



**MILWAUKEE SECURE DETENTION FACILITY
PERSONS IN OUR CARE HANDBOOK
2021-2023**

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DCC Frequently Asked Questions

- 1. How do I get in touch with my Agent?**
You may submit an Interview/Information Request (IIR) directly to your Agent. Put their name and office location on it, drop it in the mailbox and it will be forwarded to your Agent.
- 2. I've been here a week and haven't seen my Agent. What should I do?**
Submit an Interview/Information Request (IIR) to DCC Liaison Supervisor.
- 3. After the DCC Liaison took my statement for my Agent, how long does it take before I will hear something back?**
You should hear something back from your Agent or the liaison within 7-10 days.
- 4. How long do I have to wait to go to Dodge?**
MSDF maintains a list for PIOC who are on the list for DCI. Time varies on transfer to DCI based on department needs/restrictions.
- 5. Will I stay here, or will I have to go to Dodge?**
Depending on your sentence structure, you MAY not be transferred to Dodge. Classification will determine your institution placement if you are not on the list to transfer to DCI.
- 6. I'm supposed to be at the House of Correction, when will I leave?**
Once your Revocation Order & Warrant is received, it typically takes 1-2 weeks for you to be transferred to HOC. Once there, they will do the calculation and computation of your time and release date. They will also determine which of the County facilities you will do your time in and what programs you are eligible to participate in.
- 7. I had money at the County Jail and it didn't come here. How can I send my property home if I don't have any money?**
Your money from the MIJC/HOC can take up to 30 days to arrive at MSDF. At any time, you may write or have a family member contact the facility where you were to inquire about your funds. Regarding sending your property out, you are only allowed to send your property home when are being processed to be transported to Dodge (DCI). If you are not leaving MSDF, your allowable property will stay here until your release.
- 8. How long does it take to get my Visitors List approved?**
Your REQUESTED list of potential visitors will be sent to your Agent. MSDF REQUESTS A RESPONSE FROM YOUR AGENT WITHIN 10 business days. It can take 30-60 days for your list to be fully processed. You will receive an approved copy of your list once it is fully processed.
- 9. I have an ATR to a half-way house. When will I leave?**
These transfers usually occur within 45-60 days, depending on bed availability. Please be patient!
- 10. Will my funds on the phone system at the county work on MSDF phones?**
No. They are separate phone systems. You will need to have your family set up an account through Securus in order to accept collect calls from MSDF.

SUSPENSION OF ADMINISTRATIVE RULES Refer to WI Admin. Code 306.22

If an emergency occurs that prevents the normal functioning of an institution, the Warden may suspend the administrative rules of the department or any parts of them, except ss. DOC 306.07 to 306.09 until the emergency or risk to safety has ended and order is restored to the institution.

UNIT MANAGEMENT

MSDF operates under the "Unit Management" or "Team Concept" at this institution, which means the institution population, is divided into smaller, more manageable units. These smaller units help improve control and relationships between Persons in Our Care (going forward known as PIOC) and staff. By employing this concept, we are able to improve the delivery of correctional services to PIOC. Each unit has a team of multi-disciplinary staff assigned to work with PIOC on that unit. Staff assigned to the team may include, but are not limited to:

- Unit Manager: Has responsibility for the overall functioning of the unit. The Unit Manager is both the administrator and supervisor of the unit team.
- Social Worker: The Social Worker is directly responsible for the case management and social service matters within the unit. If you wish to see your Social Worker, you must submit an interview request. Your requests will only be acted upon by your current unit's Social Worker. Do not write any other institution Social Worker about your concerns. Any additional concerns may be directed to the Unit Manager.
- Security Staff: The Sergeants and Officers are primarily responsible for the security of the unit. They are also involved in the operation of the unit and are an integral part of the unit team. They should be seen as the first staff person to assist you in resolving any issues or problems you may have.

CHAIN OF COMMAND

All members of the unit team are able to assist you or give direction with problems, issues or questions you may have. Keep in mind, though, that most issues or problems should be dealt with or resolved at the lowest level possible first. This means, start by asking the unit Officer or Sergeant and work your way up the line. Remember, that the Unit Manager is not always on the unit, so issues can be resolved more quickly and efficiently by using this method of problem resolution.

A PIOC is expected to wait a reasonable amount of time for a response, and to state the steps they have taken in attempting to resolve an issue. Failure to do so can lead to duplication of staff efforts, while will lead to a lengthier wait for a response.

By a PIOC taking the responsibility and initiative to attempt resolution informally of complaints or concerns, it is anticipated that PIOC will better their communication and problem solving skills.

LIMITED ENGLISH PROFICIENCY (LEP) Refer to DAI Policy 300.00.61)

The Wisconsin Department of Corrections (DOC) shall, within available resource constraints, take reasonable steps to continue providing Limited English Proficiency (LEP) PIOC in its custody, 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 PIOC. The DOC shall not retaliate against any LEP PIOC 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. If you need help understanding English, please notify the nearest staff member.

Competencia Limitada en Ingles (LEP)

El Departamento de la Correccional de Wisconsin (DOC) debe dentro de los limites y recursos disponibles dar los pasos necesarios para continuar brindando a los reclusos con limitacion de Ingles (LEP) bajo su custodia o supervision. El acceso necesario a documentos vitales, informacion importante y servicios de salud y debe de asegurar de que no queden excluidos de acceso o de participar en programas o procedimientos importantes. Incluyendo aquellos que puedan afectar el tiempo y condiciones de encierro de una clasificacion favorable. Este servicio es gratuito. El (DOC) no tomara ninguna represarias en contra de ningun recluso (LEP) por solicitar de estos servicios. El departamento no proibe la comunicacion en otro idioma que no sea ingles. Ni por politica ni por practica solo con la exception en casos en que las medidas de seguridad a si lo requieran. Si usted necesita ayuda con el idioma ingles por favor notifique al miembro de personal mas sercano.

