



A new beginning starts here.....



*Women's Services Handbook
September 2021*

*Amanda Woolford
Director of Women's
Operations*

*Randall Liberty
Commissioner*

Tomorrow has arrived



WOMEN'S SERVICES HANDBOOK

This Handbook provides information for all residents that fall under women's services about its operations. It will help you know what services are available and what your responsibilities are. Please read it and ask for help from a staff member if there is something that isn't clear to you.

Whether or not you have been fully sentenced you are responsible for understanding and following the rules and guidelines of the facility. Staff are there to enforce these rules for your safety and the safety of others.

Please be respectful and kind to others. Have consideration for their personal boundaries, and property as you would want for yourself. Please honor the rules of the facility as well. These guidelines are there to create a safe and peaceful environment where all of you can grow, learn from the past, and move forward toward your future goals. The more we cooperate with each other, the better your experience here will be, and the more opportunities will be available to you for your personal growth.

Women's Services houses all residents who are deemed safe and appropriate to reside in its population regardless of biological gender. This decision is based on many factors and is reviewed by a multidisciplinary team in the facility.

The mailing address is:

Your Name (MDOC#)
17 Mallison Falls Road
Windham, Maine 04062

UNIT MANAGEMENT

Women's Services is organized on a plan of Unit Management.

Each Unit Manager is responsible for the overall management of the Unit, including both residents and staff. The Unit Manager reports to the Director of Women's Operations.

The Housing Unit Team is made up of Unit Officers, Case Worker, Correctional Care and Treatment Worker, Mental Health Clinician, Unit Sergeants, Education Coordinator, Culinary VTI (SMWRC specific), Substance Use Disorder services provider, Unit Clerk, and an Assistant Classification Officer. As a team they carry out direct supervision of the residents in their unit. The Unit Team will work with you to establish what you would like to change in your life, what your short- and long-term goals are, and work with you to find resources to help you reach those goals.

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FACILITY PROCEDURES

FOLLOWING DIRECTION

Please follow any direction given to you by a staff member. If more than one direction has been given, follow the last direction. You will be held personally accountable for not following directions of staff.

PERSONAL CONDUCT

Please conduct yourself in an appropriate manner. The staff is committed to protecting your rights and treating you with dignity. We would like to see you learn how to get your needs met in assertive non-confrontational ways.

Please:

- Treat all staff and other residents with respect, dignity, courtesy, and fairness.
- Follow the rules and regulations of the facility.
- Follow the directions of staff.
- Cooperate to maintain both a clean, healthy environment and a clean, neat personal appearance.
- Respect the facilities property and the personal property of others.
- Do not use loud, abusive, or profane language.
- Respect the privacy of others.
- Communicate your needs.
- Do not gossip or judge others.
- Participate fully in programs and activities for your own growth.
- Be honest.

PERSONAL SAFETY

If you believe that your personal safety is at risk, report your concerns to any staff member you are comfortable with. The Department and this facility are committed to ensuring your safety.

IDENTIFICATION CARD

You will be issued an Identification Card (I.D.). Please have it in your possession whenever you are outside your Housing Unit. If a staff member asks you for your I.D. card, please give them the card. Please do not have possession of another resident's I.D. card, or deface, tamper with, or alter your I.D. card. You will be held accountable for not following the above directions. If you lose, misplace, destroy, or alter your I.D. card, please immediately report it to the Unit Housing Officer. You will be assessed a five-dollar fee (\$5.00) for a new I.D. card. If the original I.D. card is found, please hand in the original I.D. card to staff. You cannot possess more than one (1) I.D. card at any given time unless part of a specific program requirement.

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RULES AND REGULATIONS.

Following the rules and regulations is essential to the good order of the facility and the mutual wellbeing of all who reside here. You will be held personally accountable for not following the rules.

COUNT

Counts are conducted at various times each day. For each count Please be in your Housing Unit unless you have been approved to be at another place. For a Formal Count, please be in your room, with lights on, awake, and remain clearly visible to the Officer taking the Formal Count. Please stand by or sit on your bed for each count, unless you 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 staff taking the count. If you reside at the Re-Entry Center and are offsite working for a community employer, you do not have to participate in the count but must always remain at the worksite. If a recount is necessary, please repeat the count procedure. Please do not hide under clothing, bed linen, or other property, block any view ports or windows or in any other way interfere with the Housing Officer taking count

CONTRABAND AND SEARCH

- 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 commissary, (4) been altered in any way, or (5) the amount in your possession exceeds the authorized limit.
- Materials, symbols, colors, or pictures involving any Security Threat Group Affiliation (STGA) are contraband and will result in a personal accountability.
- Institutional equipment and supplies found in a resident's possession in other than the authorized area are contraband.
- You, your cell, and your property can be searched by staff at any time. Searches may be conducted with or without your presence. All areas of the facility including your housing unit, work area, and personal property can be searched at any time by an authorized staff member. Supervisors do not have to be present during searches.
- Contraband will be taken and disposed of according to Department policy.

CLOTHING/ACCESSORIES

- Please 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 (if applicable). Please do not roll your shirts or pants up (meaning past your ankle). Please be decently clothed outside of your rooms and showers, and do not wear dirty or soiled clothing.
- Please do not alter or destroy state-issued clothing items. If so, they will be taken, you will be held personally accountable, and may be charged for replacing the items.

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- Footwear will be worn outside of the cells and shower shoes will only be worn to and from the showers.
- Baseball Caps will be issued to outside work crews. Please only wear them during work hours, and do not alter any headgear.
- Sunglasses are not allowed to be worn indoors.

PERSONAL HYGIENE:

Please maintain a satisfactory level of personal hygiene. Uncleanliness contributes to the spread of disease, and body odor can be offensive to others. We understand that this can be a sensitive subject and difficult to discuss. Please try to handle these situations discreetly with kindness. You never know what another person may be going through to contribute to the situation. Please reach out to staff if notice a fellow resident struggling with hygiene issues.

HOUSING RULES.

PLEASE:

- Promptly follow the instructions of staff.
- Be properly dressed and wear the issued uniform.
- Make your bed and leave a clean room whenever you exit.
- Be prepared for daily room inspections. Please step out of your room during the inspections.
- Go to meals when you are called and return to the unit when you have finished.
- Have I.D.'s on your person at all times.
- Place the T.V. only on the designated T.V. stand.
- Wear your robe to and from the shower.

PLEASE DO NOT:

- Move any unit furniture.
- Place your feet on unit furniture.
- Enter a room you do not live in.
- Place anything in windows/lights.
- Go into the Officer's Station, unless assigned janitor duties for that specific area.
- Wear anything on your head other than issued headgear, and only when outside.
- Store cleaning materials in your room.

