

 <p style="text-align: center;"><b>DIVISION OF ADULT INSTITUTIONS</b></p> <p style="text-align: center;"><b>POLICY AND PROCEDURES</b></p>	<b>DAI Policy #:</b> 309.04.01	<b>Page</b> 1 of 13
	<b>Original Effective Date:</b> 06/01/92	<b>New Effective Date:</b> 03/20/23
	<b>Supersedes:</b> 309.04.01	<b>Dated:</b> 11/28/22
	<b>Administrator's Approval:</b> Sarah Cooper, Administrator – 3/9/23	
<b>Required Posting or Restricted:</b>		
<input checked="" type="checkbox"/> <b>PIOC</b> <input checked="" type="checkbox"/> <b>All Staff</b> <input type="checkbox"/> <b>Restricted</b>		
<b>Chapter:</b> 309 Resources for Inmates		
<b>Subject:</b> PIOC Mail		

**POLICY**

The Division of Adult Institutions shall ensure all PIOC mail is appropriately processed in accordance with Wisconsin Administrative Code Ch. DOC.

**REFERENCES**

Wisconsin Administrative Code s. DOC 303.09 – Seizure and Disposition of Contraband  
Wisconsin Administrative Code s. DOC 303.49 – Unauthorized use of the mail  
Wisconsin Administrative Code s. DOC 303.72 – Major penalties  
Wisconsin Administrative Code s. DOC 306.02(9) – Emergency definition  
Wisconsin Administrative Code s. DOC 309.02 – Definitions  
Wisconsin Administrative Code s. DOC 309.04 – Inmate mail  
Wisconsin Administrative Code s. DOC 309.05 – Publications  
Wisconsin Administrative Code s. DOC 309.45 – Inmate funds and canteen – purpose  
Wisconsin Administrative Code s. DOC 309.51 – Funds for legal correspondence and copying  
DAI Policy 306.10.01 – Handling Mail-Borne Chemical and Biological Threats  
DAI Policy 309.00.50 – Pornography  
DAI Policy 309.20.03 – Inmate Personal Property and Clothing  
DAI Policy 309.51.01 – Legal Loan  
DAI Policy 500.70.24 – Transgender Inmates  
United States Postal Service Domestic Mail Manual Guidelines

**DEFINITIONS, ACRONYMS AND FORMS**

Close family member – A PIOC's natural, adoptive, step and foster parents; spouse, children, grandparents, grandchildren or siblings. A parent surrogate is within the definition of parent if a PIOC substantiates that a claimed surrogate did in fact act as a parent to the PIOC, although the parent surrogate was not an adoptive, foster or step-parent.

Complete return address – Includes sender name, DOC number, institution name, mailing address, city, state, and zip code.

Contraband – Any item which a PIOC may not possess; is not authorized by the institution; is not state property and is on the institution grounds (or in an assigned area of PIOC on work release/special projects) but not in the possession of any person; comes into a PIOC's possession through unauthorized channels or which is not on the

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PIOC's property list and is required to be; is stolen property; is damaged or altered; or is used as evidence for a disciplinary hearing and deemed contraband by the adjustment committee or hearing officer.

DAI – Division of Adult Institutions

DOC – Department of Corrections

DOC-184 – Disbursement Request

DOC-236D – Identification Property Access Record (Red)

DOC-237A – Property Receipt

DOC-237B – Property Disposition

DOC-239 – Order to Forward Mail

DOC-240 – Mail Read Log

DOC-243 – Notice of Non-Delivery of Mail/Publication

DOT – Department of Transportation

Electronic Correspondence – Two-way message or letter exchanged between PIOC and subscribers through a DOC approved third-party vendor.

ICE – Institution Complaint Examiner

ICRS - Inmate Complaint Review System

ID – Identification

PIOC Trust Account – A PIOC monies and obligations managed and recorded by the DOC for the benefit of the PIOC

Legal Mail – Correspondence identifiably addressed to or from any of the following verified persons or entities with their official business address: attorney, law office, clerk or judge of any state, federal or Tribal court, investigative agency of the federal government, state and federal elected/appointed officials to include the Governor of Wisconsin, members of the Wisconsin legislature, members of the United States congress, Attorney General, State and Federal Department of Justice (DOJ), Secretary of the DOC, DAI Division Administrator, the President of the United States, and Foreign Consular offices.