PHONE CALLS - Refer to WI Admin. Code 309.39

All calls, other than properly placed attorneys calls may be monitored and recorded

ATTORNEY CALLS

It is your responsibility to add, delete, or update any changes in an attorney's address or phone number by filling out a DOC-1631. PIOC calls to an attorney shall be made "collect". The Unit Manager/designee may permit calls to attorneys for the following reasons:

- When a PIOC is unable to write or when an emergency exists
- When a statutory time limit would be missed and the PIOC needs to convey information to the attorney
- When it appears to staff that a call to an attorney is in the PIOC's best interest.

Attorney calls will be scheduled during normal Institution business hours. Emergency calls will be handled on a case by case basis consistent with 309.405.

RED PUBLIC DEFENDER PHONES

The Public Defender phone hours are Monday – Friday 8:30am to 2:30pm. You may use the red phone during your designated dayroom time only if you have an open or pending revocation or criminal case. You may not sit while using the red phone. This phone is a direct line to the Public Defender's Office in Milwaukee Only. You may use the phone to: find out which attorney has been assigned to your case, or speak with your assigned SPD attorney. The Records Office schedules phone calls with SPD and private attorneys, courts, other agencies or case managers/workers/etc., agents and BOCM between 8:00am to 4:00pm, M-F. Calls scheduled through the Records Office are transferred up to the Red Phone on the unit for the PIOC to communicate with those mentioned above. All calls scheduled through the Records Office take precedent over other calls/use of the red phone, those calls will have to hang up and resume at a later time.

If the public defender's office asks to speak to another PIOC on your pod, please assist them by alerting the unit staff and the PIOC that they are requesting to speak to.

The State Public Defenders Office will not be able to assist with questions such as when your next court date is or why you were not brought to court.

TELEPHONE CALLS

- All general population PIOC are eligible to make an unlimited number of phone calls each day, unless on restriction. The PIOC phone system will give a warning indicating your call is near the 15 minute limit.
- You are required to stand while using the telephone. Do not move chairs to the telephone area.
- Consecutive phone calls are not permitted. If you do not get through within 3 minutes, you must leave the phone area. You must wait at least 15 minutes before placing another call.
- Abuse of the time limit, leaving phones sitting/dangling, may cause you to receive a conduct report and lose your phone privileges.
- Sharing of phone calls with other PIOC is NOT allowed.
- Communicating with other PIOC on the unit, while using the telephone is not allowed.
- Holding the phone for another PIOC is not allowed.
- You may not use another PIOC pin number to place a phone call, make a 3-way call, or call a forwarded number. If you are caught using a pin number other than your own, calling 3-way, or calling a forwarding number, you are subject to disciplinary action.
- Phones are shut off at dayroom closing time.
- All MSDF phones will be shut off during counts and every night at 9:00 p.m.

- No yelling, shouting or derogatory speaking is allowed on the phone. This may cause you to receive a conduct report and lose your phone privileges.
- All calls are monitored and/or recorded, except for pre-approved attorney calls consistent with 309.39.

Special telephone calls may be permitted with prior approval of your Social Worker, Unit Manager or Chaplain, based upon extraordinary situations (for example the death of a family member). When making such a request, as much information as possible must be provided since verification will be necessary. Your Social Worker should be your primary contact for special calls.

CELLS / STORAGE LOCKERS

CELL INSPECTIONS/CELL SEARCHES - Refer to WI Admin. Code DOC 309.20

Unit staff will routinely inspect your living quarters to determine if you are properly maintaining your cell area. Any deficiencies that are not corrected may result in disciplinary action and/or payment of restitution. These routine cell inspections are not to be confused with random “cell searches”. You are responsible for the condition of your cell; i.e. graffiti and damaged cell contents. If there is a deficiency during initial assignment, notify the officer on the unit and note it on your cell inspection form. You will be held liable for any damages or repairs necessary after the cell inspection. If any items are confiscated from your cell, you will receive notification from the officer in writing.

Neither your presence nor your permission is required when staff is conducting searches. At no time will you be allowed to enter your cell or disrupt the search in any manner while it is being conducted. At no time are you allowed to talk to or interact in any way with staff during the cell search. If you attempt to disrupt or distract staff members during the performance of their duties it may be deemed as cause for disciplinary action.

STORAGE LOCKERS

Unit staff will issue you a footlocker with an attached lock to secure your property. These storage lockers are provided for PIOC to keep items of value in. You are not permitted to use empty canteen bags or boxes for storage. Boxes that you receive are only meant to store its original contents. (I.e. you are not permitted to make the saltine cracker box into a storage bin) When you assume control of your personal property, you also assume responsibility for it. All medications must be placed in these containers. Footlockers should be stored under the bunk beds unless you are removing or returning an item. You are not to use them to sit or stand on. If you break or damage a footlocker, you will be charged for the cost to replace. When you move into your room, be sure to advise staff of any existing damage to your footlocker or you will be held accountable for the damage.

DAILY LIFE – Refer to WI Admin. Code DOC 303.24

SHOWERS

You may shower daily and you have up to 10 minutes to do so. You are expected to maintain good personal hygiene. If not practicing good personal hygiene, you may be directed by staff to do so per DOC.303.57.

Showers may be taken at any time during dayroom hours. If you are unable to shower during your designated dayroom hours due to a conflict with your work or school schedule, you must notify the unit Officer prior to the time of the conflict for permission to shower at an alternate time.

Unit staff may consider exceptions if extraordinary conditions arise. You may only use the shower on the tier in which your cell is located. Socks are not required to be worn with shoes if you are going directly to/from your room to/from the shower. When you exit the shower area, you are expected to be properly dressed with a Shirt, Pants and Footwear. You are responsible to clean up after yourself when using the shower area; removing your clothing, supplies and garbage.

BARBERING / GROOMING / HYGIENE – Refer to WI Admin. Code 309.24.

Barbering services are offered on a scheduled basis. Barbering services are limited to the following:

- Standard haircuts
- Beard removal and mustache removal (clipper only)
- Beard and mustache trim (No styled/lined cuts are allowed)
- Total hair removal from head and face (clipper only)
- Neck lines and forehead grooming

Per WI Admin. Code 309.24 the following standards have been established relative to PIOC haircuts. If these standards are not adhered to, you will be required to change your hairstyle to meet the standards.

