable items.
- 6) Residents may only send packages through the U.S. Postal Service.
- 7) Any incoming mail that has no return address will not be delivered and will be opened and read by the Chief Administrative Officer, or designee.

b. Outgoing/Incoming General Correspondence

1) Outgoing General Correspondence

- a) Each facility will provide envelopes and writing materials in reasonable quantities to residents to ensure an opportunity for constructive correspondence. You will be offered free postage for up to two one-ounce letters per week, which may not be carried over from week to week.
- b) You will place all outgoing general correspondence in a designated secure resident mailbox, except that a resident who has no access to a resident mailbox will hand all outgoing correspondence to a housing unit staff person. The staff will place the resident correspondence in a resident mailbox.
- c) All outgoing general correspondence will conform to the following standards:
 - i. Your full name and MDOC#, facility name, and facility address will be in the upper left-hand corner of the envelope. You will put nothing other than the recipient's name and address, your return address, and the proper postage on the envelope. Any envelope not meeting these requirements will be returned to you unless it is evidence of a violation of a facility rule or criminal activity, or violation of a court order or condition of probation currently in effect.
 - ii. The envelope will not contain contraband or any item intended for any person other than the addressee, including a letter intended for another person. Any mail in violation of these requirements will be secured for use in administrative or court proceedings.
 - iii. The correspondence will be sealed by you.
- d) The mail or designated staff will visually and physically inspect each outgoing envelope to ensure that a Department of Corrections disclaimer appears on the envelope and to check for possible contraband.

******DISCLAIMER****(THIS CORRESPONDENCE IS FORWARDED FROM THE MAINE CORRECTIONAL CENTER. THE CONTENTS HAVE NOT BEEN EVALUATED AND THE MAINE CORRECTIONAL CENTER IS NOT RESPONSIBLE FOR THE SUBSTANCE OR CONTENT OF THE ENCLOSED COMMUNICATION.)**

- e) A collection schedule of outgoing mail is posted in all housing units.

- 2) Incoming General Correspondence
 - a) Mail or other designated staff will open and inspect all incoming general correspondence envelopes to check for checks, money orders, or contraband. If checks or money orders are found, they will be removed and credited to your account. If contraband is found, it will be removed and handled in accordance with departmental policies and procedures.
 - b) Cash received in the mail is contraband. It will NOT be credited to the residents account and will be handled according to Department Policy.
 - c) A schedule of mail distribution is posted in all housing units.
 - d) You will not be allowed to distribute any other person's mail. You will not be allowed to have access to another resident's mail.
- c. Outgoing/incoming Privileged Correspondence
 - 1) Privileged correspondence is correspondence concerning a legal matter or official government business involving a resident between that resident and any of the following:
 - a) Attorneys;
 - b) Judges and Clerks of Courts:
 - c) Appointed and Elected Federal, State, Tribal, and Local Government Officials, including but not limited to, the President, the Governor, Commissioners of State Departments, Federal and State Senators and Representatives, Tribal Chiefs, and Mayors and Town and City Councilors.
 - d) Chief Advocate of the Department of Corrections and Advocates of other Government Agencies; and
 - e) Legal Advocacy Organizations, including, but not limited to: American Civil Liberties Union, Maine Equal Justice Partners, Maine Civil Liberties Union, Disability Rights Center, and NAACP Legal Defense Fund.
 - 2) Outgoing Privileged Correspondence
 - a) Outgoing privileged correspondence will meet the same requirements as outgoing general correspondence except that the words "Privileged Mail" will be written by you on the front of the envelope.
 - b) Mail or other designated staff will handle outgoing privileged correspondence in the same manner as outgoing general correspondence. Residents without funds will be provided free postage for outgoing privileged correspondence.
 - c) Any abuse of the privileged correspondence process (e.g. using the process to send personal correspondence) will result in a restriction on the amount of privileged correspondence that you may send and any other restrictions as determined by the Chief Administrative Officer or designee.
 - 3) Incoming Privileged Correspondence
 - a) Incoming correspondence shall be treated as privileged only if it is in an official envelope with a verifiable return address and clearly indicates that it was sent from a privileged correspondent.
 - b) Mail or other designated staff shall handle incoming privileged mail in the same manner as incoming general correspondence, except that it may not be opened without the resident being present, unless the privileged correspondence is from the Commissioner of Correction, in which case it may be opened outside the presence of

the resident. If incoming privileged mail is inadvertently opened outside the presence of the resident that shall be noted on the envelope and an entry shall be made in a mail log.