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Mail – Materials such as letters, correspondence and other items processed through the United States postal service or mail carrier as well as other letters or correspondence processed within an institution.

Mail Management Service – A vendor the DOC contracts with to process PIOC mail.

Non-privileged Mail – Letters, photos, greeting cards, bills, priority mail, statements of any kind, religious organizations, correspondence schools, higher education, publications or packages addressed to and from family, friends and external vendors generally delivered by the U.S. Postal Service or by other established and authorized carriers.

PIOC – Person in Our Care

PPE – Personal Protective Equipment

PREA – Prison Rape Elimination Act

Packages – A wrapped or boxed object, a parcel or bundle containing one or more objects, or a container in which something is packed for storage, transport, or mailing to be delivered by an authorized carrier.

Privileged Mail – Correspondence identifiably addressed to or from any of the following verified persons or entities with their official business address of a health provider or medical agency, the PREA Office, DOJ PREA Auditor and ICRS.

Published materials – Any book, booklet, pamphlet, magazine, periodical, newsletter, newspaper, or similar material published by any individual, organization, company, or corporation that is distributed or made available through any means for a commercial purpose.

RDA– Records Disposition Authorization

Subscribers – Individuals who register with the third-party messaging service to allow them to communicate electronically with PIOC.

USPS – United States Postal Service

Vital Documents – Certified copy of the PIOC's birth certificate, marriage license/certificate, death certificate, official social security card, Forward health card, passport, driver's license or State ID card, employment card/ID, to include notarized documents.

## **PROCEDURE**

### **I. General Guidelines**

- A. All incoming mail, outgoing mail, electronic correspondence and packages received that violate Wisconsin Administrative Code s. DOC 309.04,

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309.05(2) and DAI Policy 309.00.50 shall be disposed of in accordance with Wisconsin Administrative Code s. DOC 309.04.

- B. Packages which contain allowed and/or prohibited property or clothing shall be processed in accordance with DAI Policy 309.20.03.
- C. Mail processed via a mail management service lengthens the delivery process time. The mail management service shall process the mail and deliver to a courier within a reasonable timeframe.
- D. Decisions to deny mail shall be made on a case-by-case basis with justification as outlined in this policy.

## **II. Electronic Correspondence**

### **A. Availability and Access**

- 1. The DOC may authorize eligible PIOC to exchange electronic correspondence with subscribers
- 2. Appointing Authority may allow messaging to approved addresses for specific staff and/or departments.
- 3. Access to electronic correspondence shall be in accordance with this policy and contingent upon the payment of a fee to a third-party vendor.
- 4. Subscribers shall register and maintain an account with the third-party vendor.
  - a. There is no cost to maintain an account. A fee is assessed for each message.
  - b. Rates may change with a 30-day notice.
  - c. PIOC are only allowed to message subscribers who are registered to correspond with them.

### **B. Processing of Electronic Correspondence**

- 1. All electronic correspondence shall be subject to regular mail inspection and examination. Electronic correspondence shall not be treated as legal, confidential or privileged mail.
- 2. All electronic correspondence shall be reviewed by electronic software for content.

All electronic correspondence to include those flagged by the electronic software may be reviewed by staff.

Except as otherwise noted, electronic correspondence shall be processed in the same manner and subjected to the same standards established in this policy for sending, receiving and processing of other mail.
- 3. Incoming electronic correspondence from subscribers shall be processed by an approved third-party vendor and delivered electronically.
  - a. Approved incoming electronic correspondence shall be released to a kiosk or tablet for viewing or downloading to an approved electronic device.

