



Columbia
Correctional
Institution

Inmate Handbook and Resource Guide

Michael Dittmann, Warden

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Warden's Message to Columbia Correctional Institution Inmates

You have been assigned to Columbia Correctional Institution (CCI), a maximum security correctional institution. This inmate handbook and resource guide has been designed to provide the information needed to understand the resources available, as well as, the expectations each inmate is responsible for fulfilling while assigned to CCI.

CCI staff is committed to providing a safe environment for both inmates and staff. The rules have been carefully designed to promote the safe operations of this institution. It is important to understand that all rules are important and that there are consequences for failing to follow the rules beyond the sanctions received if the rules are not adhered to. If rules are not followed and behaviors are not corrected, over time order and safety are eroded. Inmates with positive behavior will have opportunities that are not available to those who choose not to follow the rules.

CCI staff is available to provide clarification to questions about the rules, operational procedures or other concerns. This book provides a Staff Resource List that guides inmates to staff best suited to provide answers. Your understanding and compliance with the rules identified in this handbook is both expected and appreciated.

A handwritten signature in black ink, appearing to read 'Michael A. Dittmann', with a long horizontal flourish extending to the right.

Warden Michael A. Dittmann

LIMITED ENGLISH PROFICIENCY POLICY NOTICE

The Wisconsin Department of Corrections (DOC) shall within available resource constraints take reasonable steps to continue providing Limited English Proficiency (LEP) offenders in its custody, or under its supervision, meaningful access to vital documents, important information and health services and to ensure they are not precluded from accessing or participating in important programs or proceedings, including those which may affect the duration and condition of their confinement or favorable classification. This shall be done at no cost to the inmate. The DOC shall not retaliate against any LEP offender for requesting such access. The DOC does not prohibit communication in languages other than English, either by policy or practice, except where security practices require.

El Departamento de Correcciones (DOC) de Wisconsin debe dentro de los límites y recursos disponibles dar los pasos necesarios para continuar brindando a los ofensores con Dominio Limitado del Inglés (LEP) bajo su custodia, o supervisión, acceso a documentos vitales, información importante y servicios de salud, y de asegurar de que no queden excluidos del acceso o de participar en programas o procedimientos importantes, incluyendo aquellos que puedan afectar la duración y condiciones de confinamiento o de una clasificación favorable. Este servicio es gratuito. El DOC no tomará represalias contra ningún ofensor LEP por solicitar dicho acceso. El DOC no prohíbe la comunicación en otros idiomas que no sean inglés, ni por política ni en práctica, excepto en casos en que las medidas de seguridad sí lo requieran.

If you need help understanding English, please notify the nearest staff person.

Si Usted necesita ayuda con el idioma Ingles por favor notifique al miembro de personal mas cercano.

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Welcome to Columbia Correctional Institution (CCI)

CCI offers a combination of training and treatment programs. Opportunities exist for education and vocational training, various recreational activities, religious services, counseling and medical care. Emphasis is placed on normal community living; personal responsibility and trust; and the development of constructive personal relationships. Inmates will be required to exercise responsibility - responsibility to self, to other inmates, and to the community. To assist in that responsibility, a Staff Resource Contact List is on page 41.

Tampering with or writing in this book may result in a \$3.00 fee being assessed to an inmate's account.

Inmates are required and expected to follow the rules outlined in this handbook, Administrative Code (e.g. DOC 303), DAI Policies and Facility Procedures, Internal Management Procedures and Administrative Directives as well as all directives given by staff.

1 COUNTS

1.1 STANDING COUNTS

- A. There are four official standing daily counts at 6:10 a.m., 11:20 a.m., 4:10 p.m. and 9:40 p.m.
- B. Announcements will be made five (5) minutes prior to and at the start of count.
- C. Standing counts are mandatory and inmates are to be standing on the floor.
- D. Inmates must be standing facing the cell door and clearly identifiable.
- E. Inmates are not permitted to talk during count.
- F. Minimum of underwear must be worn during standing counts.

1.2 NON-STANDING COUNTS

- A. There are two (2) daily non-standing counts, which are at 12:05 a.m. and 3:00 a.m.
- B. Inmates must have an appropriate, identifiable part of the body seen while they are sleeping.

1.3 EMERGENCY COUNTS

- A. Emergency counts may occur at any time.
- B. When an emergency count is called, inmates are required to follow the directions of staff.
- C. Inmates on work and school assignments are to turn in checked out tools and follow staff directives. Inmates away from their shops and in possession of tools are required to follow the directions of staff.

2 IDENTIFICATION (ID) CARDS

- A. Refer to DAI 306.00.06 Inmate Digital Photo Identification System for complete information.
- B. The inmate ID card is to be worn around the inmate's neck and displayed outside of the outermost garment with his name and number when the inmate is outside of his cell. The ID card must be attached to the lanyard through both holes, must be visible, and facing forward at all times.

- C. Report a worn or damaged card to the unit officer immediately.
- D. Do not tamper with, alter or destroy the ID card.
- E. Inmates are charged \$3.00 for replacement ID cards.
- F. ID cards must be worn whenever inmates are being transported off grounds by Department of Corrections (DOC) staff. This includes medical trips and transfers. It does not include court trips when county staff are transporting.
- G. ID cards may be taken off while participating at recreation, however, must be worn to and from the recreation area.
- H. New identification photographs may be required of any inmate, whose appearance changes during confinement, including a change in hairstyle or facial hair.
- I. Inmates can request a new ID by completing a disbursement form and submitting to unit staff who will submit it to the Business Office. Inmates are responsible for replacement cost of damaged, lost, or stolen cards and/or lanyards. Replacement ID cards will be \$3.00, \$.50 for a nylon lanyard, and \$1.00 for a beaded lanyard.

3 PRISON RAPE ELIMINATION ACT (PREA)

On May 17, 2012, the National Prison Rape Elimination Act (PREA) was signed into law. The intent of this law is to ensure sexual safety and the safety and security of all inmates and offenders. The Wisconsin Department of Corrections has zero tolerance for sexual abuse, sexual misconduct and sexual harassment. All offenders have been issued a "red booklet" titled "Sexual Abuse/Assault Prevention and Intervention" (POC-41). You can refer to this booklet for additional information regarding PREA.

If you have been sexually assaulted, threatened or are being solicited for sexual activity, it is important that you tell a staff member. You can tell the Chaplain, Unit Manager, Psychologist, Social Worker, Warden, Sergeant/Officer, any Health Service Unit (HSU) staff, or any staff member you trust. You may also call the PREA hotline for PREA related reports.

- Inmates wishing to utilize the PREA Reporting Line (777) must enter their PIN (inmate number) and place the call just as they would place any other call.
- When the phone system prompts you to dial the number you are trying to call, simply enter 777 and you will be connected to the PREA Reporting Line.
- It is not necessary to dial an * before you dial 777. Dialing *777 will not connect you to the PREA Reporting Line.

4 STAYING HEALTHY IN PRISON

Being in prison can be both a difficult time and an opportunity for change. Some inmates go through prison with relatively few emotional problems or hardships. Inmates may feel emotional stress, grieve losses or have mental health problems.

There are many ways inmates can stay healthy. Refer to "Staying Healthy in Prison" (POC-47) brochure/pamphlet and contact the Psychological Services Unit (PSU) or Health Services Unit (HSU) if necessary.

Sometimes inmates experience stress and loss when in prison and may become overwhelmed and/or have suicidal thoughts. If you believe another inmate is thinking of harming himself or if you are having suicidal thoughts, please contact staff immediately. There are ways to improve nearly every situation. Refer to "Suicide Prevention" (POC-47A) for more information.

5 AMERICANS WITH DISABILITIES ACT (ADA) CONTACT INFORMATION

The Division of Adult Institutions will ensure fair and equitable treatment of inmates and members of the public with disabilities who seek access to DAI services, programs or activities.

The Warden will appoint staff to serve as ADA Coordinator along with a back-up coordinator. The ADA Coordinator will ensure inmates at intake are informed of accommodation rights, use of Reasonable Modification/Accommodation Request (DOC-2530), and administrative remedy of denials/modifications of accommodations. To request an accommodation under the Americans with Disabilities Act, inmates must submit a DOC-2530 to the ADA Coordinator. DOC-2530 forms are available in the library or by writing the ADA Coordinator.

6 RECEPTION & ORIENTATION (R&O) UNIT

- A. Orientation consists of an institution overview. See orientation guide for rules specific to intake.
- B. Before leaving R&O inmates are required to complete the orientation process.
- C. Canteen is offered once per week.

7 MOVEMENT

7.1 MOVEMENT RESPONSIBILITY

- A. Inmates must use only common sidewalks and/or sidewalks designated to their housing unit when reporting to and from any area unless directed by staff. The route chosen must be the most direct route.
- B. Walking on the grass is prohibited.
- C. All passes must be honored. Inmates will need to refuse at the primary or secondary location of the pass.

7.2 REPORTING TO AND FROM PRIMARY ASSIGNMENTS OR ACTIVITIES

- A. An inmate will have five (5) minutes to reach a destination to and from assignment/activity.
- B. Inmates shall report to the appropriate staff member when arriving at their assignments, programs or activities.
 - 1. Each work/program area or assignment shall have a method of keeping track of the attendance and whereabouts of inmates assigned to that area/activity.
 - 2. Tardiness and absences will be recorded by staff at the beginning of the scheduled work or program assignment. Tardiness may result in discipline.

3. Absence from a primary assignment or requested activity is considered refusal to attend. Refusal to attend any assignment or activity may result in a conduct report being issued.

7.3 REPORTING TO AND FROM SECONDARY DESTINATIONS FROM PRIMARY ASSIGNMENTS OR ACTIVITIES

- A. When an inmate is needed by a staff member at a different location, the primary assignment staff member may send him directly to that area with the inmate's pass.
- B. Staff will direct an inmate from secondary destination to housing unit or primary assignment.

7.4 UNSCHEDULED MOVEMENT

- A. No unscheduled movement is allowed without proper authorization.
- B. An inmate may not go to an unscheduled activity (such as an unscheduled meeting with a staff member, HSU, or school) without proper authorization or being called for by a staff member.
- C. Movement to and from HSU will only be done by institution pass or escort.

7.5 MISCELLANEOUS RULES

- A. Loitering is not permitted in any area of the institution.
- B. No yelling across the courtyard.
- C. No physical contact allowed (ex: not limited to handshakes, bumping of any kind, hugging...).
- D. Spitting on institution sidewalks is not permitted.
- E. Inmates must remain at an activity until released by staff.
- F. Running is not permitted anywhere in the institution with the exception of the recreation area.
- G. Inmates are not allowed to walk more than two (2) side-by-side.
- H. No personal property is allowed during movement unless specified for the activity. Examples of areas where specific property is allowed are school, recreation and library. No cups, bowls, legal work or any other personal property is allowed at an inmate program or work site.
- I. Littering anywhere in the institution is prohibited.
- J. Inmates are required to be fully clothed when out of cell except when showering. Shirts must be tucked in, shoes tied/fastened and ID's worn properly with name and number facing outward.

8 COURT/MEDICALTRIPS

8.1 TRIPS

- A. ONLY state-issued clothing is allowed on trips. No personal clothing, including shoes, is allowed except for inmates with documented medical restrictions.
- B. Shirts must be tucked in for all trips.
- C. Braids are not permitted on trips.

8.2 PROPERTY THAT MAY BE TAKEN ON OUTSIDE TRIPS

- A. An inmate may be allowed an approved wedding band. The inmate should notify staff that he has a wedding ring prior to leaving the institution.

- B. If the trip is of a legal nature, legal materials are authorized.
- C. Inmates will be allowed to have on their person nitroglycerin and rescue inhalers during transport, unless specific security concerns exist.
- D. The escorting officers will carry other prescribed medications. It is the inmate's responsibility to notify the escorting officer of his prescribed medication needs.

9 HOUSING UNIT STANDARDS

9.1 CELL/HOUSING UNIT ASSIGNMENTS

Upon reception, inmates are assigned to the R&O unit or Barracks, except in cases where special needs are an issue. While housed on these units, inmates will go through an orientation process. The length of orientation varies; and once completed, inmates from R&O will be assigned to general population beds as openings occur.