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- Place anything on the walls of your room unless there is a designated space i.e. corkboard.
- Take radios, TV sets, or any personal electronic equipment out of your room.
- Go on the top tier unless your room is located there.
- Hang out around other resident's doors or along top/bottom tier.
- Drape personal property over the side or foot of the bed.
- Make or use clotheslines.
- Reserve showers for one another.
- Double up with another resident while showering.

PLEASE BE AWARE THAT

- When a direction is given to lockup please go directly to your room and close the door. This is for the safety and wellbeing of all residents and staff.
- You will be charged for a lost I.D. (\$5.00 voucher will be signed).
- You need to report damaged property immediately to staff.
- You are responsible for reading all posted notices.
- Cell Call Buttons (where available) are used to communicate your desire to exit the cell during recreation, or request staff assistance during an emergency. If you are not using the button as intended, you will be held personally accountable.
- You need to request to see staff in writing.
- 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.
- Room searches will be conducted on a random basis as authorized by Administrative Directive with or without your presence.
- Random and suspected use urine tests will be conducted.
- 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.

HOUSING UNIT RULES-CELLS

- You are responsible for the contents of your cell, damage to your cell or contraband found in your cell. Search your cell thoroughly when you move in. If you find contraband, notify the Housing Unit Officer immediately.
- Please don't enter any room other than the one assigned to you.

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- Please keep your room clean. Trash should be removed daily by discarding it in the trash bins.
- Food items must be properly stored. Wake up will be at 0600; Please 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.
- It is your responsibility to secure your door upon exiting your cell for any reason. Frequent movement in and out of your cell requiring Unit Staff to repeatedly open your door may result in restrictions on entry and exit.
- All electronic equipment must be used with earphones (exception being the television).
- Please do not use an authorized antenna in an unauthorized way.
- Please do not hang a clothesline.
- Please don't hang pictures on room walls. No obscene, sexually explicit pictures or drawings may be displayed anywhere.
- Please don't affix anything to the bunk.
- Please don't cover light fixtures or hang drapery over the front of your cell door or window or obstruct an open view into your room. You can use the authorized covering provided to you when changing in your room but must remove it as soon as you are done.
- Please do not tamper with, block, remove, or alter the vents in your cell.
- Please do not tamper with or block the cell call button.
- Institutional equipment and supplies found in your possession other than in authorized area are contraband.
- 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.
- Please maintain a fire safe condition in your room. You are not permitted to have flammable materials or an excessive amount of papers.
- Please do not place items outside your cell door.
- Please do not tamper with the electrical wiring or electrical fixtures or appliances in any way.
- Please comply with all other Unit specific rules posted by your Unit Manager.

TOBACCO

All secure Maine Department of Correctional 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 held personally responsible. The Southern Maine Women's Re-Entry Center allows tobacco use. This tobacco must be purchased from commissary.

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FIRE SAFETY

- Please maintain a fire-safe condition in your room. You are not permitted to have flammable materials or an excessive amount of papers.
- Please familiarize yourself with the fire exits in areas you regularly use.
- Please participate in any fire drill.
- Please do not tamper with the electrical wiring or electrical fixtures or appliances in any way.
- No items other than footwear or trash containers are allowed on the room floor. Foot lockers are stored under your bunk
- 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.
- Paper or Plastic Bags are not to be used as liner for the cell wastebaskets.
- Power cords and wiring may not be used to support any device. Radios, headphones, etc. must be placed on a flat surface.
- No homemade shelves shall be taped, hung or affixed to room surfaces in any way.

MOVEMENT AND CORRIDOR REGULATIONS

- During movement Please walk at a normal pace. Neither running, nor loitering is permitted. You must walk through all metal detectors.
- Please maintain more than five (5) feet from any corridor gate when it is being opened or closed.
- Please do not stop at the Control Centers unless you are authorized.
- If an order to "CLEAR THE Hall" is issued, or if staff is seen running in the corridor, please immediately move to the side of the corridor and position yourself against the wall for your safety.
- If a "Recount" order is issued, please return to your Housing Unit immediately.

DINING HALL

- 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.
- Please do not save spaces in line or at the dining tables for yourself or others.
- You are responsible for receiving a complete tray; only one (1) trip through the serving line is allowed.
- Please do not take any food items back to your room from the Dining Hall.
- You will have up to (30) thirty minutes to eat your meal.

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- Please clear your tray and put it in the designated spot to be washed.
- Please leave the Dining Hall after you finish eating and go directly to your assigned area.

WORK/SCHOOL

- 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.
- Please be dressed in the authorized uniform for your respective work/school and program areas.
- No unauthorized items may be taken to the work/school areas, for example, non-work-related reading materials, coffee cups, clothing, and food items.
- No unauthorized item may be removed from the work/school area.
- Resident LD. Cards must always be in your possession whenever you are outside of your Housing Unit.
- At work, you are responsible for any tool/equipment issued to you. Upon receiving or returning any tool/equipment Please check the tool/equipment for any defects. If the issued tool/equipment is damaged or is not working properly during the work period, please 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.
- Work Release in the community is a program at the Re-Entry Center. It has its own set of rules and requirements. Once you reach the Re-Entry center please ask your caseworker

HOUSING ASSIGNMENT

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

Room assignments within the Unit are made by the Unit Housing Officers, with the approval of the Unit Sergeant. All Room assignments are final. If you find you are having issues with your roommate, please try to communicate to work things out with them. If you need assistance with this speak with your housing officer and ask for a mediation. This is a perfect way to start practicing assertive communication skills.

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.

RISK OF POSSESSION.

Your property is retained at your own risk. The Department will not be responsible for any property personally retained by you that is lost, stolen, damaged, consumed or discarded while in your room or on your person.

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MARKINGS

Your personal property, i.e., radio, T.V., etc., will be permanently marked with your name and number. Any alteration of personal property makes it contraband.

VOLUME OF PROPERTY

See Appendix B.

TRANSFER

- If you transfer to another facility, please pack all your property and take it to reception for inventory. Under ordinary circumstances, your property will accompany you.
- If you have been transferred here and you have property at another Facility, contact your Caseworker/CCTW for assistance.

DISPOSAL OF UNAUTHORIZED PROPERTY; DISPOSAL OF CONTRABAND PROPERTY

Unclaimed Property will be disposed in accordance with Department Policy.

INFORMATION, PROBLEM SOLVING, REQUEST SYSTEM, AND GRIEVANCES

BULLETIN BOARDS

Bulletin Boards are 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.

HOUSING UNIT TEAM

If you need to know something that is not posted on the Bulletin Board, contact your Unit Housing Officer.

PROBLEM SOLVING

Most problems can be solved through verbal contact with the staff member in charge; the Unit Housing Officer, your Unit Caseworker, CCTW, Unit Sergeant, or Unit Manager. Explain the problem and follow the advice or instruction.