- PIOC are expected to maintain hair cleanliness.
- No more than 2 distinct lengths permitted in ANY style of haircut.
- Only one straight part may be cut into the hair and it must be from front to back on the upper part of the head. Mohawks, punk, rattails, puffs, tufts, designs or gang cuts are not allowed.
- Fades or taper cuts are allowed from longer to shorter from the top of the head down the sides. Longer hair must come down the side of the head by at least 1/2".
- Shelf cuts: If the hair at the top, sides and back of the head is one length, a shelf at the base of the neck, not exceeding 1" up the neck is permitted. A shelf is NOT permitted with a shaved head.
- Long hair is permitted unless it presents a security, safety or health hazard.
- Shaved heads may be clipped to the scalp by the barber. All clips to the scalp will be full head, not partial. PIOC may shave their own heads, after clipping by the barber or to maintain the shaved head. Designs and/or multiple lines are not permitted to be shaved in your hair.
- Hair braiding is permitted with the following restrictions: 1 braid centered down the middle of the head and centered at the base of the neck; 2 braids, one on each side of the head and neck. The entire head may be in multiple, evenly distributed braids (totaling 7 or more braids) that run from front to back on the scalp or top to bottom on the scalp in straight lines only. No zigzag parts, side parts or any designs are allowed. Straight line braids only.
- Hair braiding cannot be done at the dayroom tables, only in your room or at a chair near the back of the unit.
- Your whole head must be braided to be in the dayroom. Dreadlocks will follow the same policy as braids.
- Ponytails: 1 ponytail is permitted and must be centered in the back. The part must be straight, no designs are allowed.
- Only the PIOC barber will be allowed to cut another PIOC hair.
- The Security Director/designee will determine the appropriateness of questionable haircuts and whether the haircut needs to be changed.
- PIOC are not allowed to wear head coverings, combs, brushes or picks in their hair while outside of their cell.
- Fingernails may not extend past your fingertips. If they do, you will be ordered to cut your nails.
- Braids must be removed if going out to court, out for a medical appointment, or being released. If they are not removed, you may not go out to court, a medical appointment, or be released in a timely manner.

HYGIENE SUPPLIES

You will be offered 1 bar of soap per week. Toothpaste and toothbrushes will be exchanged on a 1 for 1 basis during your dayroom hours only. Toilet tissue may be exchanged as needed during your dayroom hours only. If you need additional items, you must order them from canteen.

CLEANLINESS AND ROOM SANITATION

Cleanliness is expected in the units at all times. You must follow the standards on your unit regarding room cleanliness, housekeeping guidelines and making the bed. Rooms are to be cleaned when you move into a new room, and on a weekly basis. You may clean your cell more frequently during your dayroom if you choose to do so. Staff may inspect the room to verify and document completion per WI Admin. Code 303.56.

Writing on the walls is prohibited. Carving, graffiti, symbols and nuisance damage is not allowed. Discovery of this in your cell will result in charges of restitution. PIOC are responsible for the condition of your cell upon moving in.

COUNTS – Refer to WI Admin. Code 306.06

There are 4 standing counts each day. They are at 6:15 a.m., 12:30 p.m., 5:45 p.m. and 9:15 p.m. Other non-standing or emergency counts may be made throughout the day. Standing count means to be standing still and straight with your arms at your sides and not leaning against the doors or walls. There will be no talking, laughing, gesturing or moving during count. Count time never changes. Please plan your bathroom usage accordingly.

The following announcement will be made prior to count time: "The time is now ____, time for standing count." Once the official call has been made over the all call system, all PIOC must be standing in silence in front of their door, dressed in the appropriate dayroom attire while wearing your ID photo facing outward and clearly visible. The unit staff will walk by to count all PIOC. PIOC will remain standing until unit staff announces that the unit count is clear. PIOC will remain in their room until the institution count has been cleared. Plan accordingly. There is no PIOC movement 20 minutes before count times, i.e. if you are called for a visit; you must be in the tele-visiting room before no movement is allowed.

There are 2 census counts that are conducted during overnight hours. Those counts are conducted at Midnight and 3 a.m. At these times, PIOC are to be in their beds (unless on job duty). Whenever you are in your bed, you must be visible to staff. You may not use anything to cover your entire body. Your complete head and face cannot be covered at any time. Staff must be able to see skin at all times for physical verification and wellness checks. Flashlights may be used by staff to facilitate these counts.

COURT APPEARANCES

PIOC may **only** wear State-issue clothing when making off-grounds trips. State-issued clothing includes state shoes, pants and shirts. All items will be subject to the rules in the county where the court is located.

DAYROOM

Units will have differing schedules based on population and need. See your assigned unit for its dayroom times. Staff will make a general announcement prior to the close of dayroom. At that time you should start cleaning up your area, getting your ice and water, and taking care of any other business you may have. You must be in your cell with the door secured by the posted scheduled closing time of the dayroom.

Proper attire must be worn in the dayroom at all times. Proper attire consists of undergarments, pants/shorts, socks, shoes, a minimum of 1 shirt and your ID that must be worn around your neck, photo facing forward. While in the dayroom your outermost shirt must be tucked in.

DISCIPLINE – Refer to WI Admin. Code 303

The Rules of the Department of Corrections DOC 303 relating to discipline, code of PIOC offenses and disciplinary procedures is issued for the information and guidance of all PIOC's and lists the rules of conduct all PIOC are expected to follow.

LOSS OF SPECIFIC PRIVILEGES

Any violations of institution rules may result in the loss of specific privileges including, but not limited to, the use of PIOC electronics. Alteration or destruction of tamper proof seals on electronic equipment will also result in loss of privileges.

DOOR TAGS

The housing unit staff will issue you a door tag with your name on it. Door tags must remain in the holder above your door at all times. They may only be removed if a PIOC is moving to a different room or unit. You may not alter, deface, mark, or change the door tag in any way. You may only use the name you were incarcerated under on your door tag. If a new door tag is needed, staff must be notified immediately. You may not have anything else in the door tag holder at any time.