- A. Cell/housing unit change
 - 1. Physical moves will not occur until authorization has been given by the unit managers, security supervisors and/or liaisons/designees.
 - 2. The unit manager/designee assigned to that unit will approve/deny the move request. The name of the unit manager will be posted on the unit.
 - 3. Bed changes are based on bed availability.
- B. Requests for changes in cell assignment
 - 1. Inmate requests for cell changes are a privilege, not a right.
 - 2. Inmates who wish to request a change will complete an Interview/Information Request form and send it to the unit manager for the housing unit staff to review.
- C. Single Cell Restrictions will be made based on DAI Policy 306.00.51.
- D. Single Cell Seniority and Doubling Guidelines. All cell assignments will be based on institution needs as to the best manner to manage the population of the housing unit. Generally, the following guidelines will be used in considering single cell decisions and how to determine institution seniority. Inmates without restrictions in general populations will be considered for single cell by institution seniority:
 - 1. Institution seniority is the most recent date transferred to CCI.
 - 2. Any move to WRC as a treatment placement would not count against institution seniority.
 - 3. Any time spent in segregation beyond a TLU would determine the seniority date. For example: original date was 01/01/15 but went to segregation for 30 days and came back to GP on 02/02/15. Institution seniority would change to 02/02/15.
- E. Bumping Cells
 - 1. Inmates with single cell restrictions will displace inmates without restrictions already in single cells. The last inmate placed in a single cell is the first to get bumped. The displaced inmate is next back in a single cell regardless of his seniority.
 - 2. Senior inmates transferring into a unit will not bump inmates with less seniority.
- F. Refusal of a Single Cell. Inmates refusing a single cell, when one is offered and available, will be moved to the bottom of the list.

9.2 SANITATION/CELL STANDARDS

- A. The highest standard of sanitation is expected from all inmates and will be maintained at all times.

- B. Each inmate is responsible for cleaning his own cell and is not allowed to have another inmate clean it. Cell cleaning will be offered on Saturdays during second shift. Cleaning supplies will be given out by the unit officer.
 - 1. Sweep and dust cell, clean windows, and keep contents separated in designated lockers (locked).
 - 2. Each cell will be furnished one (1) clear plastic bag that will be exchanged on a one for one basis at the direction of unit staff.
- C. Human waste and toilet paper is the only thing that should be flushed down the toilet. No wrappers, food, clothing items, towels, etc.
- D. Cell inspections/searches may be done by staff at any time.
- E. Only personal photographs may be displayed above the desk area between the desk and the light. A calendar may be displayed outside of the photo area, one (1) per inmate. Double cells must share the space. This may not cover any portion of the cell window.
- F. Items may not be hung from or attached to the light fixture, air handler vents, window, door, smoke alarm, TV, shelf, lockers, or bed. (Exceptions are the hooks installed by maintenance.)
- G. Items may not be placed on top of light fixture.
- H. All items must be stored in their proper containers and areas.
- I. Body fluids are not to be stored in the room.
- J. Clotheslines are not allowed.

9.3 UNIT LAUNDRY ROOM

- A. Personal dirty clothing may be placed in a personal laundry bag that can be purchased from Canteen. Personal dirty laundry may be washed on the unit's scheduled day and will not be allowed to accumulate.
 - 1. Inmates are responsible for the clothing they wash in the unit. The institution accepts no liability for damaged, lost or stolen clothing.
 - a. Only laundry soap and fabric softener purchased by the inmate from Canteen are used in the machines.
 - b. Personal clothing will not be stored in the laundry room
- B. Boots, shoes and slippers are not allowed to be washed or dried in the unit machines. Personal shoes or slippers may only be washed in-cell.
- C. Personal items that contain blood must be disposed of at the direction of staff. The institution is not responsible for reimbursement of these items.
- D. Sheets, pillow cases, blankets and state issued clothing are not allowed to be laundered in the housing unit machines.
- E. Only the laundry worker is allowed in the laundry area.

9.4 WINDOWS

- A. Do not throw anything out the window.
- B. Do not store any items between/around the window and screen.
- C. No item may be used to cover windows.
- D. No communication is allowed through the outside room windows.
- E. Items may not be hung from or attached to the window.
- F. Windows may not be opened unless it is fifty-five (55) degrees Fahrenheit or above.
- G. No yelling from windows.

9.5 BED AND DESK

- A. In double cells, inmates must keep their property separate from one another.
- B. Single cells do not have a chair.
- C. Shelves and desktop may not be lined with newspaper or other materials.
- D. Bed linens, blankets and pillows must remain in the cell. Each inmate is allowed two (2) blankets.

9.6 COMBINATION LOCKS

- A. To prevent theft, the locker door needs to be closed; the lock is to remain locked on the locker when the inmate is out of the cell or when not in use.
- B. It is the inmate's responsibility to keep the combination confidential. An inmate may not receive a replacement combination simply because another inmate knows the combination. Questions pertaining to combinations should be directed to the unit officer.

9.7 STORAGE

- A. Each cell is equipped with a locker. Double cells contain two (2) lockers. Inmates are expected to use these for the storage of their personal property. Any excess property must be disposed of appropriately (refer to section 15). Periodic checks will take place to ensure compliance.
- B. Lockers will not be lined with newspaper or other materials.
- C. All substances and food items are to be stored in their original containers and in their original form unless using an approved plastic container. Empty original containers must be disposed of properly.
- D. All hobby materials must be stored properly and will not be allowed to accumulate so as to create a hazard. Completed hobby items must be sent out of the institution. Hobby volume limits must not exceed the 14"x14"x14" to include one (1) oversize item per DAI policy 309.20.03.
- E. Non-controlled medications must be secured in the inmate's locked locker in their original container.

9.8 LEGAL MATERIAL

An inmate's legal materials may not exceed 8000 cubic inches or a 20" x 20" x 20" box. Materials in excess of this amount must be disposed of or shipped, at the inmate's expense, via commercial carrier. Requests to have excess legal materials stored may be made to the Warden and must include a documented legal need.

9.9 CARDBOARD BOXES

Cardboard is not allowed in cells.

9.10 CELL DOOR

- A. Do not kick, punch, or slam doors. Restitution may be charged for inspection and/or repair of doors.
- B. Do not stand in doorways.
- C. Inmate cell doors are to be closed at all times except for movement and cell cleaning.
- D. Cell door window may not be covered.

9.11 PROPER DRESS

- A. All institution movement inside or outside the institution, will be in state issued clothing and shoes. Green/Red tops and bottoms are required. Exceptions are:
 - 1. Kitchen and Servery workers are issued white tops and bottoms and are required to wear them as directed along with their state issued shoes.
 - 2. Recreation: Inmates may wear personal clothing for Recreation.
 - i. Inmates who need to leave Recreation for other areas will need to return to the cell hall and change into their state issued clothing.
 - ii. The only exception will be when staff determines an urgent or emergent situation.
- B. All shirts must be tucked in when inmates leave the housing units including movement between recreation and the housing unit.
- C. All shoes must be worn with the foot fully inside the shoe and the shoe properly tied/fastened.
- D. Button up shirts, pocket shirts, pants with pockets/snaps/belt loops is no longer allowed. It is the inmate's responsibility to turn in any clothing that is not allowed. Inmates may be disciplined for having clothing that is not allowed.
- E. Shirts must be worn at all times out of cell.
- F. Shirts must be worn under coats.
- G. Tank tops, sleeveless shirts or undershirts may be worn in cells or in recreation areas only.
- H. Properly fitted personal shorts and sweat pants may be worn in the dayroom.
- I. State issued recreation clothing items will not be permitted outside of recreation. These items are for recreation use only and will be left in the recreation area. Inmates found in possession of state issued recreation clothing outside of recreation may be issued a conduct report.
- J. Pants shall fit and be worn around the waist and will be worn outside socks, shoes or boots.
- K. Boxer shorts/underwear will not be worn as an outer garment and will not be exposed.
- L. Thermals may not be worn as outer clothing.
- M. An inmate must be fully clothed when leaving the tier with tied/fastened shoes. Pajamas/robes may be worn only in an inmate's cell or to and from the tier shower.
- N. A Coat or Jacket must be worn when leaving the unit between the months of October-April.
- O. Hairnets may only be worn in cells or while working servery/main kitchen jobs.
- P. Religious headwear may only be worn in the chapel or in cell.
- Q. Shower caps/shower shoes may only be worn in cells and/or to and from showers.
- R. Headbands may only be worn at recreation and/or in cells.
- S. Du-rags may only be worn in cells.
- T. Inmates are allowed a total of two (2) hats/caps, including state issued. Inmates may purchase hats through the Canteen catalogs.
- U. Brimmed hats will only be worn with the brim forward.
- V. Hats may not be worn inside institution buildings except kitchen workers who are working in the walk-in freezers.
- W. State issued stocking hats must be turned into laundry before transferring to another institution.
- X. Inmates are responsible for the repair and cleaning of all personal clothing/linens.

- Y. Damaged/worn personal clothing beyond repair must be disposed of through mail/property.

9.12 CONTRABAND FOUND

Inmates are responsible for their assigned cells and all items in the cells. If doubled, both inmates may be held responsible for any contraband found in common areas.

9.13 SHOWERS

Personal hygiene is extremely important and inmates should shower daily or often enough to preserve personal cleanliness. An inmate exhibiting poor personal hygiene may be directed by staff to address his personal hygiene needs. Frequent hand washing with soap is highly recommended for the prevention of spreading germs.

- A. Inmates are limited to ten (10) minutes for showering starting when the cell door opens.
- B. One inmate is allowed per showerhead.
- C. Dirty laundry shall be placed in the proper container.
- D. Washing laundry in showers is not allowed.

9.14 TOOTHBRUSHES, TOOTHPASTE, TOILET PAPER AND SOAP

- A. Toothbrushes, toothpaste, toilet paper and soap are issued by the unit officer (limited supplies, one-for-one exchange for toothbrush, toilet paper and toothpaste).
- B. Other brands of toothpaste, soap, toilet paper and toothbrushes are available for purchase from Canteen.
- C. Bars of state issued soap will be limited to four (4) bars of soap in cell at one time.
- D. Abuse of supplies may result in a conduct report.

9.15 GENERAL RULES OF CONDUCT

- A. Inmates may only enter the tier of the unit to which they are assigned, unless approved by staff.
- B. Entry into or visiting another inmate's cell is not allowed.
- C. Inmates must not stand in or obstruct any doorway.
- D. Inmates may not sit on tables or desks.
- E. Canteen items may not be traded or given away. Combining Canteen food for group consumption is not permitted.
- F. Medical equipment (bedpan, foot basin, etc.) may only be used for its intended purpose.
- G. Loud talking or unruly behavior (clapping, whistling, etc.) is not allowed.
- H. Inmates may not go past their own cell doors or carry on conversations with other inmates on the tier without unit staff approval.
- I. When an officer is making unit rounds and inmates are in bed, the officer must be able to see an appropriate part of the inmate's body.
- J. Lights and electronics must be turned off when no one is in the cell.

9.16 DAYROOM

- A. Only four (4) inmates will be allowed at a dayroom table at one time. No standing will be allowed around occupied tables.

- B. Inmates are responsible for cleaning up after themselves in the dayroom. All empty containers and garbage will be placed in the proper receptacles; this includes putting away games, sheets and blankets.
- C. No personal property or canteen allowed during dayroom activities. The only exception is a cup/lid and personal address book.
- D. Hair braiding may be done during dayroom activities with staff permission on Fridays, Saturdays or Sundays. This may only be done with inmates from the same wing and must be completed in a single dayroom period.
- E. Television:
 - 1. Unit staff will have the final say in disputes over TV programs.
 - 2. Unit staff will control the volume of the TV.
- F. Table games:
 - 1. Games provided by the institution are the only games allowed in the dayroom and are not allowed to be taken back to cells.
 - 2. Inmates are allowed to utilize personally-owned cards and games in their cells. Games may only be played with the occupants of that cell.
 - 3. Poker, blackjack or any other gambling games are not permitted.
 - 4. Slapping down cards, dominos or game pieces is not permitted.
 - 5. Homemade, fantasy sports and/or role playing games and related materials are not permitted.
- G. Ice and water:
 - 1. Inmates may only take ice and water back to their cells during dayroom hours or after meal.
 - 2. Only one (1) tumbler of ice, no more than twenty-two (22) ounces is permitted.
 - 3. Inmates may be expected to show content of containers, including removal of lids.

9.17 TELEPHONE PROCEDURE

- A. Telephone monitoring:
 - 1. Monitoring and recording of inmate phone calls does occur.
 - 2. Unit staff will have the final say in disputes involving telephone use.
- B. Phone use restrictions:
 - 1. Phone calls are limited to fifteen (15) minutes.
 - 2. After one call, an inmate must wait until the phone call list is exhausted before another call is attempted.
 - 3. Three-way calls are not permitted.
 - 4. Inmates will not walk away from active phone calls. Phone calls must be terminated.
 - 5. Only the inmate who initiated the call may talk during that call.
 - 6. Inmates are only allowed to initiate collect calls using their own PIN.
- C. Tier Phones:

See CCI Procedure 900.20.10 for Tier Phone usage.
- D. Staff Assisted/International Telephone Calls:

Inmates will complete a disbursement request for a flat fee of \$5.00. The \$5.00 will not be immediately removed from the inmate's account. Instead a \$5.00 hold will be applied to the inmate's account. Once the actual phone bill is received, the hold will be removed and the inmate will be charged for the actual cost of the call.