REQUEST SYSTEM

The 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. Please do not send, simultaneously, multiple requests on the same topic to more than one staff member. Please wait for the person's reply before sending another staff person a request on the same topic.

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GRIEVANCE PROCEDURE

- The Grievance Procedure provides a process for reviewing and resolving complaints, other than complaints concerning matters for which there is a separate grievance process or separate appeal procedure. A summary of the Grievance Procedure, explaining how to use it, is in appendix C of this Handbook. Grievance Forms may be obtained in your housing unit or from the Library. Questions about the use of the Grievance Procedure may be sent to your Caseworker or CCTW on a request form.
- The name of the Grievance Coordinator is posted on the Bulletin Board.

EXPEDITED GRIEVANCE

In those instances in which you believe you need 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), you may note on the grievance form and, if so, shall state your reasons for requesting expedited processing of the grievance. The Grievance Policy is in Appendix C.

MAINTENANCE

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

EMERGENCY SITUATIONS, CODES, 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, please follow the directions of the staff person there. In addition, do the following:

- **In the Corridors.** Immediately move to the side of the corridor against the wall. Please remain silent. Follow the directions of the staff in the area.
- **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 cell and secure/close your cell door. Please remain silent so the staff can return the unit to safety without delay. **NOTE:** If a disturbance is in the immediate area of your assigned room, follow the instructions of the staff person in the area.
- **In the Dining Hall.** If seated, remain seated. If not seated move immediately to the sides, against the wall. Please remain silent so that staff can return the area to safety as quickly as possible. Follow the instructions of the staff person in the area.
- **In the Multi-Purpose-Room or Gym.** Move immediately to the sides, against the nearest wall. Please remain silent for the reasons stated above. Follow the instructions of the staff person in the area.
- **In School or Education/Library.** Remain seated if in a classroom. Please remain silent. Follow the instructions of the staff person in the area.
- **At your Work assignment outside of the Unit.** Please remain silent. Follow the instructions of the staff person in the area.

FACILITY SERVICES

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.

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. We will work with you to help you reach your goals. We may have programming that is necessary for your case plan based on your individual needs and history. You will need to complete this programming to participate in certain programs such as work release and SCCP.

TRANSFER

Decisions involving a transfer are made at the discretion of the Director of Classification. If you want to be considered for a transfer, initiate a Transfer Request in writing to your Unit Team and your request will be reviewed.

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 Caseworker/Care and Treatment Worker.

SENTENCE COMPUTATION AND CREDITS

The Department of Corrections is responsible for the computation of sentences. The Records Office 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 The Records Department on a Request Slip.

PRE-SENTENCE DETENTION TIME (JAIL TIME)

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. If you are having any issues with this, please put into your Caseworker/ CCTW for assistance.

ACCESS TO RECORDS

To review or receive copies of documents in your record (other than mental health or substance abuse treatment records) Please submit a written request to the caseworker or CCTW. Copies are made at the resident's expense - .25 cents per page.

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ACCESS TO MENTAL HEALTH OR SUBSTANCE USE DISORDER RECORDS

The psychiatrist or psychologist may deny access if review of record will be detrimental to your mental health. A written request to review must be submitted to the Medical Department.

RELIGIOUS SERVICES

- Please write to the Religious Coordinator (posted on the bulletin board) about any religious needs you have that aren't currently covered.
- Resident's housed in Restrictive Housing will not be allowed to participate in any of the Religious Programs.
- The schedule of religious services is posted on your unit bulletin board in your housing unit along with any necessary changes.
- A Request Form to the Religious Coordinator is necessary to request a special religious diet.
- All other diets are to be directed to the medical department.
- Schedule conflict (with work or school) you have the option of choosing to attend a religious program of your tradition.
- You may request a copy of the Bible, Tanakh, or Qur'an from the Religious Coordinator for personal use. Other religious items must be purchased through the canteen.
- For allowable religious property that is not available through the canteen, a Request Form should be sent to the Religious Coordinator seeking approval and information on the correct procedure to obtain allowable religious property.

MARRIAGE.

A request to be married must be sent by the resident to your Caseworker or Correctional Care and Treatment Worker. 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.

HEALTH CARE SERVICES

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.

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 in your Housing Unit.

NO ONE SHALL BE DENIED NECESSARY HEALTH CARE BECAUSE OF A LACK OF ABILITY TO PAY.

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MEDICAL CO-PAY

You will 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:

- Services initiated by facility staff
- Pregnant residents
- 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.
- 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.
- Emergency treatment, as determined by facility health care staff.
- Treatment for an injury, which occurred while performing a work assignment.

SICK CALL

- To sign up for Sick Call, put a request in the Medical Box. You will meet with the medical staff as soon as possible; providing, your request is properly filled out, including your name, MDOC number, Housing Unit, and nature of illness are on the request. There is separate mailbox for medical requests usually located near the postal mailbox.
- Remain in your Housing Unit until notified to report to the designated Medical Area.
- If you refuse medical treatment a Refusal of Treatment Form needs to be signed. You are still responsible to go to the Medical Department when called; at that time, you will state your refusal of treatment and sign the refusal form.

LAY-IN STATUS

Lay-in status is a restriction of movement because of a medical condition. Lay-in status restrictions are- confinement to room; no work; no school; no unit recreation. If you are sick or it is directed by medical, you will be placed on lay-in status.

MEDICATION

Medical staff will administer medication. Please take the medication in the presence of staff unless you are eligible for KOP (keep on person) medication.

- If your movement is restricted, you will receive medication in your room.
- 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)

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MEDICAL

Put a request in the Medical Request Box.

MENTAL HEALTH

Put a request in the Medical Request Box.

OPTICAL

Put a request in the Medical Request Box.

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, please return the equipment to the Medical Department. You are responsible for the condition of the equipment while it is assigned to you.

DIABETIC CALL

Diabetics will report for treatment at designated times and places.

PREGNANT RESIDENTS

TITLE: USE OF MECHANICAL RESTRAINTS ON A PREGNANT PRISONER OR PREGNANT RESIDENT		PAGE <u>1</u> OF <u>4</u>
POLICY NUMBER: 18.19.1 AND 13.19.1		
CHAPTER 18 (AF) and 13 (JF): HEALTH CARE SERVICES		
 STATE of MAINE DEPARTMENT OF CORRECTIONS Approved by Commissioner: 		PROFESSIONAL STANDARDS: See Section VII
EFFECTIVE DATE: October 5, 2016	LATEST REVISION: June 6, 2017	CHECK ONLY IF APA [X]

I. AUTHORITY

The Commissioner of Corrections adopts this policy pursuant to the authority contained in Title 34-A M.R.S.A. Sections [3101](#), [3102](#), [3103](#) and [3104](#).