- c) Mail or designated staff will open and inspect the privileged correspondence in your presence to check for checks, money orders, or contraband. If checks or money orders are found they will be removed and credited to your account. If contraband is found, it will be removed and handled in accordance with departmental policies and procedures.
- d) Mail or other designated staff shall ensure that a resident receiving privileged correspondence signs for its receipt, unless the privileged correspondence is from the Commissioner of Corrections, in which case no signature is necessary.

d. Publications

- 1) Only magazines and newspapers sent from publishers or commercial distributors may be received by residents. Books are allowed ONLY through approved vendors (see policy).

NOTE: Used books are not allowed even if purchased by an approved vendor. Independent and Marketplace sellers through the Amazon site are NOT allowed. These are private individuals and are not approved vendors. If a magazine, or newspaper is received from other than a publisher or commercial distributor, or a book received from non-approved vendors the resident will be notified in writing and the publication will be immediately disposed of. Resident's access to these publications will be prohibited only when the Chief Administrative Officer, or designee, determines that:

- a) The publication constitutes a threat to safety, security, or the orderly management of this facility.
 - b) The publication contains sexually explicit material which, by its nature of content, poses a threat to the orderly management of this facility.
 - c) The publication facilitates criminal activity; or
 - d) The publication is substantially detrimental to a resident's rehabilitation, e.g. a person with problematic sexual behavior receiving magazines containing pictures of children in underwear or otherwise not fully clothed.
- 2) For all purposes, it is presumed that any material which depicts or describes explicit sex acts, or sex with animals or children or material which is sadomasochistic, material depicting or describing the use or manufacture of drugs, alcoholic substances, firearms, explosives, weapons, security systems, or skills, implements, or other information which could reasonably be used to effect escape or cause harm or injury to persons or property, material related to gangs or gang activities, or material which promote hate, violence or bias is prohibited. Other materials may also be prohibited as directed by the Chief Administrative Officer or designee.
 - 3) If the publication is found to be unacceptable by the Chief Administrative Officer, or designee, you will be promptly notified in writing and the publication will be immediately disposed of.
 - 4) Audio CDs or Play Station game CDs must be received sealed in their original packages and are subject to media review. The CDs will be opened and marked with the resident's name and MDOC number.
 - 5) DVDs are not allowed in The Department of Corrections facilities. DVDs found in any resident's possession will be contraband and the residents Play Station Game System will also be contraband for using the system for other than its intended use. The resident will not be allowed to purchase another game system.

- 6) Mail, with a verifiable name and return address, regardless of the postage class, that primarily discusses religious, legal, political or educational subject matter will be inspected and delivered according to Policy 21.2.
 - 7) Commercial “junk mail”, regardless of the postage class, including but not limited to, commercial catalogs, commercial advertisements, solicitations for commercial products or service, and CD club membership offers, will be disposed of.
- e. packages
- 1) Residents may only receive packages through the U.S. Postal Service or other recognized mail delivery service and processed by the facility.
 - 2) Mail or other designated staff will search each incoming package for contraband. If contraband is found it will be removed and handled in accordance with departmental policies and procedures.
 - 3) Any mail order packages will be returned to the sender
 - 4) Mail or other designated staff will forward allowable incoming packages to the facility property officer or other designated staff. The facilities property officer or other designated staff will ensure that the package that is to be given to you are added to your personal property inventory form and that an updated copy of the form is forwarded to housing unit staff. Any item that is not given to you will be disposed of in accordance with departmental policies and procedures.
 - 5) The facilities property officer or other designated staff will ensure that any items being sent out of the facility by you belong to you and are removed from your personal property inventory form and that a copy of the updated inventory form, is forwarded to housing unit staff.
 - 6) The facilities property officer or other designated staff will ensure that an outgoing package is sealed, properly marked with your return address in the upper left-hand corner. Then complete an address label to be affixed to the package.
- f. Certified Mail
- 1) Mail or other designated staff will handle incoming certified mail for you in the same manner as other incoming mail, unless it is return receipt requested. If it is receipt return requested, staff will not sign for it, without your prior written approval.
 - 2) If you are sending certified mail, you will be provided the necessary forms and be required to pay the additional charges.
- g. Forwarding Resident Mail/Change of Address
- 1) All changes of your address will be entered into the database and placed in your Administrative
 - 2) Record and Case Management Record.
 - 3) During the release planning process, you will be asked to provide your home address or other forwarding address.
 - 4) If mail is received for a former resident, the mail will be forwarded to the last known address or other forwarding address for 90 days. If no forwarding address exists or the 90-day period has expired, the mail will be returned to the sender.