10 GROOMING CODE

10.1 HAIR

- A. All inmates are expected to maintain an appropriate level of personal cleanliness. Inmates will be permitted to adopt any hairstyle, including facial hair, which conforms to institution policy. Medical staff may authorize cutting an inmate's hair when there is medical concern.
- B. Inmates assigned to food preparation and serving areas shall be required to wear hairnets or other hair coverings. When facial hair presents a probable sanitation problem, the institution may require appropriate trimming to meet sanitary standards.
- C. Inmates performing work assignments around machinery may be required to maintain suitably cropped head and facial hair or wear appropriate protective equipment.
- D. Braids must be straight from front to back or side to side of the head. Tufts, zigzags and designs are not allowed. One side of the hair must appear the same as the other.
- E. Only the ponytail holder sold in Canteen may be used on braids or ponytails.
- F. Hair curlers are allowed in cells only.
- G. Inmates may not wear combs or picks in their hair.

10.2 HAIRCUTS/BARBER SHOP

- A. The inmate barber shop is located in the library.
- B. Only inmates with scheduled appointments will be allowed into the barber shop.
- C. Haircut appointments will only be scheduled during an inmate's assigned library period.
- D. Inmates must submit an Interview/Information Request form to the barber shop to request a haircut. This request must include the inmate's scheduled library time.
- E. Inmates who sign up for a haircut and do not appear may not sign up for another haircut for thirty (30) days. Exceptions are at supervisor discretion. Under no circumstances may an inmate take another inmate's appointment time.
- F. An inmate reporting to the library for a haircut must sign in and notify the library officer that he is there for a haircut. Inmates are not allowed to enter the barber shop without the officer's permission.
- G. Each inmate will be allowed to receive one (1) haircut each month. The library officer will keep a log of inmate haircut appointments. An inmate who requests a haircut before the month is up will not receive a haircut.
- H. Facial hair, such as beards and mustaches, may be trimmed or removed by the barber. Facial hair will not have any distinctive or decorative lines.
- I. Inmates are expected to maintain an appropriate level of personal hair cleanliness.
- J. Hair must be free of oils, grease or other liquids prior to being cut.
- K. Haircuts will only be done by the barber in the barber shop and by the first available barber.
- L. The hair on the top of the head must taper into the shorter hair on the sides and back of head. No distinction between the tapering should be noticeable.
- M. Tails are not permitted with a shaved head. Gang haircuts or other unusual haircuts are not allowed.
- N. Designs, numbers, shaved lines and/or symbols are not permitted in any haircut.
- O. Inmates are not permitted to change the color of their hair or to assist another inmate in changing hair color.

- P. Newly-received inmates who have haircuts that do not meet policy will have their hair cut or adjusted to comply with institution standards.
- Q. After receiving a haircut, inmates may not leave the library area prior to scheduled release times.

10.3 FINGERNAILS

Fingernails are not to extend past the tips of one's fingers.

11 CLOTHING/LAUNDRY

Volume limits on allowable personal property do not include items provided by the institution. Allowable items and limits are included on the property inventory and in DAI 309.20.03. All items must be worn and used as intended. Purchases may be made through the canteen catalogs (refer to sections 15 and 28).

11.1 STATE ISSUED

- A. Inmates will receive intake clothing and will be sent to Laundry for sizing. In Laundry they will be issued the following labeled clothing:
 - 4 pairs of underwear
 - 4 T-shirts
 - 4 pairs of socks
 - 3 pairs of green pants
 - 2 green shirts
 - 1 winter coat
 - 1 light weight jacket
 - 1 pair of shoes
 - 3 towels
 - 3 washcloths
- B. Two (2) clean sheets, two (2) blankets, and one (1) pillowcase will be issued on a one-to-one exchange basis. No linens will be washed in the cell or in the unit laundry room.
- C. All institution items will be laundered in the main laundry.
- D. A Coat or Jacket must be worn when leaving the unit between the months of October-April.
- E. If an inmate works in food service or the housing unit servery, he will be issued up to four (4) sets of kitchen whites. Kitchen whites may only be worn while working. Kitchen whites will be laundered as directed by kitchen staff.
- F. If an inmate has problems with state shoes/boots, he should contact the laundry officer. The inmate may see the laundry sergeant by appointment. If the laundry officer cannot resolve the issue with the shoe/boot, the inmate will request to be seen by HSU.
- G. All inmates will be responsible for articles which are issued to them and may be charged for replacement costs.
- H. Inmates are responsible to ensure that the quantities of state issued clothing do not exceed the allowed amount.

11.2 LAUNDRY SERVICES

- A. Each unit is scheduled for a blanket exchange once every six (6) months.
- B. Sheets and pillowcases will be exchanged one-for-one weekly.
- C. State clothing will be repaired or replaced by laundry personnel.
 - 1. Inmates will be responsible to inspect items issued to ensure that they are the correct size, in good condition and not damaged or altered in any manner.
 - 2. Inmates are responsible for any negligent damage, alterations to, or loss of clothing and may be subject to disciplinary action.
- D. Only state issued clothing/linens will be laundered or repaired in the institution laundry. Personal items that contain blood may not be laundered in the unit machines will be bagged and disposed of properly. The institution is not responsible for reimbursement of these items.
- E. Coats may be sent to the institution laundry for laundering.

11.3 LAUNDRY WHEN TRANSFERRING UNITS

- A. If clothing or linens were sent to the laundry, notify the housing unit sergeant.
- B. Pillows and mattresses do not leave the units.
- C. Send all state issued items to the laundry to be retagged.
- D. Missing laundry must be reported to unit staff immediately.

11.4 MISCELLANEOUS LAUNDRY

- A. When state issued clothing is no longer useable, fill out an Interview/Information Request Form DOC-0643, detailing the item and submit it to the laundry officer. The laundry officer will determine if the materials are unusable and will issue replacements as deemed appropriate.
- B. When requesting a size change for state issued clothes, complete the appropriate form and submit it with the requested size to the housing unit staff. The housing unit staff will determine if the request is appropriate and forward it to the laundry.
- C. All state issued clothing, towels, and linens are to be used only for their intended purpose.
- D. Unit staff and the laundry officer will determine if clothing size is appropriate.

12 MEALS

12.1 TIMES

Normally, meal times are estimated as follows:

- Breakfast: 6:25 a.m. – 7:05 a.m.
- Lunch: 11:30 a.m. – 12:15 p.m.
- Supper: 4:20 p.m. – 5:05 p.m.

Inmates whose assignment requires that they leave the unit early will be allowed to be served first with staff permission.

12.2 SERVERY PREPARATION AREA ACCESS

Only assigned servery workers are allowed in the food preparation area at their scheduled times. Serveries will be locked except during food preparation and meal service. At no time will serveries be left open during dayroom or mass inmate movement.

12.3 MENUS/PORCTIONS

Menus and portions are determined by the DOC nutritionists. Inmates are expected to accept the portions that are served to them; because meal plans are specific to meet dietary needs, inmates are not allowed second helpings. Complaints/concerns are to be brought to the attention of unit staff at the time of the incident, not the servery workers.

12.4 FOOD AND CONDIMENTS

- A. All food and state issued condiments must be eaten during the meal times. Two (2) pieces of whole fresh fruit may be taken back to the cell after the meal; these pieces of fruit must be consumed within twenty-four (24) hours).
- B. Personal food or containers will not be stored in the housing unit refrigerators.
- C. An inmate may bring two personal condiments to the meal. Personal condiments must be in the original container and may be shared only at his table. Drinks and drink mixes are not condiments and not allowed at the meal.

12.5 MEAL LINE

Inmates in the meal line are expected to stand in a single-file line. Changing places and cutting in line are not permitted.

12.6 SEATING

- A. Reserving tables or chairs is not permitted.
- B. Once seated at a table, inmates may not move to another table.
- C. Table ten (10) in the television area will be used as overflow. Staff will make the decision.

12.7 MEAL RULES

- A. Inmates reporting for meals must be wearing a shirt, shoes, and pants, shorts, or sweat pants. No tank tops or sleeveless shirts are allowed.
- B. Trading of food in the food line or between tables is not permitted. Food may be traded only with those seated at the same table.
- C. Personal cups will not be used during the meal. The exception to this is water.
- D. Conversations during the meal are to be kept at a low volume.
- E. Conversations are to be among those who are at the same table.
- F. Inmates will be permitted up to twenty (20) minutes to eat. Inmates who have finished eating before are expected to leave the dayroom and return to their cells. Inmates will be directed to leave the dayroom tables and return to their cells.
- G. Canteen items (except two condiments) are not allowed to be brought to meals.
- H. Tables will be filled in sequence as inmates come from the tray line.

12.8 DISPOSAL OF TRAYS

Inmates will take all trash, food and dishes to the trash area when they have finished eating. Plastic ware will be put into the tub. All food, condiments and paper products will be disposed of in the garbage prior to the tray being placed on the cart.

12.9 MEDICAL/RELIGIOUS DIETS

HSU staff and/or Food Service will provide written notification to housing unit staff if an inmate needs a special tray.

- A. Inmates who are on medical diets may not share with or receive food from other inmates.
- B. Inmates who are on religious diets may receive food so long as the food item is not prohibited by the inmates' religious tenets.
- C. Violations of the religious diet requirements may result in termination of requested diet.
- D. Refer to DAI policy 309.61.03.

13 VISITING

Visiting is important and can help inmates maintain positive personal relationships. Everyone is expected to act appropriately in maintaining a family atmosphere.

13.1 GENERAL POPULATION VISITING HOURS-

- A. Monday through Friday – 1:45 p.m. to 8:30 p.m. Visitors must be processed through the lobby before 8:00 p.m. Visitors not processed by 8:00 p.m. will not be granted visiting privileges.
- B. Saturdays, Sundays, and holidays – 8:00 a.m. to 3:00 p.m. Visitors must be processed through the lobby before 2:30 p.m. Visitors not processed by 2:30 p.m. will not be granted visiting privileges.
- C. On weekdays (Monday through Friday) all visits will be limited to four (4) hours in length.
- D. On Saturdays, Sundays, and holidays, all visits will be limited to two (2) hours in length.
 - 1. For visiting purposes, the following holidays are recognized by the institution:
 - a. New Year's Day – January 1
 - b. Martin Luther King Day – third Monday in January
 - c. Memorial Day – last Monday in May
 - d. Independence Day – July 4
 - e. Labor Day – first Monday in September
 - f. Thanksgiving Day – fourth Thursday in November
 - g. Christmas Eve – December 24
 - h. Christmas Day – December 25
 - i. New Year's Eve – December 31
 - 2. When New Year's Day, 4th of July or Christmas Day fall on a Sunday, the next day is also considered a holiday.

13.2 NUMBER OF VISITS/VISITORS

- A. A maximum of three (3) visits per week is allowed.
- B. The visiting week is Monday through Sundays.
- C. Only visitors on the approved visiting list are permitted to visit.
- D. No more than five (5) people per visit are allowed, not counting children under the age of six (6).
- E. Visiting hours/days may not be accumulated.
- F. A visitor may visit a particular inmate only once during a visiting day. Inmates may have two (2) visits per day provided it is with different visitors as time and restrictions permit.

- G. Saturday and Sunday an inmate may have two visits per day with separate visitors.
- H. Special or extended visits must be approved in advance by a social worker.
- I. Each inmate will be permitted a maximum of twelve (12) adult visitors on his visiting list, including both family members and friends.
 - 1. The warden may allow additional names to be added if all twelve (12) visitors are immediate family members; this permission may be reviewed upon transfer to another institution.
 - 2. For purposes of visiting, immediate family members are the inmate's wife; natural, adoptive, foster or step children, parents, grandparents, grandchildren, brothers and sisters.
 - 3. Inmate's children and children under the age of eighteen (18) who accompany an approved visitor must be listed on the approved visiting list, but will not be counted against the twelve (12) visitor limit.