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II. APPLICABILITY

All Department Facilities that house female prisoners or female residents

III. POLICY

It is the policy of the Department of Corrections not to use restraints on a prisoner or resident known to be pregnant, except in an extraordinary circumstance.

IV. CONTENTS

- Procedure A: Use of Mechanical Restraints, Notice to Female Prisoners or Residents
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V. ATTACHMENTS

None

PROCEDURES

Procedure A: Use of Mechanical Restraints, Notice to Female Prisoners or Residents

1. The facility Chief Administrative Officer or designee shall ensure that a copy of this policy is included in the handbook provided to female prisoners or female residents.
2. The facility Chief Administrative Officer or designee of a facility housing females shall also ensure that a female prisoner or female resident is verbally informed of the inclusion of this policy in the handbook during her initial orientation to the facility.

Procedure B: Use of Mechanical Restraints during Movement, Transport, or other Situations, General

1. Mechanical restraints shall not be used on a prisoner or resident known to be pregnant, unless the facility Chief Administrative Officer or designee makes a determination that the pregnant prisoner or pregnant resident is a substantial flight risk or there is another extraordinary medical or security circumstance that requires restraints to be used to ensure the safety and security of the pregnant prisoner or pregnant resident, other prisoners or residents, the staff of the Department facility, the staff of a hospital, or the public, if applicable.
2. Whenever possible, the determination that there is an extraordinary circumstance requiring the use of mechanical restraints on a pregnant prisoner or pregnant resident shall be made by the Shift Supervisor or higher ranking facility staff prior to the initiation of the movement, transport, or other situation, but may also be made by a security supervisor during the movement, transport, or other situation, if the extraordinary circumstance arises at that time.

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3. If the prisoner or resident is to be transported to a hospital, the Shift Supervisor and appropriate facility health care staff shall contact appropriate hospital security and health care staff to plan for any foreseen security circumstances as much in advance of the prisoner's or resident's arrival as reasonably possible.
4. If, once at the hospital, a doctor, nurse or other health professional treating the prisoner or resident requests that restraints not be used, the security staff accompanying the prisoner or resident shall immediately remove all restraints.
5. If the prisoner or resident is to be transported to a hospital, court or anywhere else outside the facility, the Chief Administrative Officer or designee shall determine whether a security supervisor needs to be present during the transport.
6. If a security supervisor is present, that supervisor may make the determination that there is an extraordinary circumstance requiring the use of mechanical restraints if such a circumstance arises during the transport. If a security supervisor is not present and such a circumstance arises during the transport, the transporting security staff shall contact a security supervisor at the facility for authorization to use mechanical restraints.
7. If mechanical restraints are used on a pregnant prisoner or pregnant resident, the security staff shall apply the least restrictive type of restraints in the least restrictive manner necessary. Leg and waist restraints may not be used at any time.

Procedure C: Use of Mechanical Restraints during Labor, Delivery, and Postpartum Recovery

1. In addition to the requirements of Procedure B., when a prisoner or resident is admitted to a hospital for labor or childbirth, the security staff may not be present in the room during labor or childbirth unless specifically requested by hospital health care personnel. If a security staff's presence is requested, the security staff shall be female if practicable.
2. Mechanical restraints may not be used on a prisoner or resident during labor or childbirth.
3. Once the delivery or the pregnancy otherwise ends, all post-delivery medical procedures, and postpartum recovery have been completed, the prisoner or resident shall be restrained consistent with Department policies applicable to prisoners or residents who are not pregnant.

Procedure D: Documentation on Use of Restraints

1. If mechanical restraints are used on a prisoner or resident known to be pregnant, in addition to any other documentation required by Department policy, the staff who authorized the use of the restraints shall document in a separate report the extraordinary circumstance that required the use of restraints and the type of restraints used and shall submit this report to the facility Chief Administrative Officer.
2. These separate reports shall be maintained by the facility Chief Administrative Officer for five (5) years and shall be made available for public inspection upon request, except that individually identifying information of any prisoner or resident may not be made public without the prior written consent of the prisoner or resident.
3. After the passage of five (5) years, these separate reports shall be destroyed.

VI. PROFESSIONAL STANDARDS

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ACA

ACI

- 5-ACI-3A-17** **Written policy, procedure, and practice, in general, prohibit the use of restraints on female offenders during active labor and the delivery of a child. Any deviation from the prohibition requires approval by and guidance on methodology from the medical authority and is based on documented serious security risks. The medical authority provides guidance on the use of restraints on pregnant offenders prior to active labor and delivery.**

FOOD SERVICES

Food services are the responsibility of the Food Service Manager.

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.
- The Medical Department will notify the Food Service Department of any (special) medical diet issued to residents within the facility.
- If you do not follow the Medical Diet or of any other special diet plan it may result in the loss of the special diet.
-

RECREATION

Coordination of recreation activities is the responsibility of the Recreation Director.

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.

- Recreation equipment is available in your Housing Unit. Please sign out any equipment you use.
- You will be responsible for its return in good condition.
- In an outdoor activity, please stay within the boundaries of the recreation area.

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ACCOUNTS

You will have an Account in which any wages or allowances paid by this facility and any funds received from approved sources outside this facility will be deposited.

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. Please do not have cash sent in. If cash is received in the mail it will be placed on the resident's account and a check made out and mailed back to the sender. Check and money orders must contain the sender's name and address, or they won't be processed.

OUTGOING FUNDS

You may send funds from your resident account to an approved party. Send a Money Request Transfer form to your unit manager for approval; properly filled out with a pre-addressed envelope and a stamp attached. Accounts will furnish a receipt for all transactions for money withdrawn from your account. All funds being sent out of the facility must have the money transfer slip signed by the unit manager prior to sending to the business office.

PAY

Pay is posted in your account per institutional schedule.

CANTEEN

The Canteen provides for residents to purchase items not provided by the institution. Spending limits will be determined by the level system and housing unit. Limits will be posted in each unit. Canteen services are provided by an outside private vendor.

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. If you are housed in a unit without Kiosks you will need to submit a paper order no later than 4:00 P.M. on Thursday.

SUBSTITUTIONS

There will be no substitutions for items out of stock or for items ordered in error.

DELIVERY

Canteen orders are delivered on designated days. Please check the bulletin board for details. To receive your order, please; (1) present your I.D. card; (2) examine the contents of your order with the canteen service staff and verify against your receipt. If you are on an outside work crew or work in the community and are off grounds an

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officer will sign for your commissary and it will be stored securely until you arrive onsite. Officers will hand out commissary as they are able to. Please be patient as they may be busy with other tasks upon your return. When in doubt ask the officer when they think they will have time to pass it out to you. 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, please 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.