XI. ALLOWABLE BOOK DISTRIBUTORS:

**STATE OF MAINE MEMORANDUM
DEPARTMENT OF CORRECTIONS
MEMORANDUM**

DATE: October 9, 2014
TO: All Residents
From: Dr. Joseph Fitzpatrick, Commissioner
SUBJECT: Revision –Resident Allowable Property

This memo supersedes all prior memos related to allowable book distributors. Residents ordering non-religious books must order them and receive them directly from either the publisher or an approved commercial distributor, along with a packing list/invoice.

As of October 9, 2014, the ONLY approved commercial distributors are:

Approved Book Distributor	Address	City	State	Zip
<u>Amazon</u>				
<u>Books N Things Warehouse, Inc.</u>	PO Box 7330	Shrewsbury	NJ	07702-7330
<u>Hamilton Books</u>	PO Box 15	Falls Village	CT	06031-0015
<u>Prison Legal News</u>	P.O. Box 1151	Lake Worth	FL	33460

Residents ordering non-religious magazines or newspapers must order them and receive them directly from the publisher or any commercial distributor.

In addition to the above, residents may order religious books and other religious publications through religious catalogs available from the facility chaplain, or other designated facility staff, and must receive them directly from the religious catalog distributor, the publisher, or a commercial distributor. Religious books must include a packing list/invoice.

Family and friends of residents may still send funds to residents so that residents may order publications as described above.

Also, family and friends may still subscribe to magazines and newspapers and have them sent directly to the resident from the publisher or any commercial distributor.

In addition, family and friends of residents are allowed to order books if they are mailed directly to residents from the publisher, any of the above approved distributors, or a religious catalog (provided it is the same as one of the catalogs available at the facility). All books ordered by family and friends must include a packing list/invoice.

**cc Adult Chief Administrative Officers
Adult Facility Property Officers
Adult Facility Mail Room Staff**

XII. TELEPHONES: Maine Department of Corrections Policy/Procedure governing the use of telephones is available in the Library. The information stated in this Handbook does not supersede or overrule those Policy and Procedures in any way and is provided to guide the ordinary use of telephones authorized for residents to use.

****The following signs are posted in areas near telephone bank:**

WARNING

It is possible that communications by or with residents made during visits will be listened to and/or recorded by an investigative officer or other employee of the Maine Department of Corrections authorized to exercise law enforcement powers. This does NOT apply to attorney/client communications.

- a) Resident Telephone System, General (See appendix for policy: Prisoner Telephone System)
- 1) All of your telephone calls will be placed through the resident telephone system, unless otherwise authorized by the Chief Administrative Officer or designee.
 - 2) You will not be permitted to make collect calls, use credit or debit cards, call forwarding, three way calling, or conference calling. You will not be allowed to make calls to toll free numbers.
 - 3) The Maine Correctional Center will make available specialized services or equipment for providing telephone access to any resident in need of reasonable accommodation due to a physical disability. Specialized services or equipment may include but are not limited to TTY and translations.
 - 4) In the event of an emergency involving a member of your family, and if staff can verify that the emergency exists by contacting the appropriate agency, your Correctional Case Manager or other designated staff will notify you and may allow a special phone call unless one of the circumstances set out in the *Telephone Calls Process* is known to exist.
 - 5) You should check the bulletin boards in your Housing Unit for the telephone schedule. All telephone calls will be placed through the resident telephone system will be made during the authorized time. Except for a resident in high risk management, administrative status, or disciplinary segregation, the number of phone calls that you may make will not be limited unless staff determines it is necessary to allow other residents reasonable access to the resident telephone system. All your calls will be for a maximum of 15 minutes. **You must be respectful of others wanting to use the telephone.**
 - 6) The Maine Correctional Center will not be responsible for calls made through the resident telephone system, regardless of whether a call is successfully completed or not. If you experience any problems completing a phone call you may submit a Resident Telephone System Trouble Report Form to designated staff.
 - 7) The Chief Administrative Officer or designee will determine telephone privileges for all residents who are housed outside of the Maine Correctional Center, e.g. in hospitals, nursing homes, halfway houses, etc.
- b) Telephone Calls Process
- 1) The resident telephone system no longer has the capability to make collect phone calls. For those residents who do not receive deposits (Indigent) into either of their facility account (trust, phone) you may submit a Phone Call Allowance Application in order to call immediate family members. Applications will be processed as quickly as possible. A written notification will be sent to each resident informing them of the approval or denial of the applications.