13.3 VISITING RULES

- A. Inmates are not permitted to pass or receive items during a visit without authorization. Passing or receiving illegal items including but not limited to, tobacco products or drugs during visits will result in referral to local law enforcement, disciplinary action and loss of visiting privileges for both the inmate and the visitor.
- B. Inmates are responsible for maintaining a current, up-to-date visitor list and advising their approved visitors of visiting regulations.
 - 1. Visiting regulations are available on the unit. These should be read carefully. Inmates should send copies to their visitors for their information.
 - 2. Inmates are responsible for initiating the Visitor Questionnaire (DOC-21AA) by sending it to proposed visitors.
 - 3. Inmates are responsible for notifying the visitor when they are approved.
 - 4. Program services must be notified, in writing, of any changes to an inmate's visiting list. Inaccurate information delays visitor processing.
- C. Inmates are required to wear clean, state-issued, green/red shirts, and pants, and state issued shoes during visits.
- D. Inmates must present the visiting room officers with the pink property slip which indicates they have package(s) for visitor pick up.
 - Items that are allowed to go out during a visit are:
 - Electronics
 - Completed hobby projects
 - Eyewear
 - Legal Materials
- E. The lobby sergeant will assign tables and seating. Assigned location may only be changed by the lobby sergeant.
- F. Talking from table-to-table is not allowed.
- G. An adult visitor must accompany visitors under the age of eighteen (18) (except the wife of an inmate).
- H. Inmates are allowed to embrace and kiss visitors at the beginning and the end of the visit.
- I. Inmates are allowed to hold their children.
- J. Inappropriate touching and/or behavior will not be tolerated. The visit will be terminated and disciplinary action will be taken.

- K. Inmates and visitors may hold hands above the waistline and hands must be visible to staff at all times.
- L. Parents/guardians are responsible for supervising their children during visits. The inmate is ultimately responsible for visitors' behavior.
- M. Food, drink, candy and/or gum is not to be brought to the visiting area. Vending machines are available.
- N. Inmates are not allowed in the vending area during visits.
- O. Once a visit has started, visitors are not allowed to leave the visiting area.
- P. Inmates must request to use the restroom. Staff escort is required.
- Q. Special visits may be requested by sending an Interview/Information Request form to the social worker for a decision. Requests must be made at least five (5) working days in advance. The request will include:
 - Reason for request.
 - Proposed date of visit.
 - Name, address and date of birth for each visitor.
- R. Extended visits may be requested for extenuating circumstances by sending an Interview/Information Request to the social worker for a decision.
- S. Photos may be taken in the visiting room (refer to section 32).
- T. Inmate property allowed in the visiting room:

• Comb/pick	• Wedding
• Rescue	band
Inhalers/nitro	• Ponytail
glycerin	holder
- U. At the end of the visit, the inmate will remain at his table until his visitors have left the visiting area.
- V. Inmates will be subject to strip search prior to entering the visiting room and before leaving.

13.4 RESTRICTED HOUSING UNIT VISITING

- A. Visits in restricted housing are no-contact visits.
- B. A maximum of two (2) adults may visit; must be 18 years of age.
- C. Visiting times for each restrictive status are as follows:
 1. TLU 1 hour per weekday and 1 hour per weekend
 2. Disciplinary Separation:
 - a. Step 1: 1 per week in RH1 up to 1 hour
 - b. Step 2: 1 per week up to 2 hours; no contact in Visiting Room
 - c. Step 3: 1 per week up to 2 hours; no contact in Visiting Room
 3. Voluntary Confinement2 hours per month in RH1
 4. Observation 1 hour, if approved by Warden in RH1
 5. Control None
 6. Administrative Confinement-4 per month up to 2 hours each in RH1.
- D. Visiting hours are as follows:
 1. Monday through Friday: 11:30 p.m. – 1:30 p.m.
 2. Saturday, Sunday, and holidays: 8:00 a.m. – 11:00 a.m.

13.5 NO-CONTACT VISITING (VISITING ROOM)

No-contact visiting will be held in the designated area of the visiting room. Inmates in Restrictive Housing (RH) status will remain in restraints and tethered for the duration of their visit. Inmates housed in general population and require no contact visits will not be tethered unless other inmates are in the no contact area.

- A. A maximum of two (2) people may visit at one time.
- B. Inmates are required to wear clean, state-issued shirts and pants, and state issued shoes during visits.
- C. Inmates will be subject to strip search prior to entering the visiting room and before leaving.
- D. Inmates are not allowed to embrace and/or kiss visitors at any time.

14 MAIL/PACKAGES

14.1 GUIDELINES

- A. Inmates must place outgoing mail in the appropriate box on the unit before 8:30 p.m.
- B. The institution does not provide writing paper, White Out, tape or other miscellaneous materials.
- C. Any items ordered must be pre-paid with disbursement requests. These requests must be handed directly to unit staff for approval and routing to business office for processing.

14.2 INSPECTION

Incoming mail will be opened and inspected for contraband. It may not be delivered if it contains contraband consistent with Wisconsin Administrative Code DOC-309.04.

14.3 NON-DELIVERY

When incoming correspondence is not approved for delivery to the inmate, the mail may be destroyed, returned at the inmate's expense or held for the Inmate Complaint System. A Notice of Non-Delivery of Mail/Publication (DOC-243) will be completed by staff.

14.4 INCOMING MAIL

- A. Incoming mail will be opened and examined for contraband (except as stated in 14.7).
- B. To avoid delays in the delivery of incoming mail, both the inmate number and housing unit number should be included as part of the address on all correspondence. Inmates are responsible for providing the correct mailing address information to those who write them.

- C. Inmate correspondence address:
 - Inmate name and number
 - Columbia Correctional Institution
 - P.O. Box 900
 - Portage, WI 53901-0900

***NOTE:** Money orders received with correspondence at P.O. Box 900 will be returned to sender. Both the money order and letter will be returned at the inmate's expense.

- D. Money address:
 - Inmate name and number
 - Columbia Correctional Institution
 - P.O. Box 999
 - Portage, WI 53901-0999

1. The inmate's name and DOC number must be legibly hand-printed or typed in the "remit to" or "payee" line of all money orders sent. Incomplete money orders will be returned to the sender at the inmate's expense.
 2. Incoming mail must comply with DAI 309.04.01 Inmate Mail. This includes the remitter's name legibly written on the money order/cashier check. Money which does not meet DAI 309.04.01 requirements will be returned to the sender at the inmate's expense.
- E. Staff correspondence address: Staff Name/Title
 Columbia Correctional Institution
 P.O. Box 950
 Portage, WI 53901-0950
- F. An inmate who has been transferred or released shall have his first class mail forwarded if the address is known. If no forwarding address is available or if the addressee cannot be properly identified, mail will be returned to the sender.

14.5 OUTGOING MAIL

- A. Outgoing mail shall be sealed, except for inmate-to-inmate mail and mail where a check is required to be placed in the envelope (refer to section 14.6).
- B. A legible and complete sender and return address is required (refer to section 14.4).
- C. All outgoing #10 envelopes or greeting card envelopes must contain pre-paid postage from the approved vendors.
- D. Only address and postage are allowed on the envelope.
- E. Disbursement requests to purchase postage through the CCI Mailroom will only be allowed for oversized #28 envelopes (10" x 15"). The exception to this is excess postage.
 1. If extra postage is needed, attach a disbursement request.
 2. The mailroom postage scale is the official weight of all mail. Mailroom staff will document on the disbursement request the proper postage.
- F. Plain greeting card envelopes or plain #10 envelopes purchased through vendor catalogs may only be used for personal use; NOT for mailing out of the institution.
- G. Food items may not be sent through the mail.

14.6 INMATE-TO-INMATE MAIL

- A. Correspondence between inmates, including within the institution, must be processed through the U.S. Post Office and must have appropriate postage. This includes legal mail.
- B. Incoming and outgoing inmate-to-inmate mail will be monitored.
- C. Inmate-to-inmate mail will be submitted for mailing unsealed so staff may determine content without damage to the envelope. If the envelope is submitted sealed, it will be opened by staff in the inmate's presence or returned to the inmate.
- D. Inmate-to-inmate mail with notations on the envelope or its contents indicating "legal mail" will NOT be excluded from review.
- E. The return address on the envelope must contain the inmate's full name, DOC number, full name of the institution and the institution address.
 - A. Envelopes without this information will be returned to the sending inmate.
 - B. If the sending inmate cannot be identified by the envelope, and staff cannot determine who the sender is by opening the envelope, it will be destroyed.
 - C. No nicknames, aliases, or titles are allowed.

- F. Photographs and other property items may not be sent from one inmate to another inmate. Inmates found attempting to do this may be issued a conduct report for unauthorized transfer of property.
- G. Each envelope will only contain correspondence from the sending inmate to the receiving inmate.

14.7 EXEMPT COMMUNICATION AND CORRESPONDENCE

- A. Institution staff may not open or read for inspection mail sent by an inmate to any of the parties listed below unless the security director has reason to believe that the mail contains contraband.
- B. Institution staff may open mail received by an inmate from any of these parties in the presence of the inmate.**
- C. Staff may inspect the document but only to the extent necessary to determine if the mail contains contraband, or if the purpose is misrepresented.
- D. Staff may read the mail if staff has reason to believe it is other than a legal document.
- E. This applies to mail that is clearly identifiable as being from one or more of the following parties:
 - An Attorney.
 - The Governor of Wisconsin.
 - Members of the Wisconsin Legislature.
 - Members of the United States Congress.
 - The Secretary of the Department.
 - The Administrator of the Division.
 - The Attorney General or an Assistant Attorney General of Wisconsin.
 - An Investigative Agency of the Federal Government.
 - The Clerk or Judge of any State or Federal Court.
 - The President of the United States.

14.8 ATTORNEY/INMATE MAIL

- A. Mail between attorneys and inmates will be opened by staff for inspection in the presence of the inmate.
- B. Such mail must be readily identifiable as from or to attorneys.

14.9 PORNOGRAPHY

- A. Pornographic materials received in the institution will not be delivered to inmates.
- B. Refer to DAI 309.00.50

15 PERSONAL PROPERTY

- A. Allowable items and limits are on the property inventory and in DAI 309.20.03 and attachments.
- B. All items must be used as intended.
- C. Purchases may be made through the Property/Hobby Vendor Catalogs or the Canteen Vendor Menu (refer to section 26).

- D. All personal property (excluding medically prescribed items, hobby materials, legal materials and electronic equipment) shall fit into a box measuring 32" x 16" x 16" or 8,192 cubic inches (refer to section 9.7).
- E. Inmates are required to examine all incoming items upon receipt in the presence of staff.
 - i. If wrong size, color, or defect is noted during this examination, the item is returned to the Property/Hobby Vendor via the property room.
 - ii. Once the inmate takes possession of the item(s), the inmate is required to pay shipping for any returns.

15.1 PROPERTY PROCEDURE

Refer to DAI 309.20.03 Inmate Personal Property.

15.2 SUNGLASSES

- A. Inmates are allowed one (1) pair of sunglasses. Sunglasses must be purchased through the institution Property Vendor Catalogs. The exception is prescription sunglasses with HSU approval.
- B. Sunglasses may not be worn inside buildings and no mirror or reflective lenses are permitted.

15.3 WATCH AND WATCH REPAIR

- A. Inmates are allowed one (1) clear wristwatch.
- B. No watch repairing is permitted in the institution.
- C. Watch repairs may be sent out through the mailroom at inmate's expense.

15.4 WEDDING RING

Married or widowed inmates are permitted one (1) wedding ring not to exceed a value of \$75.00.

15.5 PIERCINGS

Piercings are not allowed. Inmates are not allowed to use anything to keep any piercing open.

15.6 MUSICAL INSTRUMENTS

Refer to DAI 309.20.03 Inmate Personal Property and Clothing.

15.7 TYPEWRITERS

- A. Typewriters may only be used in individual cells between the hours of 8:00 a.m. and 10:00 p.m.
- B. Typewriters may not be loaned to other inmates.
- C. Typewriters may only be purchased through Canteen catalogs.
- D. Typewriters are available for use in the library.

15.8 DISPOSITION OF PROPERTY

Unless it was a determination as part of a disciplinary hearing, inmates may select one of the following options for disposal of their property:

- A. Have the property destroyed.
- B. Send the property out on a visit (electronics, eyewear, legal material, and hobby).
- C. Send the property out via common carrier.

15.9 PERSONAL BOOKS/MAGAZINES

- A. Name and number of the inmate must be written in all personal books and magazines.
- B. Personal books and magazines without a name and number or with an altered name and/or number will be deemed contraband.
- C. The inmate will not be allowed to choose an option for disposal if deemed contraband.

16 ELECTRONIC EQUIPMENT AND ACCESSORIES

16.1 ELECTRONICS

- A. Electronic equipment may not be removed from an inmate's cell unless directed by staff.
- B. Only a TV may be hooked to the institution antenna system.
- C. The antenna of a radio may not be connected with the TV antenna.
- D. Electronic equipment must be placed firmly on a flat surface. Equipment is not to be tied to; balanced on; or hanging from any items (e.g., beds, windows, etc.).
- E. Earphones/headsets are to be worn at all times when using any electronic equipment.
- F. Each inmate is allowed one (1) personal extension cord that will be purchased through approved vendor catalogs.
- G. Inmate's name and number must be etched into all equipment by staff prior to taking possession.