DRESS CODE – Refer to WI Admin. Code 309.20.03

- All PIOC are expected to follow standards of decency for apparel and conduct. No exhibitionist behavior will be tolerated.
- State issued yellows/reds/oranges must be worn during all off ground trips, court or transfers to other institutions.
- You may not walk around with your hands tucked down your pants.
- All PIOC clothing must be appropriately sized and worn as it was intended to be worn. Baggy, oversized or tight fitting clothing is not permitted. Pants must be kept at your hips and not below.
- You may not wear 2 pair of yellow shorts or pants or a combination of yellow shorts and yellow pants at any one time.
- Gang colors and /or insignias are not allowed.
- All PIOC's must be properly dressed while in the dayroom area. Proper dress will consist of underwear, pants/shorts, socks, shoes, shirt, and ID that must be worn around your neck with your photo facing forward per DAI policy 306.00.06. If you lose your ID, there is a replacement charge.
- No hairnets or other head coverings may be worn in the dayroom.
- While in the dayroom all shirts must be tucked in.
- Thermal shirts may be purchased from approved vendors. Thermal shirts must be worn under another shirt while in the dayroom or off your unit.
- Thermal bottoms may not be worn under shorts while in the dayroom.
- At least 1 shirt (not solely a thermal) must be on at all times when out of your cell. Men only may be shirtless in their cell or in the recreation room. You must put your shirt back on prior to leaving the recreation room or your cell.
- No clothing or towels may be worn on your head anywhere or at any time.
- Shirt sleeves may not be rolled up or tucked in. Pants may only be rolled to ankle length, and only if both legs are rolled up the same amount or equally cuffed.
- Approved PIOC may wear religious head coverings, emblems/medallions/rosaries only in their room or during religious ceremonies per DOC 309.61.01.
- Socks must be worn with all footwear at all times.
- Pant legs are not to be tucked into socks.
- Clothing may only be used for its intended purpose.
- All assigned kitchen, intake, maintenance, Barbers or restrictive housing workers shall be allowed an extra set of whites, yellows, 1 extra pair of socks each week, and 1 extra pair of shoes (not weekly). PIOC workers may keep the extra set of clothing in their cell.
- Appropriate clothing must be worn at night. You must at least be wearing undergarments while you are sleeping.
- Yellow shorts may be worn when you leave your unit as deemed appropriate for such things as work assignments or other off unit activities such as HSU or GED testing.
- Removable piercings, jewelry, hair weaves/extensions and artificial nails must be removed during the Intake process prior to transfer to your housing unit.

EDUCATION PROGRAMS – Refer to WI Admin. Code 309.55

PIOC can achieve their personal goals through training, hard work and a desire to succeed. MSDF offers educational opportunities for PIOC who want to improve their future, and further their learning experience. If you want to participate in educational classes, submit an Interview Request (DOC 761) to the Teacher on your floor.

Once you are in class, you must stay until the end. If you leave prior to the conclusion of the session, you must return to your cell until class is complete. Once class has concluded and if it is your dayroom time, you may resume your normal dayroom activities.

EMERGENCIES

The following actions are to be taken by PIOC whenever these emergencies arise:

A. Severe Weather

- When on the units, you will be notified by unit staff that a severe weather alert has been implemented. All PIOC will return to their rooms and sit on the floor with their heads protected by their arms and covered with a blanket or mattress if available, and time permits.
- All PIOC will remain in the designated areas unless otherwise directed by staff.
- If you are in a program or work area, staff will direct you where to go during the emergency.

B. Fire

- Upon hearing a fire alarm, wait for instructions from the unit staff. If a fire occurs in your room, exit the room (if possible), shut the door, and notify unit staff immediately.

C. Other Emergencies

- Upon notification, clear the dayroom immediately and follow the given directions. Failure to do so immediately will result in disciplinary action.
- Do not leave the designated area for any reason until authorization is given to return to normal activities. An instruction to clear the dayroom is a direct order; respond immediately and cease all conversations. Drills will be held occasionally so you understand the emergency procedures. This is done to ensure the safety of everyone. All notifications or drills should be taken seriously. Problems will be prevented if everyone follows the emergency procedures (rules) and stays calm. There are visual evacuation plans posted on each pod.

UNIT GENERAL RULES

1. Use of call buttons inside of the cells is for medical emergencies, medication pass, or for reasons to advise staff of an urgent need.
2. Consider the rights and feelings of others in your unit. Yelling, loud talking, excessive noise or profanity is not allowed.
3. Bright lights in your cell will be on from 11:00 am to 11:00 PM. The dim cell lights will be turned on at 6:00am. This is in effect 7 days per week. Full dayroom lights will be on from 6:00 a.m. to 11:00 p.m.
4. Visiting between PIOC will be in the dayroom only. Only you and your roommate are allowed in your room. At no time are you allowed on the opposite tier to which you are assigned without authorization from staff (i.e. cleaning and Tele-visit room use). Door visiting is not allowed.
5. No more than four PIOC will be permitted at a table at one time. There will be no spectators standing or sitting next to the tables. All chairs will be square with the tables.
6. No food items are allowed to be eaten in the dayroom during dayroom hours. Beverages purchased from canteen (soda, coffee, etc.) along with water and ice is allowed to be consumed in the dayroom area as long as they are in a cup. Soda and juice bottles are not permitted in the dayroom.
7. Furniture is to be used as it is intended with no feet on tables, chairs, etc. There is to be no rocking back on the chairs or sitting on tables. Furniture is not to be moved without staff's permission.
8. You are responsible for any damage and/or contraband in your room. Therefore, inspect your room as soon as you move in and report damage/contraband immediately to an Officer.
9. Nothing but bodily waste and an appropriate amount of toilet paper may be flushed down the toilets.
10. Rooms must be made neat and orderly before you leave your room for any purpose.
11. Beds are to be neatly made when not occupied.
12. Shadow boxing or any other type of martial arts practice is not allowed in the institution.
13. Nothing should be hung on cell walls, ceiling or doors.
14. Officers have access to PIOC rooms at all times.