EXCESSIVE CANTEEN

Canteen items shall not accumulate in the room/living area exceeding 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.

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.

MAIL

Maine Department of Corrections Policy/Procedure governing mail is available in the Library. At SMWRC it is located digitally on the laptops in the great room.

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.

MAIL, GENERAL

- You will be allowed to send and receive mail to and from whomever you wish, *except for those incarcerated in a corrections facility*, if the mail does not violate any restrictions set out in Department of Corrections policy and procedures.
- 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 III, AUGUSTA, ME 04333.
- All incoming mail will be opened and inspected for contraband. Incoming privileged mail will be opened and inspected for contraband, but only in your presence. 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.

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- Mail will be collected from and distributed to you 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.
- There will be no limit on the amount of mail you send or receive, providing that you have enough funds to pay the postage. You will not be allowed to possess mail or correspondence that exceeds the amount set out in the policy and procedures governing allowable items.
- You may only send packages through the U.S. Postal Service.
- 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.
- Per Department Adult Facility Policy 21.2, 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 daily, 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.

OUTGOING/INCOMING GENERAL CORRESPONDENCE

OUTGOING GENERAL CORRESPONDENCE

- 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.
- Place all outgoing general correspondence in the designated secure mailbox.
If you have no access to the mailbox because of housing restrictions, please hand all outgoing correspondence to a housing unit Officer. The staff will place the correspondence in the mailbox for you.
- All outgoing general correspondence has the following standards:
- Your full name and MDOC#, facility name, and facility address will be in the upper left hand corner of the envelope. Please do not put anything 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.
- 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.
- The correspondence will be sealed by you.

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

INCOMING GENERAL CORRESPONDENCE

- 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.
- Cash received in the mail is contraband. It will not be credited to your account and will be handled according to Department Policy.
- A schedule of mail distribution is posted in all housing units.
- Please respect the privacy of another residents' mail.

OUTGOING/INCOMING PRIVILEGED CORRESPONDENCE

Privileged correspondence is correspondence concerning a legal matter or official government business involving a resident between that resident and any of the following:

- Attorneys,
- Judges and Clerks of Courts:
- 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.
- Chief Advocate of the Department of Corrections and Advocates of other Government Agencies; and
- Legal Advocacy Organizations, including, but not limited to the following: American Civil Liberties Union, Maine Equal Justice Partners, Maine Civil Liberties Union, Disability Rights Center, and NAACP Legal Defense Fund.

OUTGOING PRIVILEGED CORRESPONDENCE

- 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.
- 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.

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- 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.

INCOMING PRIVILEGED CORRESPONDENCE

- 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.
- 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.
- 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.
- 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.

PUBLICATIONS

- Only magazines and newspapers sent from publishers or commercial distributors may be sent into the facility. Books are allowed through approved vendors (see policy). If a magazine, or newspaper is received from other than a publisher or commercial distributor or received from non-approved vendors you will be notified in writing and the publication will be disposed of. Your access to these publications will be prohibited only when the Chief Administrative Officer, or designee, determines that:
- The publication constitutes a threat to safety, security, or the orderly management of this facility.
- The publication contains sexually explicit material which, by its nature of content, poses a threat to the orderly management of this facility.
- The publication facilitates criminal activity; or
- The publication is substantially detrimental to a resident's rehabilitation.
- For all purposes, it is presumed that any material which depicts or describes explicit sex acts, or sex with animals, children, 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

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promote hate, violence or bias is prohibited. Other materials may also be prohibited as directed by the Chief Administrative Officer or designee.

- 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.
- 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.
- 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.

PACKAGES

- You may only receive packages through the U.S. Postal Service or other recognized mail delivery service and processed by the facility.
- 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.
- Any mail order packages will be returned to the sender.
- 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.
- 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.
- 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.

CERTIFIED MAIL

- 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.
- If you are sending certified mail, you will be provided the necessary forms and be required to pay the additional charges.

FORWARDING MAIL/CHANGE OF ADDRESS

- All changes of your address will be entered into the database and placed in your Administrative

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Record and Case Management Record.

- During the release planning process, you will be asked to provide your home address or other forwarding address.
- 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.

TELEPHONES

Maine Department of Corrections Policy/Procedure governing the use of telephones is available in the Library or digitally on the laptops at SMWRC in the great room. 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 you to use.

TELEPHONE SYSTEM, GENERAL

- All telephone calls will be placed through the Resident telephone system, unless otherwise authorized by the Chief Administrative Officer or designee.
- 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.
- 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.
- 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 Caseworker/Correctional Care and Treatment Worker 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.
- You should check the bulletin boards in your Housing Unit for the telephone schedule. All telephone placed through the telephone system will be made during the authorized time. Please be respectful of others wanting to use the telephone. SMWRC has longer phone call limits, however, please be aware of how many people are waiting to use the phone behind you in the evenings when most family members are likely to be home. Work together to make sure everyone gets a chance to speak with their loved ones.
- We 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, please let a Unit Officer know and they will advise you of the proper avenue to handle it.
- 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 etc.



TELEPHONE CALLS PROCESS

The telephone system no longer has the capability to make collect phone calls. For those who do not receive deposits into either of their facility accounts (trust, phone) you may submit a Phone Call Allowance Application to allow you to call immediate family members through your caseworker. Applications will be processed as quickly as possible. A written notification will be sent to you with the approval or denial of the application.

- An application must be submitted to your Caseworker or CCTW. 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 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.
- 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:
- If you are convicted of or otherwise known to have committed a sex offense or child abuse against a minor.
- When contact between you and another person is prohibited by court order (e.g., custody order, protection order)
- When your parental rights have been terminated.
- When contact between you and another person is prohibited by a condition of probation of either person.
- 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.
- 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.

ENDING CALLS AND SUSPENSION OF TELEPHONE PRIVILEGES

- Your call may be ended at any time for reasons of safety, security, or good orderly management of the facility.
- The Chief Administrative Officer, or designee, will determine whether to impose a suspension or restriction of telephone privileges due to the conduct that caused the termination of your phone call.

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- You will be notified in writing of a suspension or restriction of telephone privileges.

LEGAL CALLS

- 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.
- Legal calls are confidential. Submit these numbers to your Unit Team so they can be determined as privileged.
- 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.

MONITORING OF PHONE 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.

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

GENERAL VISITATION

- You should check your Unit Housing bulletin board for the scheduled times of your visits.
- You will be provided information concerning the facility schedule and rules and must share them with your approved visitors.
- If you are housed in MPU, you are allowed one (1) visit per week in accordance with MPU management guidelines.
- All visits will be scheduled with at least twenty (24) hours' notice.
- You will be responsible to notify your visitors if any limits are placed on their visits for any reason.
- The Chief Administrative Officer or designee will determine visiting privileges for all residents who are housed outside the facility, e.g., in hospitals, nursing homes, halfway houses, etc.
- The Chief Administrative Officer or designee may allow exceptions to the visitation schedule and visitor authorization requirements.