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- b. Approved outgoing electronic correspondence shall be forwarded to the third-party vendor for posting on the vendor's website for subscribers to access.
  4. Electronic correspondence shall include the full name and address of the intended recipient and the name and DOC number of the PIOC sender.
  5. Electronic correspondence shall not be used to correspond with other PIOC.
  6. Both parties will receive an electronic notification within the system when a correspondence is denied.
  7. Denied messages shall not result in a reimbursement for any related fee.
- C. Electronic correspondence general restrictions and voluntary participation
  1. The DOC provides information about the availability of PIOC electronic correspondence on the DOC public website.
  2. Electronic correspondence is subject to vendor restrictions and prohibitions.
  3. In addition to vendor restrictions, by choosing to send and receive electronic correspondence the subscribers agree to have all correspondence, including transactional data and content, monitored and retained by DOC staff and/or vendor.
  4. The electronic message shall not be delivered when there is cause to believe it may violate Wisconsin Administrative Code s. DOC 309.04(4)(c).
  5. Misuse of electronic correspondence may result in discipline and/or criminal prosecution.
  6. Electronic correspondence is retained and may be available for review by authorized DOC staff for a period of time.

### III. **Mailroom Security**

Access to the mailroom shall be restricted to authorized staff.

### IV. **Mail Monitoring**

A. Incoming/outgoing PIOC mail may be monitored and read with the written approval of the Security Director/designee using DOC-239.

B. Monitored mail read shall be recorded on the DOC-240.

C. Law enforcement may request a mail monitor be placed on an individual and/or requests copies of the mail, the request shall be approved/denied by the Security Director. Legal mail shall not be provided to any outside entity without first consulting with DOC's Office of Legal Counsel.

### V. **Distribution of Mail**

A. Processing of incoming and outgoing mail shall be completed as soon as possible.

1. A mail management service may be contracted to aid in the processing of mail.

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2. Scannable non-privileged mail contents and the envelope, shall be photocopied and delivered to the PIOC, including mail returned to PIOC sender due to incorrect address or recipient refused mail.
  - a. Written content and envelope will be processed in greyscale.
  - b. Multicolor drawings, photos, greeting cards etc. shall be printed in color.
  
- B. Magazines and subscribed periodicals are subject to a centralized review by DOC staff. This may result in a delivery delay. PIOC shall not receive a specific notice of this delay.
  
- C. PIOC shall not be involved in the direct handling, sorting or distributing of mail directly to the PIOC.
  
- D. When incoming or outgoing mail is suspicious, staff shall contact the Shift Supervisor.
  1. Suspicious mail characteristics may include but not be limited to:
    - a. Stains, discolorations or crystallization on the envelope or on the outside of the package.
    - b. Excessive wrapping, tape or string.
    - c. Rigid, uneven, irregular or lopsided packages.
    - d. Packages with soft spots, bulges or excessive weight.
    - e. Packages with protruding wires or aluminum foil.
    - f. No return name or address.
  2. Notify the PIOC using DOC-243, unless it would inhibit an investigation of potential criminal behavior or other conduct in violation of facility rules.
  
- E. Incoming PIOC Mail
  1. Inspecting incoming mail.
    - a. PPE shall be provided for all staff working in the mailroom. PPE includes but not limited to: nitrile gloves, shield, mask, goggles and air tight sealable bags. Staff shall refer to their facility procedures for proper handling and disposal.
    - b. Staff shall open and visually check all incoming mail for contraband, with the exception of legal and privileged mail in accordance with DAI 306.10.01.
    - c. Mail may be randomly scanned and inspected.
    - d. Staff may use DOC approved alternative methods to properly search mailings. Which may include, but is not limited to, ultraviolet light, narcotic testing equipment, x-ray scanner, etc.
    - e. Incoming mail shall be read if there is a justifiable belief that contents constitute a risk to the safety and security of the facility, specific individuals or the general public, or when there is reason to believe that the PIOC or the sender is involved in criminal activity.
    - f. Mail read shall be recorded on the DOC-240.
    - g. Incoming packages shall be opened, inspected and processed based on the contents.