15. Windows, lights and vents are to be kept free of obstructions. You may not cover your vents or lights under any circumstances. Violations of these rules may result in disciplinary actions. You may be charged with restitution for cleaning out vents (\$40.00) or for broken air handling equipment.
16. Kitchen, HSU, Restrictive Housing and Intake workers will be allowed to make up dayroom activities on days scheduled to work based on unit schedule.
17. You are not allowed to transfer property between PIOC without staff approval. This is in violation of DOC 303.40, unauthorized transfer of property and you may be subject to discipline.
18. "Privacy curtains" are not allowed to be affixed to any portion of your cell. (I.e. windows, door, bed frame, desk, locker, bars, ceiling, sprinkler heads, walls or vents). This is not allowed at any time for any reason.
19. All PIOC are expected to practice good living and work safety at all times. Being safety conscious and knowing the conditions of the environment around you are important ways to prevent accidents. Be aware of the specific work related safety guidelines and procedures:

NEWSPAPERS/MAGAZINES

You may not take any available state newspapers or magazines back to your room. They may only be read in the dayroom and are to be returned to the Officers' station as soon as you are done with them. In addition you are not allowed to alter or cut any items out of any newspaper or magazine regardless if it is the unit's or your personal copy.

LAUNDRY

Standard clothing issued in Intake are as follows: 2 yellow/red tops, 2 yellow/red bottoms, 2 T-shirt, 2 pairs of undergarments, 2 pairs of socks and 1 pair of institution issued shoes. In addition, you will receive your bedroll which consists of 1 blanket, 2 flat sheets, 1 pillowcase and 1 bath towel upon entry onto your assigned unit. If you are in possession of excess laundry items you may be disciplined.

You must have at least one pair of long pants and blue shoes in your possession to be worn when leaving the facility to attend court, on Wardens order, or otherwise directed.

Clothing needs to be inspected **immediately** upon receiving it. It is your responsibility to report receiving any damaged or altered clothing to staff. Failure to do so will result in payment of restitution for any damaged or altered clothing found in your possession.

October to April: One (1) additional blanket will be issued to you (in conjunction with the October blanket exchange).

April to October: The extra blanket will be collected.

Undergarments, t-shirts, socks and towels are exchanged on a 1:1 basis two (2) times per week. All other clothing and linen are exchanged on a 1:1 basis one (1) time per week. Please see your unit calendar for your exchange days.

CELL CHANGES

Cell change requests are generally not granted at the PIOC request. Cell changes may only occur with permission of the Unit Manager/designee.

MOVEMENT

You are restricted to your pod area unless you have a specific assignment, or are called by staff to another area. You will be required to sign out if you leave your pod and sign in upon your return. When leaving your unit, you are expected to have on a yellow or red top and bottoms or shorts and shoes (no shower shoes or sandals). The yellow or red top must be tucked in.

LEISURE TIME ACTIVITIES – Refer to WI Admin. Code 309.36

Recreation and Leisure time activities are recognized as a key life area as it pertains to criminogenic needs. To aid the PIOC population in their successful reentry into the community, it is the procedure for MSDF that structured recreation and leisure time activities will be provided to enhance involvement and satisfaction in pro-social activities. During such times, the pod dayroom will be used solely for the purposes of facilitating the scheduled activity/event. No regular dayroom activities or phone calls will be permitted. Additionally, Recreation Leaders will provide programming on most pods as scheduled. Some sessions will be spent doing various exercise or physical activity (i.e. core, agility, strength training, etc.) while others will be used for leisure activity (i.e. board games, card games, art, music, etc.). During such times, the pod dayroom will be used solely for the purposes of facilitating the scheduled activity/event. Please contact the Recreation Leader with any suggestions or ideas for activities.

PIOC PHOTOGRAPHS

PIOC that would like to request their pictures be taken should put in a disbursement request to “PIOC Photos”.

BOARD GAMES

You are responsible for returning the game in the same condition as it was checked out. You are expected to keep the noise levels down when playing any games. Unit games are to be played in dayroom only. Slapping of dominoes, cards, or dice on tables is not permitted at any time. Table covers are required to be on the tables when playing games.

RECREATION ROOM

- PIOC are to enter the recreation room in an orderly fashion.
- Up to 7 PIOC are allowed in the recreation room at a time for recreation purposes.
- You must be active to stay in the recreation room
- No PIOC or group of PIOC may control the recreation room area.
- Anyone caught abusing recreational equipment will be sent back to their cell and discipline may occur.
- No horseplay, sparring, loud noise, foul or abusive language will be tolerated.
- **Only water** is permitted in the rec. room area. No food products or other beverages are allowed.
- Head coverings are not permitted in the recreation room.
- No personal electronics, mail, photos or other items are permitted in the recreation room.
- Supervisors may close the recreation room if any of these rules are violated.
- If a staff member observes an activity they feel is inappropriate behavior, it is that staff member's discretion on how to handle the behavior.

TRAINING DAYS

On the first and third Wednesday of each month, MSDF programming, recreation, routine activities and movement may be interrupted for varying periods of time to accommodate training.

No general visits are allowed on Training Days. Attorney and other authorized professional visits will continue. PIOC are responsible for informing their visitors that there will be no visiting on these days, and to take care of personal/business needs prior to these days.

Training days may change per institution need. Adequate notice will be posted for all PIOC and visitors.

UNIT BULLETIN BOARDS

Bulletin boards are located on each unit where information such as rule changes, schedules, announcements, appointments, institution and unit information, will be posted. These boards should be checked regularly, as each PIOC is responsible for knowing this information. PIOC may not remove any paper or staples from the bulletin boards, nor post any materials without the Unit Manager's approval.

UNIT LIBRARIES

Modifying, destroying or altering any book is not allowed. The books provided are a resource to everyone on the unit. An area within each unit will be designated as a unit library. These libraries consist of a variety of books.

- Only 2 PIOC are allowed in the unit library at one time. Loitering is not allowed. You are there to pick out a book, not to sit and read it.
- Books and other materials from the unit library may be taken to your cell to read. Reading materials are to be returned to the unit library once you are done with them.
- You may only have two library books in your possession at any given time.