- a) An application must be submitted to your CASE MANAGER. Individuals that have more than \$10.00 on their facility accounts are not eligible for the Phone Call Allowance. Approved residents will have up to \$2.50 each week placed on their phone account (\$5.00 bi-weekly), capped at a maximum of \$10.00 in the account at any one time. The obligation for the resident to repay these funds will remain active in the residents account for six (6) months and be paid from money received by the resident in either the phone or trust account. After six (6) months, the charge shall be deleted from the resident's facility account. New charges shall continue to accrue. Residents may only select immediate family members to call for this allowance program. Immediate family members are spouse or domestic partner, parents, child, sibling, grandparent or grandchild, whether the relationship is natural, adoptive, foster or through marriage.
- 2) A specific number may be blocked from your authorized telephone list and the number may be blocked as necessary when any of the following circumstances are known to exist:
 - a) If you are convicted of or otherwise known to have committed a sex offense or child abuse against a minor.
 - b) When contact between you and another person is prohibited by court order (e.g., custody order, protection order)
 - c) When your parental rights have been terminated.
 - d) When contact between you and another person is prohibited by a condition of probation of either person.
 - e) You may be prohibited by the Chief Administrative Officer or designee from making a phone call to any other person when there is reasonable suspicion that allowing a call would facilitate criminal activity or violation of facility rules or would create a risk to the safety of persons, security, or orderly management of the facility.
 - f) The Chief Administrative Officer, or designee, may prohibit you from making phone calls to any other person, when there is reasonable suspicion that you or other person has violated or will violate the telephone procedures.
- c) Termination of Calls and Suspension of Telephone Privileges
 - 1) Your call may be terminated at any time for reasons of safety, security, or good orderly management of the facility.
 - 2) The Chief Administrative Officer, or designee, will determine whether to impose a suspension or restriction of telephone privileged due to your conduct that caused the termination of your phone call.
 - 3) You will be notified in writing of a suspension or restriction of telephone privileges.
- d) Legal Calls
 - 1) A legal phone call is a call concerning a legal matter between you, your attorney or a legal advocacy organization, including but not limited to: the American Civil Liberties Union, Maine Equal Justice Partners, Maine Civil Liberties Union, Disability Rights Center, and the NAACP Legal Defense Fund.
 - 2) Legal calls are confidential. Submit these numbers to your unit team so they can be determined as privileged.
 - 3) The length of the legal phone calls will not be limited unless staff determines it necessary to allow other residents access to the resident telephone system. All other rules governing resident phone calls will apply.

e) **Monitoring of Resident Calls**

Your telephone conversations are subject to being recorded or listened to, with the exception being legal calls. Conversations, which violate the Policy and Procedures of the Department of Corrections, may be basis for criminal or disciplinary action.

XIII. RESIDENT VISITATION:

It is the policy of the Department of Corrections to permit you to have visits with family, friends and professional visitors under the conditions that are consistent with the safety, security, and orderly management of the facility.

The following signs are posted in areas where visits are held:

WARNING It is possible that communications by or with residents made during visits will be listened to and/or recorded by an investigative officer or other employee of the Maine Department of Corrections authorized to exercise law enforcement powers. This does NOT apply to attorney/client communications.

Residents must be properly dressed for visits. This includes a blue shirt buttoned up and tucked in. Jackets and hats will not be worn in the visit room.

The current visitation schedule will be posted in all housing areas.

All potential visitors must complete a Visitor Application and clear a criminal history check. Blank copies of the Visitor Application can be found in all housing areas. Prisoners may fill in their name and MDOC# where noted on the Visitor Application. All other areas must be completed by the potential visitor. If a resident is found to have completed the Visitor Application for a potential visitor, the Visitor Application will not be processed, and the resident may receive appropriate disciplinary action. The Visitor Application, Visit Rules, Acceptable Dress and Unacceptable Dress, and details on how to schedule a visit can be found on our website:

<https://www.maine.gov/corrections/adult-facilities/maine-correctional-center/mcc-visitation>

For more details regarding Visitation, please see policy 21.04.