16.2 TAMPER-EVIDENT SEALS

All electronic equipment coming into the institution is required to be secured using tamper evident seals.

- A. This will include such items as televisions and radios, as well as other equipment in which contraband can be concealed.
- B. Any destruction, removal or alteration of the seals will result in a conduct report and the item may be confiscated.
- C. Worn/damaged seals should be reported to unit staff.

16.3 REPAIR OF ELECTRONICS

- A. Repair of electronic equipment will not be done by inmates or staff.
- B. Electronics may be sent to the original vendor for warranty service at the inmate's expense. Items replaced by the manufacturer under warranty must meet current specifications.
- C. Items in need of repair will be sent to mailroom/property with a note attached explaining the problem and description of needed repairs.
- D. The inmate will provide the address of the repair shop and will submit a disbursement request to cover the shipping and repair costs.
- E. All repaired electronics must be shipped directly from the repair facility.
- F. Electronics will be re-issued from the mailroom after they are returned from the repair shop.

16.4 TV CABLES

TV cables/cords must be purchased through approved vendor catalogs.

17 CONDUCT REPORT DISPOSITIONS

17.1 CELL CONFINEMENT (CC)

Cell confinement ends at 6:00 a.m. the day after imposed disposition (ex: 10 days CC, inmate is no longer on cell confinement at 6:00 a.m. on day 11).

- A. During cell confinement, inmates are permitted to leave cell to:
 - 1. Pick up meals to be eaten in cells.
 - 2. Obtain ice immediately upon tray return.
 - 3. Shower per unit schedule.
 - 4. Attend work/school/program assignments, visits, attorney visits/calls, medical or psych, and religious services.
- B. During cell confinement, inmates are not permitted:
 - 1. To attend recreation, music, library, hobby, dayroom, religious studies, or have photos taken.
 - 2. Attend social activities
 - 3. Have any telephone privileges including tier phones.

17.2 LOSS OF ELECTRONIC PRIVILEGES

- A. Inmates are not allowed to use any electronic equipment in their cells except for electric typewriters, fans and razors.
- B. Inmates on Loss of Electronics with a cellmate are not allowed to use their cellmate's electronics.
- C. Dayroom television may be watched.

17.3 LOSS OF RECREATION PRIVILEGES

Inmates are not permitted to attend or participate in recreation and/or library. Exception is extra Law Library for documented court deadlines.

17.4 LOSS OF DAYROOM PRIVILEGES

- A. Inmates are not permitted to loiter, watch television or engage in any socializing in the dayroom.
- B. Emergency telephone calls are permitted with staff approval.

18 HEALTH SERVICES UNIT (HSU)

18.1 PURPOSE

- A. HSU staff can assist in several ways to help inmates stay healthy.
 - 1. Provide information about health, wellness and individual concerns.
 - 2. Provide health care treatment if inmates become sick or injured.
- B. Emergency medical treatment is available at all times.
- C. Copay may apply, refer to DAI Policy 316.00.01.
- D. Address copay disputes with Health Service Manager.

18.2 WAITING AREA GENERAL GUIDELINES

- A. Inmates are expected to wait quietly in the waiting area with no foul language or loud talking.

- B. Staff will call the inmate for appointment. Stay seated in the waiting area until that time.
- C. Do not approach Health Services staff other than those who pertain to the scheduled appointment.

18.3 SICK CALL

- A. Submit a blue Health Service Request (HSR) (DOC-3035) that is available on the housing unit and fill out completely. A health concern must be specified.
- B. Place the completed HSR in the HSU box located in the dayroom.
- C. If an appointment slip or response is not received in one or two business days, fill out another HSR and inform unit staff.
- D. Inmates must have a scheduled pass or be escorted by an officer to HSU.
- E. HSR slips are for health information only. Use appropriately.
- F. Inmates will be triaged by nursing staff before being seen by a doctor.

18.4 EMERGENCIES

Injured or very sick inmates will immediately inform area staff. Inmates with urgent and emergent needs will be seen accordingly.

18.5 MEDICATION

- A. Take all medications as directed. Inmates who have concerns regarding medication(s) or directions shall notify the unit officer before consumption.
- B. Controlled medication:
Certain controlled medications are distributed on the housing units. Inmates will be informed by medical staff of how they will be receiving their medication(s).
 - 1. If prescribed medication has not arrived, the inmate must notify the unit officer. This is the inmate's responsibility to track and follow.
 - 2. An inmate should ensure his name is on the medication card and it is the correct medication.
 - 3. The housing unit officer dispenses all controlled medication. In some cases, certain types of medication will be dispensed by HSU staff.
 - a. Inmates are expected to report to the officer station or designated area at breakfast, lunch, supper and bedtime to either take or refuse all controlled medications.
 - b. Inmates do not need to report to refuse PRN (as needed) medication.
- C. Refills:
Plan accordingly
 - 1. Inmates are responsible for requesting non-controlled medication refills. Refills must be requested five (5) to seven (7) business days prior to the last dose being taken.
 - 2. Complete a Medication/Medical Supply Refill Request (DOC-3035C) including the name of the medication.
 - 3. If more than one medication needs to be refilled, put up to six (6) on one DOC-3035C.
 - 4. Inmate must submit an HSR to HSU and notify unit staff if refill has not been received.

5. If the prescription has expired, the inmate will need to be seen by the nurse or doctor before it can be renewed.
 6. Refills after 8:00 p.m. on Friday will not be processed until the next business day. .
- D. New prescriptions:
1. Inmates beginning a new medication should follow the prescribed instructions from HSU staff.
 2. In some instances, medication may be received from Central Pharmacy Services and could take up to five (5) business days.
- E. Non-controlled/over-the-counter medications:
1. Keep all medications in the original packages and locked in the locker.
 2. Do not share medications with others.
 3. Return all unused medications to unit staff or HSU.
 4. Some medications are available through the institution canteen unless the inmate is housed in Restrictive Housing.
 5. If an inmate has no funds, a sick call visit may be requested and will be subject to copay.

18.6 DENTAL SERVICES

- Dental needs are identified and discussed at Dodge Correctional Institution.
- A. Examples of services that may be provided: (Refer to POC-14 Dental Services available during incarceration)
1. Getting a tooth fixed with a filling.
 2. Getting a tooth pulled (extracted).
 3. Receiving medically necessary oral surgery procedures.
 4. Getting a new or replacement denture or partial. Dentures and partials take more than one visit to complete.
 5. Having a denture or partial repaired. Eligibility for partials and the type of partial to be made will be determined by the treating dentist.
 6. Having teeth cleaned.
- B. Examples of services NOT provided:
1. Teeth whitening (bleaching)
 2. Braces
 3. Gold crowns
 4. Caps
- C. Appointments:
1. Inmates must submit a complete yellow Dental Service Request (DSR) (DOC-3392) to be seen. Do not use HSR forms.
 - a. Appointments are made based on the DSRs received by dental. Yellow DSR forms are located on the housing unit.
 - b. Be certain the form includes name, number, housing unit and a description of the problem.
 - c. Place completed DSR in the HSU box. The dental department is not staffed daily; do not send in more than one DSR, it will slow down processing and scheduling.
 2. Due to the large number of dental requests, inmates may have to wait several months to get routine dental appointments or teeth cleanings.
 3. Being on a wait list does not prevent transfer or release.
 4. Inmates must track their own preventative care. Reminders will not be sent.

- D. The treating dentist determines how and when a need will be treated.
- E. Inmates with an urgent dental need should contact unit staff. Urgent dental needs include:
 - 1. Severe dental pain.
 - 2. Broken jaw.
 - 3. Bleeding that does not stop; this may occur after a tooth extraction.
 - 4. Swollen jaw, throat or cheek.
- F. Inmates with non-urgent dental needs should submit a DSR. Non-urgent dental needs include:
 - 1. Broken fillings.
 - 2. Chipped teeth.
 - 3. Decayed teeth.
 - 4. Bleeding gums.
 - 5. Problems that have been present for a long time.

18.7 EYE EXAMS

- A. To request an eye exam, fill out an HSR. Place completed HSR in the HSU box. Optometry is not staffed daily, do not send in more than one request, it will slow down processing and scheduling.
- B. Inmates may have to wait to get an appointment. A pass will be sent on the day of the appointment.
- C. Being on a wait list does not prevent transfer or release.

19 PSYCHOLOGICAL SERVICES UNIT (PSU)

Columbia Correctional Institution's Psychological Service Unit (PSU) provides treatment, evaluations and referrals for individuals with mental health and emotional problems.

- A. Psychological evaluations are provided based on staff request or when determined appropriate by PSU staff. Crisis intervention is provided for individuals experiencing acute mental health problems such as suicidal thoughts. PSU responds to all inmate requests for services based on the priority of that request and provides self-help materials.
- B. To contact PSU for any clinical issues, complete a Psychological Service Request (PSR) (DOC-3035B) with detailed information about the specific problem or question and place it in the HSU box. This procedure ensures the highest level of confidentiality available within the DOC.
- C. PSU provides both group and individual therapy on a limited basis depending on the availability of PSU staff. There is no medical co-pay charge for PSU services.
- D. Evaluations (for any reason) are conducted only at the request of DOC staff, such as Re-Classification, Parole Commission or Social Services. Evaluations are not completed at an inmate's request.
- E. Inmates may request a review of their Psychological Services file. File reviews will be completed within thirty (30) working days from the date the request is received.

20 ASSIGNMENTS

Refer to DAI 309.00.01 Inmate Work Placement and DAI 309.55.01 Inmate Compensation Plan.

20.1 WORK ASSIGNMENTS

A. General Population (GP) inmates will be required to complete 90 days of successful work in the Main Kitchen prior to being hired in other institution jobs. This will apply to all GP inmates new to CCI, and all GP inmates currently at CCI seeking an institution job. GP Inmates currently in an institution job will not be impacted until they attempt to hire into a different job. If positions in the Main Kitchen are available to Barracks Inmates at the time, they will be subject to the same requirement. Some exceptions may be made.

B. Pay ranges and hourly pay table:

Pay Range	Hourly Pay
Involuntarily Unassigned	\$0.05
1	\$0.12
2	\$0.19
3A (education/program)	\$0.15
3	\$0.26
4	\$0.35
5	\$0.42

1. TLU and protective status inmates shall continue to be paid at the same rate they were paid immediately prior to being placed in that status.
2. See 309.55.02 Lay-in and Sick Cell Status for pay information.
3. Inmates are not paid while in the following status:
 - OCO (out to court)
 - Lay-In
 - Voluntary Unassigned (VOLUNA)
 - Disciplinary Separation (INVUNA)
- C. Work assignment hours and pay range information are available from the work assignment supervisor.
- D. Inmates with an Assessment and Evaluation (A&E) school need are not allowed to have a paid work assignment. Inmates that have an A&E need for school and are on a school waiting list may contact the Education Director for an exception to seek inmate work assignment.
- E. Inmates in a work assignment who do not have an A&E school need may attend school voluntarily. They will only be paid for hours in the work assignment.
- F. Pay periods are every two (2) weeks and inmates in work areas will be paid according to the pay range for their work assignment. Pay is always two weeks behind.
- G. If the Security Director removes an inmate from the work assignment for administrative purposes, other than discipline or performance, the inmate will be placed in and paid for involuntary unassigned status.
- H. Inmates who accept work assignments and subsequently refuse to work or deliberately do poor quality work are subject to a conduct report. If the inmate is removed from his job, the inmate will be placed in voluntary unassigned status.
- I. Inmates must remain in a work assignment for a minimum of ninety (90) days unless a staff member provides sufficient documentation for removal or change. This may include agreements between department heads to allow an inmate to move to a new job before the ninety (90) days have passed.

- J. Institution work assignments will be for a maximum of two (2) years.
- K. Inmates removed from an institution work assignment as a result of the two (2) year limitation may not be reassigned to that department for two (2) years.
- L. Inmates in work/program assignments shall wear appropriate clothing for job/program assignments. This includes inmates assigned to maintenance.
- M. Inmates accepting work and program assignments are committed to the assignment for ninety (90) days.
 - 1. After ninety (90) days, an inmate may request an assignment in a different area. The inmate may not change positions without the approval of the current supervisor.
 - 2. An inmate may resign from an assignment and will be placed in voluntary unassigned status for ninety (90) days.