REGULAR VISITOR APPROVAL PROCESS AND AUTHORIZED VISITOR LIST

- You will be responsible to provide Visitor Application Form to your potential visitors.
- Residents will be allowed up to two (2) visits per week, one during the week (Tuesday-Friday) and on the weekend (Saturday-Sunday), if space is available when the visitor calls to schedule the visit.
- A potential visitor will be required to complete a Visitor Application Form. A background check of proposed adult visitors (eighteen years of age or older, married, or emancipated by court order) will be conducted. For persons under the age of eighteen years of age who are married or emancipated by court order, a copy of the marriage certificate or court order must be attached to the application form. After a background check is completed the visitors that are cleared will be added to your Authorized Visitor List.
- You may request at any time that a visitor be deleted from your authorized visitor list by writing to the visit officer or other staff designated by the Chief Administrative Officer.

RESTRICTED VISITOR LIST

- A person will be included on your Restricted Visitor List under the following circumstances:
- When contact between you and another person is prohibited by court order (e.g., custody order, protection order).
- When your parental rights have been terminated.
- When contact between you and another person is prohibited by a condition of probation of either person. This includes any condition of probation that is: currently in effect, is to become effective later, or is no longer in effect as the result of a current probation revocation.
- The visitor's privileges to visit at any Department facility are under suspension.
- The visitor is a former resident within one year of discharge from any corrections facility for whom an exception to visit has not been approved by the Chief Administrative Officer or designee.
- Visitors on active probation, deferred disposition or have pending charges.

PROCESSING VISITORS

- All visitors will be subject to a search for possible contraband and weapons.
- Your visitor is required to present government issued pictured identification, such as a driver's license, prior to admittance into the facility.
- Professional visitors (lawyers, etc.) should contact your caseworker/CCTW for special arrangements.

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CONTACT AND NON-CONTACT VISITING

- If you are on disciplinary segregation, administrative segregation, or high-risk management status you will be having non-contact visits.
- Non-contact visitation may also be required when an adequate search of your visitor cannot be conducted due to the presence of a cast, prosthetic device, oxygen tank, wheelchair, or other medically required devices.
- Non-contact visitation may also be required for purposes of safety, security, or orderly management of the facility.

ENDING VISITS AND SUSPENSION OF VISITATION PRIVILEGES

- You may refuse to attend or continue a visit at any time. Your visitor may also refuse to attend or continue a visit at any time. The visit will then be ended.
- The Shift Commander may end your visit when the conduct of you or your visitor creates a risk to safety, security, or orderly operation of the facility. Visiting privileges due to the conduct may be suspended or restricted. The suspension or restriction may be imposed on either you, your visitor or both.

VISITS BY MINORS

Minors (persons under 18 years of age, unless married or emancipated by court order) are permitted to visit you. Minor visitors must be accompanied by a parent or legal guardian who is an adult (persons 18 years of age or older, married, or emancipated by court order).

VISIT ROOM RULES

- Persons suspected of carrying a weapon, who appear to have been drinking intoxicants, or appear to be under the influence of a controlled substance will not be admitted. Consuming or possessing alcohol or drugs on State property is a violation of State Law.
- Visitors may use the bathrooms in the Control lobby. You may not use the bathroom during visits; and the visit is considered ended when you leave the visit room.
- With contact visits, you and your visitor may embrace or kiss briefly at the beginning and end of the visit. You and your visitor may hold hands during the remainder of the visit. Petting or sexual contact will be considered reason for ending the visit. Your hands and the hands of your visitor must always be visible. Unless otherwise restricted, you may hold your minor children in your lap.
- All children must be seated within the immediate vicinity of the parents or guardians. They may not sit unsupervised. They may not climb on furniture or disturb other visitors in any way, which includes yelling, screaming, throwing things.
- Loud and profane language is prohibited. Please be respectful of others.

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- Nothing should be passed between you and your visitor if you are behind a secure perimeter. If at SMWRC your visitor can bring food into the visit to share with you. They must follow the guidelines for bringing food in as set by the unit.
- You and your visitors shall not move about the visit room or visit with other residents or their visitors. This restriction may not apply in the SMWRC.
- You may not bring any item into the visit room unless you have written authorization. You must leave your jackets and any other items in your room before entering the visit room unless you have prior permission. No cameras allowed.
- Other than legal documents which must be verified by the Visit Officer, visitors are not allowed to bring anything into the visit room to deliver to you. Lockers and coat racks are available in the visit room. The State, however, assumes no responsibility for items a visitor brings into the facility. Bassinets, car seats, strollers, stuffed animals, etc., will not be allowed into the visit area unless previously authorized.
- You will remain seated until the visitor(s) get their coats and leave the visiting room. Please straighten the chairs and clean up your visit area.
- Please dress properly for visits. This includes a blue shirt buttoned up and tucked in.
- Please do not wear jackets and hats in the visit room.
- All persons entering the visit room are subject to search prior to and as a condition of visiting.
- Contraband for the purpose of this section is defined as "a dangerous weapon, any tool or other thing that may be used to facilitate a violation of Section 7 57 (Escape), or any other thing which a person confined in official custody is prohibited, by statute or regulation, from making or possessing. Examples of contraband are weapons, cutting blades, drugs, marijuana, alcohol, files, money, and tobacco. Persons violating this rule will be suspended from visiting and are subject to criminal prosecution.
- All visitors are required to produce a State or Federally issued picture ID. Refusal or failure to produce proper identification or the falsifying of identifying information may result in the denial of visits.
- Visitors must be properly attired. ACCEPTABLE DRESS: Jeans and slacks, skirts, and dresses knee length or longer. Knee length shorts. Tops and shirts that are loose fitting and completely cover the upper torso. UNACCEPTABLE DRESS: Gym shorts, boxer shorts, short-shorts or any items of clothing with rips, tears or revealing holes. Clothing which refers to drugs, sex, violence or with vulgar or obscene language. Bare midriffs, half shirts, halter-tops, tank tops, pajamas, lingerie, or see-through clothing of any kind. No bare feet.
- Dress code rules may be waived in cases where your children (0-10) and senior citizens (60 and over) are involved. Officers will use common sense, respect, and discretion. In instances where clothing worn by a visitor comes into question, the Visiting Desk Officer will notify the Area

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Sergeant. Following a visual inspection, the Sergeant will make the determination if the visitor will be permitted to visit. If the visit is not allowed, the visitor will be advised to leave the property. There is no appeal.

OTHER SERVICES

LAUNDRY

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

BARBER SERVICES

The schedule for barber services is posted on the Bulletin Board in your Housing Unit. 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.