XIV. LAUNDRY:

The Unit laundry schedule and regulations will be posted on the Bulletin Board in your Housing Unit.

a) **Laundry Process for Exchanges:**

- 1) Bedding can be exchanged every 12 months.
- 2) Grays/Blues/Sweats are exchanged by laundry's approval only.
- 3) Whites can be exchanged every 6 months.

b) To exchange an item, put the CLEAN items in a separate clear bag with a request slip asking for a one for one exchange.

c) Missing or lost items: send a request to laundry after a CO has searched your room & signed the request confirming that the item is missing.

The above processes can take up to one week so, be mindful when swapping items out, not to short-change yourself on clothing. Your items will be sent back with your housing unit laundry on its scheduled day.

This process could take up to one week so keep in mind and only send one or two items to laundry at a time. When your items are completed, Laundry will put them in the dorms laundry bin for you.

XV. BARBER SERVICES:

Haircuts are done by dorm. Haircuts will be limited to basic design. No specialty or shaving inserts permitted. **One haircut every eight (8) weeks, however, residents may pay the established price if they wish to have a haircut sooner.**

XVI. LIBRARY AND LAW LIBRARY:

The schedule and borrowing procedures are posted on the Bulletin Board in your Housing Unit. If you have specific questions about library services, including copying documents and the law library, send a request slip to the Library. You are responsible for all material that you borrow from the Library.

- a. Remain in Library: You must remain in the Library unless called by staff to report to another area of the facility: Otherwise, you must check out of the Library by signing out.
- b. Congregate: Residents may not congregate in groups in any part of the Library.
- c. Search: All residents are subject to searches while in the Library.

XVII. NOTARY PUBLIC:

Services of a Notary Public must be requested via a Resident Request Form. Please check your Housing Unit bulletin board to determine the name of the Notary Public assigned to your unit. The function of the Notary Public is to verify that the signature, which appears on a document, is the signature of the person who is named in the document as the signatory.

XVIII. COURT TRIP:

A Court Trip is a trip from this facility to a state or federal court, and any return. You must be properly dressed.

- a) You are permitted to take legal materials with you that pertain to the case at hand. These materials must be surrendered to the transporting staff during transit. The materials will be returned to you when you are in secure lockup at the court and, on the return, when you are back in the facility.
- b) You will be subject to the use of restraints.
- c) You are not permitted to obtain or receive any item from any person while on a Court Trip.

XIX. ORIENTATION:

Within first 24 hours you will receive a brief orientation providing you with verbal and written information that you will need to know immediately. A comprehensive orientation shall occur within 4 weeks after arrival. You will be required to attend orientation sessions. The purpose of these sessions is to inform you of how the facility works, what your obligations are, and what programs and services are available.

XX. ACCESS TO DIPLOMATIC REPRESENTATIVES: *(Foreign Nationals Only)*

If you are not a U.S. Citizen and wish to contact your diplomatic representative, submit a request slip to your Case Manager. They will provide you with contact information

XXI. RESIDENT ADVISORY COUNCIL (RAC):

This is a group of elected residents who bring issues forward to the administration on behalf of all residents. They meet with administrators quarterly or sooner depending on issues. The agenda is set by the RAC prior to the meeting. The Warden reviews it and invites others who can resolve the issues listed. Minutes are kept and posted in the housing areas.

XXII. RESIDENT COMMUNICATION LIST:

Getting Answers to Questions you may have!

The following list establishes whom you should contact for questions about services, programs, or general information at the Maine Correctional Center. Residents should submit a request slip to the staff person or Department indicated. You **MUST** contact the 1st level staff person, and allow enough time for a reply, before proceeding to contact the 2nd level staff person. Once a request for information has been received you will either be scheduled for an appointment or you may receive a written reply. Requests for information should be as specific as possible.