UNIT TELEVISIONS

Television sets are located in each dayroom and will be controlled by staff.

FOOD / DRINK

WATER/ICE MACHINE

Ice is available for use only during dayroom hours and meals. You are limited to 1 cup of ice at a time, nothing larger than 22oz. containers. Ice must be retrieved prior to sitting for your meal. Once you are seated at meal time, you may not get up for ice. If you spill something, clean it up, or staff may close down the entire area.

Do not pour anything down the drain of the ice/water machine.

HOT WATER DISPENSERS

If your assigned unit is equipped with a hot water dispenser, it is for use only during dayroom times. You are not permitted to use during meal times, except as directed by staff. If you want to use the dispenser during your dayroom time, the following must be adhered to:

- Only 1 PIOC is permitted to use the dispenser at a time
- You are not allowed to make food for any other PIOC.
- You are not allowed to “prepare” your meal at the location of the dispenser. If you want to use the hot water dispenser, you are to take your cup or bowl, fill it with water, and proceed back to your cell to mix or prepare your food. Mixing your food is not permitted in the dayroom.

CUPS

Only institution issued clear cups or personal cups 22 ounces or less may be taken into the dayroom area. No altered cups or containers may be used. You may not return to your cell to retrieve your cup during mealtime. If you return to your cell without staff permission, your mealtime will be considered over. Do not throw cups which are issued to you away. You may wash them yourself or exchange 1:1 if needed.

MEALS – Refer to WI. Admin. Codes 309.23 and 379.16

The only personal canteen items listed under the “Condiments” section of the canteen menu can be brought into the dining area during any scheduled meal, limit of 2.

When your tier is called to eat, this is your opportunity to join the meal line and go through it ONCE. You may eat only when your tier is scheduled to eat unless authorized by staff. While you wait in line, stand single-file and keep conversations at a reasonable level.

- Reserving of seats is prohibited. Once seated at a table, you may not go through the line again or move to another table. If you get up for any reason without permission, your meal is considered over and you must return to your room.
- You are allowed one (1) carton of milk per meal when served.
- You are allowed to bring out to the meal, your personal cup with any beverage you purchased from canteen inside it (no containers).
- No food items from canteen are allowed during the meal.
- Trading of food while in the food line or between tables is not permitted. You may only trade food with those seated at your table.
- You are given up to 20 minutes to eat. Once you are done eating, you are to return to your room.
- Loitering is not permitted. It is expected that you respect others and keeping voices and noise levels low.
- Once you have left your table, you are considered finished with your meal.
- To allow unit workers to prepare the area for meals and to complete clean up after the meals, the dayroom area will be closed during specific times.
- **No extra food will be given to unit workers.**
- PIOC who will not be on the unit or who are on a visit during meal times may request that a meal be saved for them. It is the PIOC responsibility to request that a meal be saved before they leave the unit. The saved meal must be eaten in the dayroom immediately upon the PIOC return to the unit. Trays may not be taken into the tele-visit booths.
- Other than approved medical or religious diets, there are no special meals prepared at MSDF. All meals are considered "self-select" meaning that if you do not like what is served, or cannot eat it there are other options on your tray to choose from.
- Adoption of MOST medical diets will be the responsibility of the PIOC, following diet counseling by Health Services staff. Substitute menu items, modified preparation methods or dietetic food will be provided only when deemed medically necessary.
- The standard menu is high in fiber and low in fat and cholesterol. MSDF does not serve any foods that are pork based.
- It is expected that you will dump and return your own tray to the cart after you complete your meal. **ONLY** two pieces of bread are allowed per PIOC as designated per the menu.
- You are allowed to bring two prepackaged items or 1 prepackaged item and 1 fruit back to your cell from ANY meal. (E.g. raisins, breakfast bar, yogurt any combination of 2 items or 1 prepackaged item and 1 fruit (e.g. banana, apple, pear or an orange). You have 24 hours to consume any fruit items.

Do NOT pour anything down the drain of the ice/water machine
Kool-Aid, soda, milk, etc. should be poured in the sink next to the ice machine

HEALTH ISSUES – Refer to HSU Access to Care Per WI STATS. 301.03 and 302.386

CO-PAY – Refer to WI Admin. Code 316

A co-pay of \$7.50 may be charged for PIOC requests for medical or dental services that require a face to face contact. If you do not have money in your account, you will still be seen and your account will be charged.

As defined by the Administrative Code Co-payment will NOT be charged for the following:

- A review of a medical record; however, the PIOC will be charged for copies of medical records according to department policy and procedures (15 cents per page; 30 cents for a two-sided page)
- An actual medical or dental emergency as determined by a physician, dentist or registered nurse.
- Any medical, dental or nursing services needed as a result of an injury from an institution work assignment.
- Written referrals from one health care provider to another health care provider.
- A follow-up medical, dental or nursing appointment that is necessary and scheduled by a health care provider.
- Any other appointment determined and scheduled by a health care provider.

DENTAL SERVICES

Dental services are available Monday through Friday. To request dental services, submit a **YELLOW** Dental Services Request (DSR) DOC 3392. Services are prioritized according to needs, so be specific regarding what your dental problems/needs are. If you were on a waiting list at a previous institution, you need to submit another Dental Services Request to get on the waiting list at MSDF.

HEALTH SERVICES UNIT (HSU)

While at MSDF, the Health Services staff will be responsible for providing health care to you. They will determine all medications and treatments that are necessary. Outside consultants only make recommendations. You are also expected to participate in your health care.

MEDICAL SERVICES

Routine, non-emergency health care is accessed by completing a **BLUE** Health Services Request (HSR – DOC 3035) form. Submit requests to the HSU mailbox. When filling out the request form, indicate the reason for the request by checking the appropriate box in the middle section of the form. Also, a brief description must be written in the next section of the HSR to provide staff with more detailed information regarding your request. HSR's will be collected daily from the housing units and reviewed by health care staff. You will receive a written response to your request within 24-48 hours. You will first be seen/evaluated by a nurse. There may be \$7.50 co-pay. You will be referred to the physician or nurse practitioner if the nurse determines it is necessary. There is no co-pay for the referral to the physician or nurse practitioner appointment. If you submit an HSR and decide you do not want to be seen or refuse services, you must communicate that in person to the nurse/physician/nurse practitioner and you will be required to sign a "Refusal of Recommended Health Care" form (DOC 3220).