20.2 BADGER STATE INDUSTRIES

- A. Employment:
 - 1. Employment at Badger State Industries (BSI) Print shop, for the majority of production jobs, begins with completing an application.
 - 2. Applications for BSI may be available on the housing unit or by sending an Interview/Information Request form to the industries supervisor's office. Certain eligibility requirements may apply.
- B. BSI Wages:
 - 1. The starting wage is twenty (20) cents per hour and the top wage is \$1.00 per hour.
 - 2. Individual compensation ranges will be determined according to industry policy.
 - 3. Overtime is paid at one and one-half (1.5) times the hourly rate.
- C. BSI Work Hours:
 - 1. Hours are based on shift scheduling, Monday through Friday, and may include overtime.
 - 2. Work hours will be assigned at the time of hiring and may be adjusted temporarily due to weather or other conditions.
 - 3. Inmates are expected to limit their absences to essentials such as Reclassification Hearing, sick cell, Parole Commission Hearing, and/or social or psychological services.
 - 4. Leisure-time activities such as recreation, library, and hobby are restricted to non-work hours.

20.3 INVOLUNTARY UNASSIGNED

- A. Inmates who are eligible, available and waiting for placement in approved work or program assignments are placed in this status.
- B. Inmates in Involuntary Unassigned status may be used for temporary work assignments, without additional pay.

20.4 VOLUNTARY UNASSIGNED

- A. Inmates who refuse or quit a work, program, or school assignment will be placed in Voluntary Unassigned status.
- B. Voluntary Unassigned status rules and restrictions:
 - 1. Inmates who refuse or are negatively removed from a work or full time paid program assignment will be placed in Voluntary Unassigned status and shall not

be compensated for a minimum of ninety (90) days. The Warden/Designee may waive the ninety (90) days Voluntary Unassigned status.

2. Primary consideration for waiving the ninety (90) days will be for a full-time A&E identified program/educational need.
3. It is the inmate's responsibility to request removal from Voluntary Unassigned status after ninety (90) days has passed by submitting an interview/information request to the Business Office. There is no back pay between the end of the ninety (90) days and the notification to the Business Office.

20.5 LAY-IN AND SICK CELL STATUS

Refer to DAI 309.55.02 Lay-In and Sick Cell Status

A. Lay-In:

1. An inmate requesting Lay-in shall report each day to the assignment to request Lay-in from the assignment supervisor. When an inmate is obviously ill or injured, housing unit staff will notify the assignment supervisor Lay-in status will include cell confinement until the next work or program day. Lay-in is an unpaid status.
2. The assignment supervisor will determine if Lay-in status is granted; monitor and track inmate requests for lay-in; and notify the housing unit of inmate Lay-in status.
3. On the third consecutive day of Lay-in, the assignment supervisor shall notify HSU that the inmate is to be seen. HSU shall have a face-to-face assessment with the inmate that day. Co-payment will not apply. HSU staff will determine sick cell status, notify assignment supervisor and complete forms DOC-3332B and DOC-3504, if applicable.

B. Sick Cell:

1. Twenty four (24) hour room confinement.
2. Activity may be determined by HSU.
3. Sick cell pay status will not be in effect until the inmate is assessed by HSU.

21 UNSANCTIONED ACTIVITIES

21.1 PETITIONS AND MASS MEETINGS

- A. Inmates are not permitted to initiate petitions within the institution or elicit the viewpoints of other inmates for the purpose of completing a petition or any type of mass-signed document, except a group inmate complaint.
- B. Mass or group meetings of inmates are not permitted in any building or on the grounds of the institution unless authorized by CCI administration.

21.2 SECURITY THREAT GROUPS

Refer to Administrative Code DOC 303.24, any inmate who intentionally participates in any activity with the purpose of identifying himself with a gang or other unauthorized group is guilty of an offense. Those inmates who feel it necessary to belong to one of the disruptive groups are being put on notice.

- A. Any inmate found to be in possession of, wearing, manufacturing or distributing any gang-related materials will be dealt with in accordance with the DOC disciplinary process.

- B. Inmates are not allowed to wear any items of clothing that symbolize a gang, whether by color and/or design. This includes but is not limited to the altering or wearing of clothing items listed below:
 - a. Headgear worn to the left or right side of the head.
 - b. Any pant or shirtsleeve worn shorter than its normal length.
 - c. Items hanging out of the left or right pockets.
- C. Inmates are not allowed to have in their possession any written or printed material and/or literature that details the code of ethics or dogma of a gang or other group not specifically authorized for membership within this institution.
- D. Gang signing and tattooing are prohibited, as are publications, materials, graffiti and/or photographs with gang implications.

21.3 FANTASY/ROLE PLAYING GAMES

Inmates are not allowed to have in their possession any written or printed material that details fantasy/role playing games and/or activities not specifically authorized by this institution.

22 EDUCATION

22.1 SCHOOL PROGRAMMING

- A. Education offers the following programs
 - 1. Adult Basic Education (GED/HSED)
 - 2. English Language Learner/English Secondary Language (ELL/ESL)
- B. Certificate Program
 - 1. Building Services
 - 2. Custodial Services
 - 3. Printing
- C. The National Civics Test is required for all GED and HSED Programming. Only students who are in the GED or HSED program will be allowed to take the test. The institution will not administer this test solely for immigration purposes
- D. Inmates with an A&E need will not be allowed to accept a job without Education Director's/Designee's approval.
- E. Any inmate may request school at any time by sending an Interview/Information Request form to the school. Placement is contingent on available space.
- F. Inmates will be assigned to classes as openings occur. Inmates will not be able to choose which teacher(s) they prefer.
- G. Inmates are expected to be at school on time. When the cell doors open inmates are expected to be ready and leave their cells immediately. If this does not occur, cell doors will be closed and the inmate will be marked as refused school.
- H. Inmates who refuse school, TABE, or scheduling will be placed in Voluntary Unassigned status. Inmates may reapply for school after ninety (90) days and are placed at the bottom of the waiting list. Inmates placed on the waiting list will be placed in involuntary unassigned.
- I. An inmate receiving a major Conduct Report will be suspended from all school assignments immediately. If a major sanction is received, the inmate will not be allowed to return to school without permission from the Education Director.
- J. See Education Handbook for more information.

22.3 PHOTOCOPY SERVICES (CCI policy 900.02.00 Photocopy Service)

- A. Requests for photocopying should be submitted to the Education Department for screening.
- B. Copies are made at a cost of \$.15 per side (subject to change). A disbursement request must accompany all requests.
- C. Back-to-back copies are charged for each side.
- D. Colored paper may be requested at a cost of \$.30 per page based on availability of color.
- E. No altered documents or unnecessary materials will be copied.
- F. All copies must be done in their original size and format. Inmates will not be reimbursed for items outside the standard margins.
- G. Copying requests will be completed and returned as soon as reasonably possible based on institution needs and departmental workloads.
- H. The business office will inform the education staff of inmates eligible for legal loans.
- I. No copyrighted materials will be copied without exclusive permission from the publisher.
- J. Completed copies will be returned by pass through the school.
- K. Restrictive Housing Property Officers deliver to inmates in restrictive housing.

23 LIBRARY

Refer to DAI Policy 309.15.01 Law Library.

DOC policies and institution rules apply while in the library. Conversation and noise are to be kept at a minimum. The librarian or library officer may remove, without warning, anyone from the library.

23.1 SCHEDULE

The library schedules are located in the housing units.

23.2 INMATES ON LIBRARY PASS

May have in their possession:

- A. Paper and one pen
- B. Legal document
- C. Books being returned to the library

23.3 CIRCULATION DESK

- A. Inmates are allowed to check out a maximum of three (3) books at any one time.
- B. Inmates are responsible for the condition of any materials once checked out. If damage is noticed, please bring it to the attention of the officer or librarian immediately.
- C. Any defacing of library materials will result in a conduct report.
- D. Magazines without a due date sheet will not be checked out.
- E. All library material will be checked out through the computerized system. No paper check outs will be allowed.

23.4 REFERENCE MATERIALS

Reference materials are for use in the library only.

23.5 LAW LIBRARY Law Library

Refer to DAI Policy 309.15.01

- A. The Law Library operates during normal library operating hours.
- B. The Law Library has computers for legal research and legal documents. Typewriters available throughout the library are for legal work only.
- C. Extra Law Library period access may be requested in writing to the CCI Librarian/designee. To qualify for extra Law Library periods inmates will need to provide documentation that includes the court date and case number of a court deadline of 30 days or less. A pass will be issued if the extra time period meets the deadline requirements.

23.6 NOTARY SERVICES

Refer to DAI Policy 300.00.56 Notary Services to Inmates.

Notary services are available in the library and on the Restrictive Housing Units. Send Notary requests to the library by Inmate Interview Request (DOC-0643)

23.7 RETURN OF MATERIALS

- A. All materials will be stamped with a due date.
- B. If any materials are lost, stolen or damaged, the inmate will be charged the replacement cost of the item.
- C. Failure to check out library materials or possession of library materials not properly checked out may result in a conduct report.

24 LEGAL INFORMATION

Legal Assistance for Institutionalized Persons (LAIP) is available. Inmates must complete the forms, which are available in the law library desk book. These requests should be submitted to Program Services.

25 FINANCIAL SERVICES

25.1 CONTROL OF INMATE FUNDS

- A. All funds received by an inmate must be deposited in the inmate's general account and deductions will be made in accordance with DOC 309.45.02.
- B. Upon release to supervision, inmate funds are disbursed at the direction of the supervising agent.
- C. When Canteen statements provided to inmates they will include all transaction activity for the last two weeks. Inmates will also receive a monthly statement printed on the last day of the month showing that months activity (this statement will go through institution mail).
- D. Inmates who have work release funds will only be able to access them for specific things such as, but not limited to, financial/support obligations; release clothing and transportation; and/or educational needs upon release.

25.2 ACCOUNT DISBURSEMENTS

- A. A disbursement request (DOC-184) is to be used for all disbursements from an inmate's account. This includes check generating and non-check generating disbursements (e.g., savings transfers, additional postage, donations, photocopy charges, hobby and Canteen catalog purchases).
 - 1. Disbursements will be handed to unit staff for identification, verification, and approval.
 - 2. Disbursements for approved vendors do not need an envelope.
 - 3. Disbursements for release clothing require the approval of the social worker.
 - 4. Disbursements for hobby orders require the approval of recreation staff.
- B. Inmates may be permitted to send funds from their general account to one close family member once every thirty (30) days if approved by staff.
 - 1. Disbursements to close family must be approved as follows:
 - a. \$25 or less – approved by the housing unit staff
 - b. \$26 - \$100 – investigated and approved by social worker
 - c. \$101-499 – investigated by the social worker; approved by unit manager and agent.
 - d. \$500 or greater – investigated by the social worker; approved by unit manager and agent; forwarded to warden for final approval.
 - 2. The institution requires written verification of debts, obligations, or bills and an explanation of all disbursements in order to evaluate each request.
 - 3. Some of the factors considered will be the inmate's overall financial situation; debts and obligations in the community; support of family and dependents; the amount of purchases considering present circumstances; and needs upon release.
- C. Stop payment requests may be made on checks over sixty (60) days old.

25.3 RELEASE ACCOUNT

- A. The Wisconsin Administrative Code requires that a release account be established for all inmates. In accordance with DOC 309.466, 10% of all income earned by or received for the benefit of the inmate will be deposited into a segregated release account until the statutory limit has been reached.
- B. Prior to release, the DOC (social worker) may authorize the disbursement of release account funds for purposes that will aid the inmate's reintegration into the community or that will reimburse the department for incarceration costs, including legal loans and restitution.
- C. An inmate may deposit release account funds into an interest bearing savings account established in the inmate's name at a bank designated by the DOC.

25.4 INTEREST BEARING SAVINGS ACCOUNTS

Inmates may elect to have general account funds transferred to interest bearing accounts established in the inmates' names.

- A. Inmates must have social security cards on file to open savings accounts.
- B. Inmates are not permitted to initiate bank accounts.
- C. Inmates are allowed up to three (3) savings accounts (regular, release, work release).
- D. A savings account may be opened with a minimum \$50.00 deposit.
 - 1. To open a new account, complete a disbursement request indicating the amount of money to be deposited.
 - 2. The completed form should be sent to the business office.

3. Deposits and withdrawals will be done once per month. The minimum transaction is \$20.00. Emergency withdrawals may be permitted at other times upon the recommendation of the social worker and with the approval of the warden/designee.
 - i. To make a deposit/withdrawal for an existing account, complete a disbursement request indicating the amount of money to be transacted.
 - ii. The completed form should be sent to the business office.
4. The savings account will earn the current rate of interest compounded daily and paid quarterly, with interest paid from the date of deposit to the date of withdrawal.
5. Savings accounts will be transferred to other Wisconsin DOC institutions upon transfer. Interest will not be lost because the same bank is being used.
6. Inmates must notify the business office thirty (30) days prior to release to close any savings accounts by completing disbursement requests.