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.

NOTARY PUBLIC

Services of a Notary Public must be requested via 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.

COURT TRIP

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

- 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.
- You will be subject to the use of restraints according to Department Policy.
- You are not permitted to obtain or receive any item from any person while on a Court Trip.

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.

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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 Caseworker or Correctional Care and Treatment Worker. They will provide you with contact information.

EXPECTED BEHAVIOR/ SANCTIONS

LEARNING FROM BEHAVIOR/ ACCOUNTABILITY FOR ACTIONS

While you are here one of the most important aspects is learning why you make the decisions you make. We would like to help you understand your thought process when it comes to making decisions that affect your life negatively. We would like to help you break the cycle and practice new ways of thinking, and getting your needs met in healthier ways. Accountability to your choices both positive and negative is a very important part of your learning process. Without choosing to take accountability for our actions we end up stuck in the same place. This means that you not only take responsibility when you have made a decision that impacts you negatively, it also means that you give yourself a pat on the back and the credit you deserve for making positive decisions.

Violation of facility rules or commission of a disciplinary offense will subject you to disciplinary action under the Maine Correctional Center Disciplinary Code. The Disciplinary Code establishes disciplinary offenses, authorized sanctions and the process for adjudication. The Disciplinary Code is in Appendix A of this Handbook. You are advised to familiarize yourself with the provisions of the Code. Policies change periodically and the most recent version are available to view in library.

If you lose your copy of this Handbook (with disciplinary code), it is your responsibility to notify the unit staff to obtain a new one. You will be assessed a \$5.00 charge for replacement.

If you are found to be guilty of a Disciplinary Code violation, you are subject to the following restrictions:

- Counseling, Verbal Reprimand, Warning
- Disciplinary Segregation
- Disciplinary Restriction
- Loss of Good Time
- Loss of Privileges
- Extra Work in lieu of recreation
- Monetary Sanctions
- Restitution
- Classification Change

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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.

LOSS OF PRIVILIGES

LOSS OF PRIVILEGES IS DEFINED AS:

- You are restricted to your room with the door closed. M.P.U. doors will be locked. You 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
- You may not have visitors at your door. The door must remain closed.
- Please report to the Housing Unit Officer whenever you leave the room.
- One (1) 15-minute personal phone call per week will be permitted on Sunday evenings.
(Behavior Warranted)
- All other phone calls will not be permitted, except for verified emergencies. The *Caseworker/CCTW* or Unit Sergeant must authorize this call.
- You may shower daily at the designated time.

Resident Communication List

Getting Answers to Questions you may have!

The following list establishes whom you should contact if you have questions about services, programs, or general information for Women's Services. Residents should submit a request slip to the staff person or Department indicated. Please 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	1 st Level	2 nd Level
Medical		
Medical Care	Medical Dept	HSA
Eye Care	Medical Dept.	HSA
Dental Care	Medical Dept.	HSA
Psychiatry	Medical Dept	HSA
Co-Pay Appeal	HSA	Director of Women's Operations

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Mental Health

Counseling Services Mental Health Worker Dir. Of Mental Health
Crisis Intervention Mental Health Worker Dir. Of Mental Health

Social Services

General Information Caseworker/CCTW Unit Manager
Notary Requests Caseworker/CCTW Unit Manager
Resident Welfare Caseworker/CCTW Unit Manager

Religious Services

Services/Counseling/Study Religious Coordinator Dep. Sup. Programs

Community Services

Furloughs Caseworker/CCTW Director of Women's Operations
SCCP Caseworker/ CCTW Director of Women's Operations
Work Release/Public Rest... Caseworker/CCTW Director of Women's Operations
Marriages Caseworker/CCTW Unit Manager

Substance Use Disorder Services

AA Meetings Community Programs Coordinator Unit Manager

Victim Services

Impact of Crime Caseworker/CCTW..... Director of Women's Operations

Visitation

Visits Unit Housing Officer Unit Sergeant

Recreation/Activities

Recreation Programs Unit Manager.....Director of Women's Operations
Unit Recreation Activities Unit Housing Officer Unit Sergeant

Educational/ Vocational Services

Academic Programs School Dept. Unit Manager
Parenting Program School Dept. Unit Manager
Vocational Programs School Dept Unit Manager

Library Services

General & Law Library MCC Librarian.....Dep.Warden.-Programs
Photocopying MCC LibrarianDep.Warden.-Programs

Industries Programs

Women's Industries.....Caseworker/CCTW.....Unit Manager

Sanitation/Hygiene

Personal Hygiene Unit Housing Officer Unit Sergeant
Haircuts Unit Housing Officer Unit Sergeant
Laundry Unit Housing Officer Unit Sergeant

Food Services

All General Services Food Services Manager.....Dir. of Admin. Services

Business Office

Resident Account Information Resident Accts. ClerkDir. of Admin. Services
Money Transfers Resident Accts. ClerkDir. of Admin. Services

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Classification & Records

Release Dates	MCC Records Dept..	MCC Class. Officer
Reclassification Requests	Caseworker/CCTW	Unit Manager
Job Assignments	Caseworker/CCTW	Unit Manager
Emergency Placement Reviews	Caseworker/CCTW	Unit Manager
Good Time	MCC Records Dept...	MCC Class. Officer
Restoration of lost G. T.	Unit Team	Director of Women's Operations
Detainers/Warrants	MCC Records Dept	MCC Class. Officer

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
Mail	Unit Housing Officer	Unit Sergeant
Visits	Visit Officer	Unit Sergeant

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

SAFETY MATTERS

Safety concerning the Prevention of Sexual Misconduct It is important that each and every Resident is safe from sexual misconduct from other Residents and/or staff. To that end, the Maine Department of Corrections has a zero-tolerance policy for sexual misconduct. This guide will give you information as to what you can do to reduce the chance of being sexually assaulted or the subject of other sexual misconduct, how to report a sexual misconduct, and what the facility's response to such a report will be. Again, sexual misconduct from any source will not be tolerated at any Departmental facility.

It is the policy of the Maine Department of Corrections that staff-on-Resident and Resident-on-Resident sexual misconduct will not be tolerated -- all sexual conduct, including sexual contact, is against the Department's rules and considered to be sexual misconduct. All allegations of sexual misconduct or threats of sexual misconduct will be thoroughly investigated.

Furthermore, any perpetrator will be disciplined and/or prosecuted. Under Resident discipline, Policy 20.1, any Resident sexual activity involving duress, force, or violence is a Class A disciplinary violation. Any Resident sexual activity not involving force, violence, or duress is a Class B violation.

Departmental Policy 6.11, Sexual Misconduct (PREA and Maine Statutes), provides definitions and Maine Criminal Statute references. These definitions and references are also included with this guide.