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- h. Mail shall not be delivered if it meets any of the criteria set forth in Wisconsin Administrative Code s. DOC 309.04(4)(c).
- i. Incoming and outgoing mail shall not be delivered if it's not addressed to the correct address. The facility shall provide written notification to the PIOC when the mail is returned to sender.
- 2. Sorting incoming mail
  - a. Incoming mail shall be addressed with the following or it may be returned to sender:
    - i. Sender's complete legal first and last name. Initials are not acceptable.
    - ii. Sender's complete return address.
    - iii. PIOC complete DOC recognized first and last name. Initials are not acceptable.
    - iv. DOC Number.
    - v. Correctional institution full name. Abbreviations are acceptable.
    - vi. Recipient's complete address.
  - b. Incoming commercial bulk mail, such as advertisement mail may be discarded without notice. Facility libraries may provide catalogs for PIOC to access.
  - c. Pre-addressed stamped envelopes shall be discarded without notice with the exception of envelopes sent from the court as legal mail.
  - d. If a PIOC is not assigned to the DAI facility where the item was received and any of the following are on the envelope, the item shall be stamped "Refused" and returned to the post office:
    - i. Address Service Requested.
    - ii. Forwarding Service Requested.
    - iii. Change Service Requested.
    - iv. Address Correction Requested.
    - v. Return Service Requested.
  - e. Incoming mail may include the following:
    - i. Paper with words and/or drawings on it.
    - ii. Signed commercial greeting cards and post cards that are Scannable without glitter, glitter ink or pastel ink.
    - iii. Standard size paper (8 ½" x 11"). Documents on larger sized paper may be altered in size to fit a standard size of paper.
    - iv. Photographs. Screenshot/photos taken from video-based visitation may be allowed after staff review. Incoming screenshots/photos arriving in the mail must be reviewed to ensure they do not contain inappropriate behaviors and do not present a security risk by showing details of an area inside an institution or by showing staff or other PIOC.
    - v. Periodicals and publications materials.
      - 1. Calendars are to be treated and processed as a publication.
      - 2. Calendars shall not be counted towards a PIOC's publication limit but will be processed as other publications.
    - vi. Textbooks or bound handbooks shall be sent to the institution in an

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- envelope clearly marked "book enclosed".
- vii. Credit report from a credit reporting agency.
- viii. Incoming mail from a court that requests or requires a written response from the PIOC may contain one metered (not stamped) pre-addressed return envelope addressed to the court.
- f. Printed Internet materials:
  - i. Shall be on standard size paper (8 ½" x 11").
  - ii. Shall be reviewed on a case-by-case basis to determine if allowable.
  - iii. PIOC may send and receive photos, letters, postcards and signed greeting cards to other PIOC.
  - iv. With staff approval, PIOC are allowed to receive funds from another PIOC who is a close family member.
- 3. Forwarding mail for transferred or released PIOC.
  - a. Bulk mail shall not be forwarded.
  - b. The previous institution shall forward mail to a PIOC located at another WI correctional facility for 30 days.
  - c. After 30 days from the date of the PIOC's transfer, any mail or periodicals shall be returned to sender.
  - d. First class mail and periodicals shall be returned to sender upon release.
  - e. The USPS shall not process a change of address request for an incarcerated individual; therefore, it is the responsibility of the PIOC to notify those persons or businesses of their change of address.
  - f. Released PIOC's mail shall be returned to sender unopened.
- 4. Facilities shall develop a procedure for processing notarized documents or original documents that require an original signature.

#### F. Non-Allowable Mail

Incoming and outgoing mail, in whole or in part, is not allowed in accordance with Wisconsin Administrative Code s. DOC 309.04. In addition:

1. Pertains to unauthorized business activity including the practice of a profession, sale, solicitation, manufacture, or distribution of goods or services, excluding routine communication with a person who is operating a business established by the PIOC prior to incarceration.
2. Contains photographs or personal information regarding DOC staff.
3. Stamps, prepaid cards, debit/credit cards, phone cards, personal checks, or currency shall be returned to sender at the expense of the PIOC or sender. A notification shall be provided to the PIOC by distributing a non-delivery memo or a DOC 243.
4. Calendars or posters larger than 8 ½"x11", unless approved by the Chaplain, via magazine subscription or DOC approved vendor.
5. Fabric, banners, greeting cards that are musical, pop-up, multi thickness, glittered or are not a smooth surface.