25.5 SAVINGS BONDS

Bonds will be retained by the institution until redeemed or until the time of release.

- A. Upon transfer, bonds will be forwarded to the next institution.
- B. Upon release, bonds will be disbursed under the direction of the supervising agent.
- C. Inmates are not allowed to purchase savings bonds.

25.6 CHARGE ACCOUNTS

Inmates are not allowed to open charge accounts, possess charge cards, or possess charge card numbers.

26 VENDOR CATALOGS FOR PROPERTY/HOBBY AND CANTEEN

26.1 VENDOR CATALOGS FOR PROPERTY AND HOBBY

- A. Inmates are allowed to order personal property and hobby materials from the Vendor Catalogs that are available on each housing unit.
- B. Property and Hobby catalogs are separate and have separate order forms. Orders must be on the correct form or they will be returned.
- C. Some catalog items may be purchased only by specific individuals (e.g. religious items). See DAI policy 309.61.02 Religious Property Chart.
 1. The business office processes vendor catalog orders once per week for property and once per month for hobby materials.
 2. Vendors pay all shipping costs.
 3. Items under warranty or defective will be returned to the vendor at the vendor's expense.
 4. Wrong size or color ordered by the inmate will be returned at the inmate's expense.
 5. The business office will process credits after they are received.
 6. Purchases through the Vendor Catalogs do not count against the institution Canteen dollar limit.
 7. Hobby orders must be approved by a Recreation Leader.

26.2 VENDOR CANTEEN

- A. Institution Canteen privileges are provided bi-weekly to general population inmates and weekly to R&O, RH1 and RH2. Inmates will be given the Canteen order form on the Friday before the assigned order week. Inmates must complete the Canteen order form and return to housing unit staff no later than the following Tuesday morning.
- B. New arrivals to CCI will receive the menu for the housing unit they are assigned to. Menus will not be given with each order. Additional copies of the menu can be requested through the Business Office for \$0.15 per page.
- C. Orders will not exceed \$84.00 bi-weekly, \$42.00 weekly or the amount in the Canteen statement, whichever is less. If the maximum spending limit is exceeded, or there are insufficient funds, items will be removed at the discretion of the contracted canteen vendor.
- D. Canteen Ordering:
 - 1. Each inmate will be given one Canteen item/price list that they must keep.
 - 2. Allowable Canteen items are based on institution, housing unit, availability by vendor and inmate status.
 - 3. Housing unit staff will pass out a Canteen scan sheet along with account statements.
 - 4. Completed scan sheets will be picked up by housing unit staff on Tuesday, before second shift is complete.
 - 5. Sheets must remain flat, no tears, folds, creases, etc., so the scanner can read the order.
 - 6. Use a black pen when possible. Do not use both pen and pencil on the same order sheet.
 - 7. Write the inmate number in the upper left hand corner, one digit per box. If the number is less than six (6) digits, DO NOT put zeros in front of your number; simply write the four (4) or five (5) digits.
 - 8. Completely darken the corresponding circles below each number.
 - 9. To the right of the number box, fill in the date, housing location, print name and sign.
 - 10. Each Canteen item has a four (4) digit item number.
 - 11. Go to the first grid box labeled "1" and handwrite the item number in the top row.
 - 12. Completely darken the corresponding circles below each number.
 - 13. Write the quantity in the last column and carefully darken the corresponding circle.
 - 14. Repeat Steps, 6-13 for all items being ordered.
 - 15. Make sure you use the correct item number from the price list.
 - 16. If you do not darken the circle in the quantity column, the system will send only one item.
 - 17. If you darken more than one quantity on the same column, it will void this item.
 - 18. If you order a quantity not listed, such as 18: Enter the item number and quantity of 10. Darken the circle. Move to the next box and enter the item number again and the quantity of 8. Darken the circle.
 - 19. If you make a mistake, fill the circles at the bottom of that item with the number 9999, quantity 9. The scanner will cancel this item but still read the rest of the order.
 - 20. Double check the order sheet before turning in to staff.

21. If you go over your account statement balance, or your spending limit, the vendor will take items off at their discretion. Refusal of orders because of items removed will not be allowed.
 22. If you order an item not allowed on your unit, it will not be allowed.
 23. Late orders will not be accepted.
 24. If you do not turn in your canteen order form on time you must wait until the next time your unit goes to canteen to order.
- E. Canteen Delivery
1. Canteen will be delivered on designated days depending on housing unit, and Canteen scheduled delivery.
 2. Only Staff can hand out Canteen.
 3. There will be a list of inmates who have Canteen orders for that housing unit in the cart.
 4. Each inmate must sign the list on the line designated by that inmate's name as that inmate receives Canteen.
 5. All orders will be in sealed bags with the original and duplicate receipt inside the bag.
 6. Inmates must verify their order is complete with Staff BEFORE leaving the dayroom.
 7. Signed sheets and receipts with discrepancies are to be placed back in the locked Canteen carts.
- F. Verification of Order
1. Check the contents of the bag against the receipt to ensure items charged for were received.
 2. If the bag needs to be opened, staff must be present:
 - a. If there is a discrepancy, staff must be notified and staff must unseal the bag, and verify the discrepancy.
 - b. If the bag is opened before staff is notified, there will be no adjustments made.
 - c. The staff member will take one copy of the receipt, note the error on the receipt under "List Shortages and/or Damage", number of items, name/description of the item, then staff and inmate must LEGIBLY sign, date, and return the receipt to the Canteen cart.
 3. Adjustment to an inmate's account will be made by canteen staff within seven working days of receiving the receipt.
 4. If an inmate receives an item that is spoiled, it must be noted on the Canteen receipt form with a legible signature of both the inmate and staff involved. The spoiled item and sheet with the signatures must be returned to the Canteen cart. Items must be returned the same week it was received to receive a refund, no exceptions.
 5. Any Canteen for an inmate that has transferred out, is at outside court/outside hospital, or on Loss of Canteen must be noted on the sign off roster, and the order put back in the Canteen Cart.
 6. Inmates may not refuse an order.
 7. If an inmate placed an order, but did not receive an order the inmate must notify staff after all canteen for that unit is distributed.

8. Stamped envelopes, greeting card envelopes and razor cards will not be in the bag with other Canteen items. They will be delivered by staff along with other Canteen ordered.
9. Inmates released from Segregation do not get an "emergency/special Canteen". They must wait until the unit they are released to goes to Canteen to place an order.

27 FILE REVIEW AND FILE PHOTOCOPIES

- A. Education, Security, Legal and Social Services files may be reviewed once every six (6) months. Exceptions may be made for verified Parole Commission hearings or pending court cases. Court case number and/or supporting documents are required.
- B. Medical, Dental and Psychological files may be reviewed once every thirty (30) calendar days.
- C. Submit an Interview/Information Request form to the appropriate department for a review. Plan ahead for review needs, as requests are processed in the order received.
- D. If copies from the file are desired, complete a disbursement request at the end of the review. Copies cost \$.15 each.
- E. Photocopies of file material may also be requested by sending an Interview/Information Request form to the appropriate department specifying what documents need to be copied. A completed disbursement request must be included at a cost of \$.15 for each copy.

28 RECLASSIFICATION (RC)

- A. Reclassification will base decisions on custody, programs and placement in accordance with Wisconsin Administrative Code DOC 302. Program and treatment needs assigned at an inmate's initial staffing will be reviewed at each RC hearing.
- B. Modifications to an inmate's program needs may occur depending upon new information available to the committee, the outcome of the inmate's COMPAS assessment, and/or the outcome of any other screening tools. Inmate involvement in these assignments, along with all of the factors listed in DOC 302.07 and DOC 302.10 will be considered when making recommendations/decisions regarding custody and site placement.
- C. The Reclassification Committee generally meets once a week. Every inmate will have a RC hearing at least once a year. Inmates may attend or waive attendance at the hearing. Regardless of which route is chosen, inmates are encouraged to work with their social workers in preparation for Reclassification. Re-entry Portfolios should be presented to the social worker during this meeting.
- D. Early recalls may be requested through the unit social worker and are considered at the discretion of RC staff. Early recalls are only considered if there are significant changes (e.g., sentence structure, program completion, parole action) or staff referrals. An early recall request will only be considered by filling out an Early PRC Hearing Request (DOC 2212) and submitting it to the social worker. Please note that the decision of RC regarding this request is not within the scope of an administrative review.
- E. When meeting with the Reclassification Committee, inmates must have their Re-entry Portfolios and Unified Case Plans.

29 PAROLE COMMISSION (PC)

- A. The Parole Commission conducts interviews monthly. Appearances before the PC are controlled by eligibility date.
- B. Recently transferred inmates who are scheduled to be seen by the PC will be on the institution's next available list.
- C. Inmates will be sent forms for completion approximately two (2) months prior to the month of their appearance before the PC. It is important that forms be filled out completely and returned promptly.
- D. Inmates who wish to waive appearances should inform their assigned social workers that they want the PC to review only their files and make decisions.

30 RECREATION

The recreation program is designed to provide facilities, organization and instruction in a variety of areas. The program provides recreational opportunities for all skill levels. The recreation schedule is posted in all housing units. Staff will determine what facilities/equipment is available for inmate use.

Inmates involving themselves with excessive physical contact or causing injury to another during recreational activities may be removed from recreation and subject to discipline.

When participating in outside recreation, must not approach the fence. This includes things such as retrieving softballs; personal property; and/or recreation equipment. This is a breach of institution security and may result in great bodily harm.

30.1 FACILITIES/EQUIPMENT (indoor/outdoor)

- Basketball Courts
- Handball Courts
- Ping Pong Tables
- Weight Room
- Cardiovascular Equipment
- Music Rooms
- Softball Field
- Jogging Track

30.2 HOBBY PROJECTS & MUSICAL INSTRUMENTS

- A. Purchases of instruments and hobby materials must be pre-approved by recreation department staff.
- B. Contact Recreation Department staff for current rules, policies and procedures. Refer to DAI 309.20.03 Inmate Personal Property and Clothing and Attachment B.
- C. All musical instruments will be stored in the music area in the recreation building.

30.3 RECREATION AREA RULES

- A. Inmates will be responsible for adhering to their individual medical restrictions.
- B. All injuries that occur at recreation must be reported to recreation staff immediately.
- C. Inmates may only report to recreation when escorted by staff.
- D. When inmates report to recreation, they are required to stay in the recreation area until the end of the period with the following exceptions: visits, medical emergencies or staff permission.

- E. Inmates requesting music rooms will be issued a pass. Inmates will not be allowed in the music area without a pass.
- F. Inmates may not attend recreation if they have a scheduled pass.
- G. Recreation officers will release inmates at the end of the recreation period.
- H. Singing and rapping will only be permitted in the music rooms. Use of derogatory, demeaning or offensive lyrics is not permitted.
- I. No musical instruments will be taken out of the music area.
- J. No more than five (5) inmates in a group will be permitted unless approved by staff.
- K. No practicing of martial arts, sparring or shadow-boxing.
- L. No hanging on basketball rims or dunking.
- M. Shoes must be worn in all areas of recreation, including outside recreation. Tennis shoes are required on the gym floor.
- N. Gym Shoes will be carried to recreation during the November 1st to May 1st. No wet shoes will be allowed on the gym floor.
- O. Inmates are not permitted to take any gym equipment out of the recreation area.
- P. Nothing may be worn as a sweatband except a sweatband.
- Q. An inmate may wear one pair of wristbands, one on each wrist.
- R. At indoor recreation, no loitering, and participation is required.
- S. Inmates may only bring allowable clothing, personal hygiene items, shoes and equipment to recreation in their laundry bag (no canteen bags allowed). Towels will be provided at Recreation.
- T. Canteen items are not allowed in the recreation area except as noted in S.
- U. Shirts must be worn at all times for indoor recreation.
- V. Showers will be offered prior to the end of the recreation period. First call and last call announcements will be made ten (10) minutes apart.
- W. Spitting is not permitted in the bubbler. Spit sinks are available next to each bubbler.

31 CHAPEL ACTIVITIES

Religious activities are provided for groups approved by the DOC. Inmates wishing to participate in any of the religious services and/or religious study groups must have completed a Religious Preference (DOC-1090) designating a religious preference. Forms may be obtained by contacting the chaplain. Inmates may only change their religious preference once every six (6) months by completing a DOC-1090. Questions about religious services and study groups should be directed to the chaplain via Interview/Information Request.