NOTE: It is not sexual contact or touching when an employee is doing a physical search or medical staff is doing a medical examination according to approved departmental policies and/or procedures.

Because of the difference in power between Residents and staff, legally there can never be a consensual relationship between the two. Also, any consensual relationships between Residents are prohibited.

You have the right to be safe from sexual misconduct. While you are incarcerated, no one has the right to pressure you to engage in sexual acts. You do not have to tolerate sexual misconduct or pressure to engage in unwanted

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sexual behaviors regardless of your gender, age, size, race, ethnicity, sexual orientation, or other characteristics. You have the right to be safe from unwanted sexual advances and acts.

ABOUT YOUR SAFETY: If you feel that someone is pressuring you or sexually harassing you, staff are available to help you deal with this problem. If you are being pressured, threatened, or extorted for sex, you should report this to staff. You should feel free to discuss your concerns about sexual misconduct, or implied or threatened sexual misconduct with any staff member. If experiencing an emergency, reach out to **any staff member**. You may also use the Resident phone to directly call the Correctional Investigator (phone number provided in your handbook). In addition, you should report any retaliation you experience for reporting or cooperating with an investigation of sexual misconduct or sexual harassment.

AVOIDING SEXUAL MISCONDUCT Here are some things you can do to protect yourself against sexual misconduct.
108 INFORMATION FOR RESIDENTS – SEXUAL MISCONDUCT DOC 6.11 – E – F – 4/04/13R 1)

1. At all times, present yourself with confidence. Do not permit your emotions (fear/anxiety) to be obvious to others.
2. Do not accept gifts or favors from others. Most gifts or favors come with strings attached to them.
3. Do not accept an offer from another Resident to be your protector.
4. Find a staff member with whom you feel comfortable discussing your fears and concerns.
5. Be alert! Do not use contraband substances such as drugs or alcohol: these can weaken your ability to stay alert and make good judgments.
6. Be direct and firm if others ask you to do something you don't want to do. Do not give mixed messages to other Residents regarding your wishes for sexual activity.
7. Stay in assigned areas of the institution.
8. Choose your associates wisely. Look for people who are involved in positive activities such as education programs, counseling programs or religious activities. Stay involved in positive activities.
9. Trust your instincts. If you sense that a situation may be dangerous, it probably is. If you fear for your safety, report your concerns to staff.

What to do if you are a victim of sexual misconduct. If you become a victim of sexual misconduct, you should report it immediately to staff, which will offer you immediate protection and, in the case of sexual assault will refer you for a medical examination and clinical assessment. Assistance will be provided regardless of whether you name the responsible resident or staff member; however, specific information may make it easier for staff to help you. Even though you may want to clean up after an assault, it is important to see medical staff **BEFORE** you shower, wash, drink, eat, smoke, change clothing or use the bathroom. Medical staff will examine you for injuries which may or may not be readily apparent to you. You may also be checked for sexually transmitted diseases and gather physical evidence of assault. All medical and mental health care provided to you incurred due to sexual

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misconduct will be provided to you at no cost. The individual or individuals responsible can only be disciplined and/or prosecuted if the misconduct is reported.

How do you report an Incident of Sexual Misconduct? It is important that you tell a staff member if you have been sexually assaulted. You can tell any caseworker, mental health worker, chaplain, security staff member, medical practitioner, administrative staff member, investigator, or any other employee. Department staff members are instructed to keep the reported information confidential and only discuss it with the appropriate officials on a need to know basis. You also have the option of reporting the misconduct or threats in writing. You may write to a member of the administrative staff, a caseworker, a mental health staff member, a chaplain, a security supervisor, a member of Central Office, the investigator, or any other employee you trust. However, any delay in reporting an incident will make investigating the incident far more difficult. The Department's toll-free PREA hotline number is 1-855- 279-4763. The Maine Coalition Against Sexual Assault crisis and support's toll-free number is 1-800- 871-7741.

What happens when you report an incident of Sexual Misconduct? Allegations of sexual misconduct are first assigned to one of the Department's investigators. The allegations will be thoroughly investigated. A report made in good faith based upon a reasonable belief that the alleged conduct did occur does not constitute lying for the purpose of disciplinary action even if investigation does not establish evidence sufficient to substantiate the allegation. No reprisals of any kind shall be taken against a Resident for good faith reporting of sexual misconduct or sexual threats. However, if investigation discloses that a person who knew that the information was false made the allegation intentionally or with malice, he or she may be charged with falsely reporting an incident and/or may be subject to disciplinary action. A person is guilty of falsely reporting an incident if it is proven beyond a reasonable doubt that, knowing the information reported, conveyed or circulated to be false or baseless, he or she reports to a law enforcement officer or agency the alleged occurrence of an offense or incident which did not in fact occur.

Seek Medical Attention: If you have been sexually assaulted, you should seek medical attention immediately. Although it may be difficult, it is important that you do not shower after the assault. Showering may wash off the hair and body fluids which are critical evidence, especially with the potential use of DNA technology. Also, do not wash, destroy or discard the clothes and underwear that you had on at the time of the assault, as these items may be used to collect critical evidence. You will be checked at a hospital for the presence of physical evidence. A medical professional will perform a medical examination as deemed appropriate based upon his or her professional judgment and document the existence of physical evidence which remains after the assault. This physical evidence is crucial in corroborating that the sexual assault occurred and in identifying the assailant. The examination will be conducted privately and professionally at the hospital. You should seek medical help if you have been sexually assaulted or had sexual relations with others, to determine if you have been exposed to the HIV virus or other sexually transmitted diseases. Female Residents may be tested for pregnancy when appropriate.

Confidentiality: Information concerning the identity of a Resident victim reporting sexual misconduct, and the facts of the report itself, shall be limited to those who have a need-to-know to make decisions concerning the Resident victim's welfare. If a case is forwarded for prosecution, certain information may have to be shared during the court proceedings.

Counseling Programs for Victims of Sexual Misconduct: If you have been the victim of sexual misconduct by staff or Residents, you will be referred for counseling and/or advice from a mental health clinician. Crisis counseling, coping skills, suicide prevention and mental health counseling are all available to you. Often, people may require

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help to recover from the emotional effects of sexual misconduct. If you are a victim of a sexual misconduct while in prison, or if you were victimized in the past, professional staff are available to provide treatment.

In summary, the Department of Corrections has a zero-tolerance policy for sexual misconduct. Accordingly, all allegations of sexual misconduct or sexual threats will be thoroughly investigated. Any victim of sexual misconduct will be treated in a sensitive manner with due consideration to the effects of sexual misconduct. Furthermore, any perpetrator of a sexual misconduct incident will be dealt with severely through discipline and/or prosecution to the fullest extent permitted by law.