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6. Flash drives, thumb drives, hardware or electronic devices without staff authorization.
7. Over the counter, non-prescription medication, prescription medication or illegal substances.
8. Contains items that pose a safety or sanitation hazard, including lipstick or other foreign substances, is stained/discolored or has unidentifiable marks and/or has an odor which includes perfume/aftershave.
9. Constructed in a manner which prohibits or hinders inspection or scanning.
10. Newspaper or magazine clippings are not allowed; however, 8½" x 11" reproduced articles are allowed.
11. Inconsistent with or poses a threat to the safety, treatment or rehabilitative goals of a PIOC.
12. Facilitates criminal activity.
13. Missing or fictitious return information and address.
14. Letters written in pastel ink/glitter ink.

#### G. Non-Delivery of PIOC Mail

1. Unacceptable/undeliverable mail received by the mail management service or institution shall be returned to the sender with the reason identified. Notifications shall be sent to PIOC unless a safety or sanitation hazard is present.
2. When outgoing postage is due it is the responsibility of the PIOC to provide the correct postage for the mail to be delivered. Notification shall be sent the sender unless a safety or sanitation hazard is present.
3. Mail without sender name but there is an address, the letter will be returned to sender.
4. Mail without a return address, the letter shall be considered non-allowable and will be discarded. Notification shall be provided to the PIOC by distributing a DOC 243.
5. When incoming or outgoing mail received at the institution is not delivered, the PIOC shall receive written notice by memo or a completed DOC-243, except as noted in Sections V.E.3.e.; V.E.4.b; V.E 5. f; V.G.2.b; and V.N.8.a.
6. Mail constituting a risk to the safety and security of the facility, specific individuals, or the general public shall not be returned to the sender or intended recipient.
7. These items shall be destroyed, may be turned over to law enforcement, or referred to the Security Director for disposition.
8. The intended recipient shall receive a completed DOC-243, unless it would inhibit an investigation of potential criminal behavior or other conduct in violation of facility rules.
9. With the exception of the items noted in Sections G.2 and G.5, the PIOC shall choose one of the following dispositions when issued a DOC-243:

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- a. Incoming non-allowable mail shall be disposed of or returned to the sender along with a copy of the DOC-243. If it is returned, postage shall be applied at the PIOC's expense using an envelope provided by the PIOC.
  - b. Outgoing non-allowable mail shall be disposed of or returned to the PIOC, if appropriate.
  - c. Mail shall be held pending ICE review at the request of the PIOC.
- H. Legal/Medical shall be opened only in the presence of the PIOC. Staff may inspect the content and use alternative methods described in V.E.3.d to ensure the mail is from the identified source, is of legal or medical nature and does not contain contraband. This mail shall not be copied.
- I. Privileged Mail
1. ICRS mail may be delivered by the designated institution ICE or delivered as confidential mail and not opened.
  2. PREA mail may be delivered by the designated institution PREA Compliance Manager/designee or delivered as confidential mail and not opened.
  3. PIOC shall be permitted to send confidential information or correspondence to a PREA auditor in a confidential manner and the contents shall not be read.
- J. State of Wisconsin ID Card and/or Drivers License
1. State of Wisconsin ID cards are mailed to the facility address in a Do Not Forward envelope directly from DOT.
  2. The item shall be stored securely in the DOC-236D with a PIOC receiving a DOC-237 for the ID card or license.
  3. If an ID card is received for a PIOC who is no longer at the facility, staff shall:
    - a. Determine the current location of the PIOC.
    - b. Open the Do Not Forward envelope.
    - c. Pull out the DOT insert (ID card shall be attached).
    - d. Put the insert with the new ID card into a new envelope and address the envelope to the PIOC's current location.
- K. Vital Documents
1. Vital documents received shall be stored securely in the DOC-236D. The PIOC shall be issued a DOC-237 for the documents received.
  2. If vital documents are received for a PIOC who is no longer at the facility, the documents shall be forwarded to the facility where the PIOC resides.
  3. Original vital documents received by the mail management service, shall be forward to the appropriate facility for processing.