DEPARTMENT	1ST LEVEL	2ND LEVEL
<u>Medical</u>		
Medical Care	Medical Department	HSA
Eye Care	Medical Department	HSA
Dental Care	Medical Department	HSA
Psychiatry	Medical Department	HSA
Co-Pay Appeal	HSA	Deputy Warden - Programs
<u>Mental Health</u>		
Counseling Services	Mental Health Clinician.....	Director of Mental Health
Crisis Intervention	Mental Health Clinician.....	Director of Mental Health
<u>Social Services</u>		
General Information	CASE MANAGER.....	Unit Manager
Notary Requests	CASE MANAGER.....	Unit Manager
Resident Welfare	CASE MANAGER.....	Unit Manager
<u>Religious Services</u>		
Services/Counseling/Study	Religious Coordinator/Chaplain	Deputy Warden - Programs
<u>Community Services</u>		
Furloughs.....	CASE MANAGER.....	Warden
SCCP	Community Programs Coordinator	Warden
Work Release/Public Rest	CASE MANAGER.....	Warden
Marriages.....	CASE MANAGER.....	Unit Manager
<u>Substance Use Treatment Services</u>		
AA Meetings	Community Programs Coordinator	Deputy Warden - Programs
<u>Visiting Services</u>		
Visitor Application.....	http://maine.gov/corrections/adultfacilities/maine.shtml	
Visit Schedules	Unit Housing Officer/posted in unit	Unit Sergeant
<u>Recreation/Activities</u>		
Recreation Programs	Recreation Supervisor.....	Deputy Warden Security
Unit Recreation Activities	Unit Housing Officer	Unit Sergeant
<u>Educational/Vocational Services</u>		
Academic Programs	School Department.....	Deputy Warden - Programs
Parenting Program	Community Programs Coordinator..	Deputy Warden - Programs
Vocational Programs	School Department.....	Deputy Warden - Programs
<u>Library Services</u>		
General & Law Library.....	MCC Librarian	Deputy Warden - Programs
Photocopying.....	MCC Librarian	Deputy Warden – Programs
Current Policies.....	MCC Librarian.....	Deputy Warden - Programs

Industries Programs

Upholstery Industries Manager Deputy Warden-Support Services
Print Shop Industries Manager Deputy Warden-Support Services
Agricultural Crew CTI Supervisor Deputy Warden-Support Services

Sanitation/Hygiene

Personal Hygiene..... Housing Officer Unit Sergeant
Haircuts Housing Officer Unit Sergeant/ Deputy Warden-Support Services
Laundry Housing Officer Unit Sergeant/ Deputy Warden-Support Services

Food Services

All General Services..... Food Services Manager Deputy Warden-Support Services

Business Office

Resident Account Information Resident Accts. Clerk Deputy Warden-Support Services
Money Transfers..... Resident Accts. Clerk Deputy Warden-Support Services

Classification & Records

Release Dates Unit A.C.O..... Unit Manager
Reclassification Requests CASE MANAGER..... Unit Manager
Job Assignments..... CASE MANAGER..... Unit Manager
Ad- Seg Reviews CASE MANAGER..... Unit Manager
Good Time..... Unit A.C.O..... Unit Manager
Restoration of lost G.T Unit Manager..... Warden
Detainers/Warrants Unit A.C.O..... Unit Manager

Security

Housing Issues..... Unit Housing Officer Unit Sergeant
Facility Issued Items..... Unit Housing Officer Unit Sergeant
Allowable Items Unit Housing Officer Unit Sergeant
Property Issues Reception Officer Unit Sergeant/Deputy Warden-Security
Mail Unit Housing Officer Unit Sergeant/Deputy Warden-Security
Visits..... Visit Officer..... Unit Sergeant-Deputy Warden-Security

Note: Life threatening or verifiable emergency situations are to be directed immediately to the Unit Housing Officer

Policy Supplement Index

For more information, please refer to the policy listed below

POLICY: 6.11, SEXUAL MISCONDUCT (PREA AND MAINE STATUTES), GENERAL	4
POLICY: 10.1, RESIDENT ALLOWABLE PROPERTY	23
POLICY: 11.5, CALCULATION OF ADULT RESIDENT SENTENCES AND RELEASE DATE	39
POLICY: 20.1, PRISONER DISCIPLINE	54
POLICY: 20.2, DRUG AND ALCOHOL TESTING	100
POLICY: 21.2, PRISONER MAIL	115
POLICY: 21.3, PRISONER TELEPHONE SYSTEM	143
POLICY: 21.4, PRISONER VISITATION	156
POLICY: 29.1, PRISONER GRIEVANCE PROCESS, GENERAL	182
POLICY: 29.2, PRISONER GRIEVANCE PROCESS, MEDICAL AND MENTAL HEALTH	192

XXIII. APPENDIX: issued with handbook; separate booklet/enclosure