In the event of a health emergency that cannot wait for sick call rounds, report your needs to the Officer who will contact the HSU. There is a nurse available on-site 24 hours a day for emergency care. Some over the counter medications are available for purchase through the canteen. Over the counter medications are also available by submitting a Health Service Request.

However you will need to be seen by the nurse in sick call and co-pay may be charged. Paying a co-pay for HSU assessment does **NOT** guarantee the issuance of an over the counter medication(s).

MEDICATIONS

There are 2 types of prescribed medications – controlled and non-controlled. Non-controlled medications have a white prescription label and may be in your possession. You must keep these locked in your own footlocker. You will be responsible for following directions, self-administering the medication and ordering refills. Submit refill requests by sending a white Health Services Request (DOC 3035C) 4 to 7 days before you will be out of medications. Refill requests submitted more than 7 days before you are out of medications will not be processed. If you have not received your medication refill after 5 days, submit a Health Services Request indicating that you have not received your medication refill.

Controlled medications have a yellow label and will be administered by a nurse at scheduled times. HSU staff will only administer medications that have been ordered by the physician or nurse practitioner. Personal or state issued clear cups must be used when receiving your medication. The Nurse/Officer will observe you while you take your medication and may direct you to open your mouth and stick out your tongue to insure that the medication has been swallowed. **If you do not want to take your medication, you will still be required to come to the unit HSU room and tell the nurse in person.** All staff are instructed that you must refuse in person. If you refuse to tell the nurse in person, and have to be ordered by staff that it is your responsibility to refuse in person, disciplinary action may be taken.

Medication cards with unused, discontinued, or outdated medications must be given to the medication nurse for return to HSU. Non-controlled medications that may be kept on person (KOP) include rescue inhaler, nitroglycerine tablets and glucose tablets. Any loose medication that is not on a labeled medication card will be considered contraband.

COMFORT ITEMS

PIOC requesting a special need (low bunk extra pillow, etc.) must submit a request to the Care and Comfort Committee for review. HSU no longer gives permission for special need items. Any renewals of current special needs must go to the Committee. Use a Health Service Request form to submit request to the Care and Comfort Committee. Medical needs/restrictions from other institutions may or may not be valid at MSDF. You must contact the committee for review of your needs.

INJURIES/OFF-SITE MEDICAL APPOINTMENTS and HOSPITALIZATIONS

If a situation occurs that results in an injury, it is your responsibility to immediately notify the staff member supervising the area.

Off-site medical appointments and inpatient hospitalizations will be arranged through the HSU as directed by the medical providers. If you are hospitalized, you will be expected to abide by the security unit rules of conduct.

HSU staff members are not allowed to inform you of the date and time of any off-site medical appointments per security regulations.

MEDICAL/PSYCHOLOGICAL SERVICES RECORD REVIEW

PIOC may request a medical record review by submitting a Health Service Request (HSR DOC 3035), Dental Services Request (DSR DOC 3392) or Psychological Services Request (PSR (DOC 3035-B). Appropriate staff will respond to requests within 10 working days. Medical, Dental or Psychological record reviews will be scheduled within 30 days of the request. PIOC will be scheduled for a 30 minute review on the unit, in HSU or in a Restricted Housing visiting cell. PIOC must bring their own writing utensils and paper to mark pages that they wish to have copied. PIOC will complete a Disbursement Request (DOC 184) to cover the cost of the copies. The PIOC will be sent copies within 5 working days of the review provided there are enough funds in their account to cover the disbursement. There is to be no talking to other PIOC during medical record reviews. Questions regarding items in the record should be submitted on a PIOC interview request.

MEDICATION/MEDICAL SUPPLIES/PRESCRIPTION FOR RELEASE FROM MSDF

When you are released from MSDF and if you receive prescription medications, a 2-week supply of your medications will be provided to you upon release. Over the counter medications are not given upon release. Insulin, syringes and lancets will be supplied upon release as needed.

If you are receiving psychotropic medications, you will also be provided with a written prescription for the psychotropic medications for a period of 30 days in addition to the 2 week supply of medications.

You will also be provided with a Health Summary (DOC 3003) which will list your current health conditions, medications, future medical/dental appointments, and any other appropriate discharge information. You may share this health summary with your personal physician for your continued care.

PSYCHOLOGICAL SERVICES UNIT (PSU)

Psychological Services Staff are available for a PIOC at MSDF in a prioritized manner as follows:

1. Mental Health Screens and Crisis Intervention
2. Responding to Psychological Request Forms
3. Individual and group therapy
4. Interdisciplinary work with WRC, other DOC institutions, and departments at MSDF
5. Evaluations required by PRC, Parole Commission
6. Mental health evaluations for agents

Interviews must be requested via the GREEN Psychological Services Request (PSR DOC 3035-B) form available on the units. You must specify what psychological problem you are having. Notes without a specific reason listed will be given a low priority for response. PSU staff is available Monday through Friday onsite at MSDF. We are on call every day but that does not mean someone will be in the building. If there is a request to speak with someone during the evening or on the weekends, it will be first with a security supervisor.

There is no co-pay to speak with a PSU staff member about emotional concerns; however any referral regarding medical conditions will be subject to co-pay under the HSU rules.

Emergency situations involving thoughts or actions that may cause harm to yourself or to another must be reported to Unit staff immediately. It is important that you do not wait to tell an officer or other staff member when someone's life is at risk. In this case, a PSR should not be used as there is a delay between the times it is submitted by a PIOC until it is received by PSU staff. Suicidal thoughts or feelings will be treated seriously by staff. If you or someone you know is experiencing suicidal thoughts please let someone know. We need everyone's help to save lives.