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#### L. Published Materials

1. PIOC are allowed to have subscriptions to newspapers or periodicals.
2. Publications ordered by a PIOC from an authorized publisher or vendor shall be paid for in advance.
3. Gift publications are permitted only when shipped from an authorized publisher or vendor.
4. Publications shall arrive with:
  - a. A receipt which lists each item and its value; or,
  - b. A packing slip which lists each item.
5. Publications that have been altered or show signs of tampering are not allowed.
6. PIOC shall not possess identical publications.
7. Loose items included inside of the publication, such as subscription cards, will be discarded and not forwarded to the PIOC with the publication.
8. PIOC releasing are responsible to notify the publisher of their address change.

#### M. Pen Pal Materials

1. PIOC shall be prohibited from using funds from their PIOC trust account for unauthorized purchases, including but not limited to, personal web sites, pen pal web sites and pen pal print ads.
2. Facility staff shall review all DOC-184 forms and attachments. Any unauthorized purchases shall be denied.
3. Mailings from businesses which offer multiple services such as pen pals, Internet research, social media third-party maintained accounts, and commercial photo sales are subject to review and denial when appropriate.

#### N. Outgoing PIOC Mail

1. Outgoing mail may include paper with words/drawings on it, signed greeting cards, and photos; no Polaroid or commercially published photos.
2. PIOC may not use the facility address as a business address. No business name or position title may be identified at the facility address. Any such representation on outgoing mail shall result in it being inspected and/or read and treated as non-allowable mail.
3. Permitted envelopes
  - a. Pre-paid metered (not stamped), provided by the courts.
  - b. Embossed, purchased through an approved vendor. A DOC-184 may be used for additional postage if needed.
  - c. Oversized, with a DOC-184 completed for the cost of postage.
4. All outgoing mail is subject to inspection.
5. Outgoing PIOC to PIOC mail shall be submitted unsealed. If a PIOC submits sealed mail, it shall be opened, searched and returned to the PIOC.

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6. All outgoing PIOC mail shall be stamped/identified as being mailed from a Wisconsin Correctional facility.
  7. Outgoing PIOC mail without the PIOC name and number shall not be sent out of the facility.
  8. Outgoing envelopes without a complete return address, including legal mail, shall be opened, if necessary, to identify the sending PIOC or search for contraband and shall be returned to the sending PIOC for correction.
    - a. If the sender is not identifiable, the item shall be discarded.
  9. Available outgoing mail services include first class, certified, registered and return receipt.
  10. With staff approval, PIOC are allowed to send funds to another PIOC who is a close family member.
- O. Restrictions on Outgoing and Incoming Correspondence
1. PIOC shall not correspond with another PIOC committed to the DOC through intra-facility mail or the interview request system. PIOC choosing to correspond with other PIOC shall use the USPS.
  2. PIOC shall not send mail in violation of a direct order issued on the written request of a person or parent/guardian of a minor or legally incompetent person stating that s/he does not want to receive mail from the PIOC.
  3. PIOC shall not enclose a letter to a person in an envelope addressed to another person.
  4. Stickers on outgoing or incoming envelopes and correspondence are not allowed.
  5. Drawings on outgoing envelopes are not allowed.

**DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES**

<b>Facility:</b> Name		
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<b>Chapter:</b> 309 Resources for Inmates		
<b>Subject:</b> PIOC Mail		
<b>Will Implement</b> <input type="checkbox"/> As written <input type="checkbox"/> With below procedures for facility implementation		
<b>Warden's/Center Superintendent's Approval:</b>		

**REFERENCES**

**DEFINITIONS, ACRONYMS AND FORMS**

**FACILITY PROCEDURE**

- I.
  - A.
  - B.
    - 1.
    - 2.
      - a.
      - b.
      - c.
    - 3.
  - C.

II.

III.

**RESPONSIBILITY**

I. Staff

II. PIOC

III. Other