A. Approved Umbrella Religion Groups, Religious Services and Religious Studies:

Umbrella Religion Group	Religious Service	Religious Study
Eastern Religions	Buddhist	Buddhist
Catholic	Mass	Bible Study
Jewish	Jewish Service	Study
Islam	Jumah	Taleem
Native American	Monthly Sweat Lodge	Pipe & Drum
Pagan	Service	Study
Protestant	Sunday Service	Bible Studies

B. Chapel information is posted in all housing units.

- C. To attend activities or meet with the chaplain, inmates must submit Interview/Information Requests.
- D. Smudging, ceremonial pipe smoking and incense burning for religious purposes will be allowed only in designated areas at designated times.
- E. Greeting cards are available through the chapel. Submit an Interview/Information Request form with season/event type. Limits will apply.
- F. Refer to DAI 309.61.01 Religious Beliefs and Practices and Religious Property chart for more information.

32 PHOTOGRAPHS

- A. Institution photograph requests must be sent to the Program Services officer with the title "Photos" on an Interview/Information Request.
- B. Photos are \$2.00 each (price subject to change). A disbursement form will be provided to the inmate by the Program Services officer the day of the scheduled photo.
- C. Photos will be printed prior to the inmate returning to his unit.
- D. Inmates must wear state issued green or red shirt. Inmates are not allowed to remove their shirts for the photo.
- E. No personal hygiene items are permitted other than a pocket comb or pic.
- F. Personal photos are not permitted to be photocopied on copy machines. Duplicate copies are \$2.00 and must be purchased at the time of the photo.
- G. Photos of hand signs and/or obscene/inappropriate gestures, poses, or subject matter are not permitted. Any photos that violate this standard will not be printed.
- H. Photo orders will not be honored if funds are not in the inmate's account when the order is processed, or if the inmate has taken a recent photo in the visiting room.
- I. Special requests for photos will be submitted to the program services coordinator for approval. (i.e. family member photos)

33 VETERANS

Veterans may be eligible for certain benefits for themselves and/or their families. Veterans may also meet with outside volunteers to discuss veteran related issues. Other activities may be provided. Those interested in benefit information or activities should contact the Corrections Program Supervisor.

34 INTERVIEWS WITH STAFF MEMBERS

- A. Inmates should contact an area staff member with any urgent need. See chart in Section 35 for a Staff Resource List.
- B. Submit an Interview/Information Request for non-urgent needs to the appropriate staff member or department. Interview/Information Request forms are available on the housing units.
- C. Inmates with work or school assignments should indicate when they are free from their work or school assignment during the regular workday.

35 STAFF RESOURCE LIST

The table below provides areas of responsibility for general questions, problem solving and chain of command. Inmates are expected to contact first level staff to resolve any issues before sending a request to second and third level staff.

Nature of Concern	First Level	Second Level	Third Level
Accounts	Inmate Accounts/Business Office	Financial Program Supervisor	Management Services Director
Administrative Confinement	Social Worker	Administrative Captain	Security Director
Canteen	Inventory Control Coordinator	Financial Program Supervisor	Management Services Director
Food Service	Unit Sergeant/Officer	Food Service Manager	Food Service Administrator
Laundry	Laundry Sergeant	Security Lieutenant or Captain	Financial Program Supervisor
Library	Librarian	Education Director	
Mail/Property	Mail/Property Sergeant	Unit Manager/Captain or Lieutenant.	ICE
Medical	HSU	HSU Manager	ICE
Parole Questions	Unit Social Worker	Records Sentencing Associate	Records Office Supervisor
Payroll	Work Supervisor/Education Director	Inmate Accounts/Business Office	Financial Program Supervisor
Photocopy Requests	Education Director	Inmate Complaint Examiner	
Psychological Services	Unit Psychologist	Psychological Services Supervisor	
Recreation	Recreation Leader	Corrections Program Supervisor	
Religious Issues	Chaplain	Corrections Program Supervisor	
Safety Issues	Social Worker	Unit Manager	Security Director
School	Teacher/Sergeant	Education Director	
Segregation & Step Movement	Unit Sergeant/Social Worker	Administrative Captain	Security Director
Sentencing Information	Unit Social Worker	Records Office Supervisor	Corrections Program Supervisor
TLU Placement	Unit Manager	Security Director	
Unit Problem	Staff/Sergeant or Officer	Unit Manager	
Visiting Area	Visiting Room Sergeant or Officer	Security Lieutenant or Captain	Corrections Program Supervisor
Visiting List	Unit Social Worker	Unit Manager	
Visiting Restrictions	Security Director	Warden's Office	
Work Problem	Work Supervisor	Department Head/Administrative Staff	

36 COMPLAINT PROCEDURES

- A. Inmates who have a significant grievance regarding institution rules, living conditions, or staff actions affecting institution environment or civil rights may use the Inmate Complaint Review System (ICRS) to have their issues investigated.
- B. All forms used in the complaint process are available in the housing units where they may be requested from unit staff or the Institution Complaint Examiner (ICE). Completed forms should be placed in the unit's locked complaint box. Time limits will be extended at the discretion of the ICE when inmates are directed to contact area staff to attempt to resolve their complaint issues.
- C. General Rules and Information (also refer to DOC 310):
 - 1. The issue must be significant.
 - 2. Complaints must be received by the ICE within fourteen (14) calendar days from the original date of occurrence.
 - 3. Complaints are generally picked up mornings, Monday through Friday. To be considered as a submission for the week the complaint needs to be in the box prior to the Friday pickup.
 - 4. Complaints must be typed or written legibly on the Offender Complaint (DOC-400). The form must:
 - a. Have the instructions printed on the back side
 - b. Be used for all pages of the complaint
 - c. Be signed
 - d. Not have writing on the back side of the form
 - 5. Group complaints are allowed and must be submitted in the same manner as other complaints. (See #4) All inmates involved must sign the complaint. If a separate page is used for signatures, a brief explanation of the complaint issue must also be written on the signature page.
 - 6. Complaints submitted must be the original and must contain the inmate's complete original signature.
 - 7. Complaints must not contain unnecessary language.
 - 8. Complaints must be submitted under the name by which the inmate was committed to the DOC.
 - 9. Only two (2) complaints per calendar week are allowed.
 - 10. Only one (1) issue per complaint is allowed and the issue must be clearly defined.
 - 11. Complaints about conduct reports, RC, parole decisions, a challenge to a record, or the denial of an open records request are not within the scope of the ICRS and will be rejected.
 - 12. Complaints which raise procedural errors regarding conduct reports or RC may be submitted only after those appeal processes have been exhausted.
 - 13. Inmates must attempt to resolve issues with relevant staff within a reasonable amount of time after the incident (refer to section 35).
 - a. Start at the first level related to the issue before going to the second level.
 - b. Failure to follow the chain of command and/or sending requests to multiple staff about the same issue at the same time may result in a delay of the issue being addressed.
 - c. Inmates must include information on the DOC-400 regarding the attempts to resolve the issue, including the name(s) of staff contacted and the answer(s) received.

- d. Inmates must include evidence regarding their attempts to resolve the issue; carbon copies of correspondences will not be accepted as evidence.
 - 14. The appropriate reviewing authority for most complaints is the warden/designee. For medical complaints, the appropriate reviewing authority is staff from the Bureau of Health Services.
 - 15. Except as otherwise specified in DOC 310.16, the DOC shall ensure that complaints filed within the ICRS are confidential.
 - 16. Inmates must send evidence of their claim with their complaint or at the direction of complaint staff. Copies will be made of relevant material at no cost to the inmate. Original documents will be returned by the time the complaint is closed.
- D. Complaint processing
- The ICE collects complaints from the locked box on each housing unit on a regular basis and reviews them. Following the review, the ICE will either acknowledge receipt of the accepted complaint or return the unaccepted complaint. The acknowledgement or return must be done within five (5) working days of the date of receipt.
- 1. Returned Complaints

The return letter will provide specific information the inmate will need to follow prior to the complaint being accepted.
 - 2. Accepted Complaints

Once the complaint is acknowledged as accepted by the ICE, the complaint will either be rejected or a recommendation will be made to the reviewing authority.

 - a. Rejected Complaints
 - 1. Rejected complaints are not investigated. Rejected complaints may only be appealed to the appropriate reviewing authority as specified on the complaint rejection report.
 - 2. To appeal a rejected complaint, complete a Request for Review of Rejected Complaint (DOC-2182).
 - aa. The appeal must be received within ten (10) calendar days of the date of the rejection. The appropriate reviewing authority reviews the appeal to ensure the ICE's rejection was appropriate.
 - bb. The appropriate reviewing authority's decision on the rejection is final and may not be further appealed.
 - b. Accepted Complaints
 - 1. The ICE will conduct an impartial investigation for complaints not rejected. The ICE uses discretion in determining appropriate sources for the investigation.
 - 2. The ICE shall investigate and submit a detailed written report to the appropriate reviewing authority within twenty (20) working days of acknowledgement.
 - 3. The appropriate reviewing authority will review the report and make a decision on the complaint within ten (10) working days.
 - 4. The inmate will receive the recommendation and decision at the same time. This will be within thirty (30) working days.
 - 5. An inmate who disagrees with the appropriate reviewing authority's decision or does not receive a decision from the appropriate reviewing authority after thirty (30) working days following the ICE's acknowledgement, may appeal to the Corrections Complaint Examiner (CCE).
 - aa. Complete a Request for Corrections Complaint Examiner Review (DOC-405). The form must be mailed to the address indicated on the

- form. The appeal must be received within ten (10) calendar days of the date of the decision.
- bb. The CCE will review the appeal and acknowledge receipt or return within five (5) working days.
 - cc. If the appeal is accepted, there will be a review by the CCE. A detailed report and recommendation will be forwarded to the Secretary of the Department of Corrections/designee within thirty-five (35) working days for decision. The Secretary shall make a decision within ten (10) working days. The inmate will then receive a copy of the CCE recommendation and the Secretary's decision within forty-five (45) working days.
- 6. If the inmate does not receive a decision on his appeal within forty-five (45) working days of the CCE's acknowledgement, the inmate shall consider administrative remedies exhausted.
 - 7. If the last step does not satisfy the inmate, he may appeal to the courts through civil action. The complaint process must be exhausted prior to filing suit in state court against the DOC or a DOC employee.
- c. Affirmed Decision
The DOC shall implement an affirmed decision within thirty (30) working days from the date of the decision. If an affirmed complaint has not been implemented within thirty (30) working days, the complainant may directly inform the appropriate reviewing authority in writing of the failure to implement the decision.

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ACRONYMS

A&E – Assessment and Evaluation
ADA – Americans with Disabilities Act
BSI – Badger State Industries
CC – Cell Confinement
CCE – Corrections Complaint Examiner
CCI – Columbia Correctional Institution
COMPAS – Inmate Risk & Assessment Tool
DAI – Division of Adult Institutions
DSR – Dental Services Request
DOC – Department of Corrections
ELL – English Language Learned
ESL – English as a Second Language
GP – General Population
GED – General Equivalency Diploma
HSED – High School Equivalency Diploma
HSR – Health Services Request
HSU – Health Services Unit
ICE – Inmate Complaint Examiner
ICRS – Inmate Complaint Review System
INVUNA – Involuntary Unassigned
LAIP - Legal Assistance for Institutionalized Persons
OCO – Out on Court Order
PC – Parole Commission
PREA – Prison Rape Elimination Act
PRN – As Needed
PSR – Psychological Services Request
PSU – Psychological Services Unit
R&O – Reception and Orientation
RC – Re-classification
RH – Restrictive Housing
TABE – Test for Adult Basic Education
TLU – Temporary Lock-Up
VOLUNA – Voluntary Unassigned
WRC – Wisconsin Resource Center

FORMS

DOC-0184 Disbursement Request
DOC-0237 Property Receipt/Disposition
DOC-0243 Notice of Non-Delivery of Mail/Publication
DOC-0400 Offender Complaint
DOC-0405 Offender Complaint Appeal
DOC-0643 Bilingual Interview/Information Request.
DOC-1090 Religious Preference
DOC-1408 Offender Work Program Assignment Placement
DOC-2212 Early PRC Hearing Request
DOC-2182 Request for Review of Rejected Complaint
DOC-21AA Visitor Questionnaire
DOC-2530 Reasonable Modification Accommodation Request
DOC-3035 Health Service Request & Copayment Disbursement Authorization (HSR)
DOC-3035B Psychological Service Request (PSR)
DOC-3035C Medication/Medical Supply Refill Request
DOC-3332B Medical Restriction/Special Need
DOC-3392 Dental Service Request (DSR) & Copayment Disbursement Authorization
DOC-3504 Infection Control - Patient and Employee Precautions
POC-14 Dental Services
POC-41 Sexual Abuse/Assault Prevention & Intervention Booklet
POC-47 Staying Healthy in Prison
POC-47A Suicide Prevention