PIOC COMPLAINT REVIEW SYSTEM (ICRS) – Refer to WI Admin. Code 310

OVERVIEW: The Department maintains a PIOC complaint review system accessible to all PIOC in institutions. The purpose of the (ICRS) is to provide PIOC a process by which grievances may be expeditiously raised, investigated, and decided. Prior to submitting a formal complaint, you are expected to attempt to resolve the issue on your own by following the proper chain-of-command (refer to chart on pages 30 and 31).

First if possible, discuss your concern with a staff member in the immediate area at the time of the occurrence. If the situation involves a specific staff member, discuss it with that individual. If the situation is still not resolved, contact the Department Head or the Unit Manager. It is often more effective and less time consuming to bring a concern to the immediate attention of a staff member involved in the situation. If you have not used the proper chain of command, the Institution Complaint Examiner (ICE) may return your complaint and direct you to do so. You must allow the staff adequate time to correct the situation.

- Complaint submissions must provide relevant supporting documentation. Provide details about who you talked to, when and what they said. Provide receipts with your initial submission, they will be scanned in and returned to you.
- The ICE will collect complaints weekly and acknowledge your complaint with a receipt, or return the complaint to you for correction within 10 days of receiving your complaint.
- Each complaint may contain only one clearly identified issue and contain sufficient information for the department to investigate and decide the complaint.
- A PIOC may not file more than one complaint per calendar week except for complaints regarding the PIOC health and personal safety or complaints made under PREA.

PROCEDURE:

- A PIOC shall file a complaint within 14 days after the incident. A late complaint may be accepted for good cause. A PIOC shall request to file a late complaint in the written complaint and explicitly provide the reason for the late filing. It is better to have a complaint returned to you and to re-submit it, than to have it rejected for being submitted too late.
- A PIOC shall submit a legible, signed complaint by placing it in the box labeled “PIOC Complaints” located on each unit.
- A PIOC may ask staff for a plain envelope to maintain confidentiality while in RH and staff will place the envelope/complaint in the designated area.
- Only the ICE/designee has access to the complaint box.
- Complaint submissions may not exceed two pages/500 words.
- PIOC must use a DOC-400 PIOC Complaint form. All sections of the form must be completed or it may be returned to you.
- PIOC must use a DOC-400B form if additional space is needed. The ICE will not accept extra pages written on legal pad or scratch paper.
- The ICE rejects the complaint or sends a recommendation to the reviewing authority within 30 days from the date of receipt.
- A PIOC may appeal a rejected complaint within 10 days of receiving the decision. Use a DOC-2182.
- The reviewing authority shall make a decision within 15 days following receipt of the recommendation or appeal of a rejected complaint.
- A PIOC may appeal the reviewing authority decision to the CCE within 14 days after the date of the decision or if the PIOC does not receive a decision 45 days after the date the ICE enters the complaint. Use DOC-405 (and DOC-400B if a second page is needed). This form needs to be sent directly to the CCE’s office in Madison as noted on the top of the form.
- For all accepted appeals, the CCE shall recommend that the reviewing authority decision be affirmed or dismissed, in whole or in part, and send its recommendation to the secretary within 45 days of receipt of the appeal. The CCE may extend the time for submitting a recommendation with notice provided to the PIOC.
- The Secretary shall make a decision within 45 days following receipt of the CCE’s recommendation. The secretary may extend the time for making a decision for good cause with notice provided to the PIOC.

FORMS & COMMUNICATION:

- The forms listed above are available to a PIOC from the unit floor officer during dayrooms. A PIOC housed in restrictive status must request forms when supplies are being issued.
- It is very important to follow the directions on all the ICRS forms. Incomplete forms will be returned to the PIOC.
- If a PIOC has questions about the progress of their complaint investigation, they may write an Interview/Information Request to the ICE.
- If complaints have been resolved, inform the ICE.

MAIL – Refer to DAI Policy 309.04, 309.05 and 303.49

GENERAL MAIL

LETTERS TO PIOC should be addressed:
MR. JOHN DOE (#PIOC Number)
MILWAUKEE SECURE DETENTION FACILITY
PO BOX 05911
MILWAUKEE, WI 53205-0911

PACKAGES deliveries should be addressed:

UPS/FEDEX/ETC
MR. JOHN DOE (#PIOC Number)
MILWAUKEE SECURE DETENTION FACILITY
1015 NORTH 10th STREET
MILWAUKEE, WI 53233

A PIOC must advise those they correspond with to only use the PIOC mail post office box (PO Box 05911). (Note: Any items you receive from a retail store must bear the store’s stamp or sticker, and receipt– the return address cannot be hand-written or typed).

On packages you mail via commercial carrier (UPS/FEDEX/ETC), be sure the address you put on the package is correct. Charges may apply if corrections are needed. The amount charged will be taken from your account by the Business Office.

A PIOC may correspond with anyone outside MSDF (unless someone is expressly denied), and as long as your correspondence does not violate any institution rules, state or federal laws, or court order.

You are only allowed to have 25 personal letters in your possession at any given time. No mail is to go out, or come into the institution through other PIOC's, staff, visitors or volunteers. In addition, mail to be sent out will be returned to you if there is additional writing on the outside of the envelope or if your DOC number is missing. Additionally no items may be glued, taped, stapled or otherwise affixed to the envelope. This will delay the sending out of your correspondence. The only legal way that mail may come in to the Institution, or leave the Institution, is through the Institution Mailroom. MSDF does not accept "Postage Due" mail.

Exempt Correspondence: See DOC Policy 309.04.01.

Any mail that is not sent to the parties referenced in this policy will be opened and inspected by the staff. If mail contains contraband or if the PIOC refuses to show the contents of the envelope to staff, staff may take the correspondence. If the inspection reveals contraband or violation of institution rules, prosecution or disciplinary action may be taken and future mail privileges may be withdrawn or suspended. A suspension may last up to six months. If outgoing mail is denied, the PIOC will be notified. If incoming mail is denied, the receiver will be notified by Notice of Non-Delivery of Mail/Publication (DOC 243). Appeals must follow the chain of command.

When there is reason to believe the security of the institution may be impaired, the Security Director/designee may have mail opened for inspection. Outgoing mail (to anyone other than a PIOC) may be sealed. You must have your complete name, number, institution name, and return address on the envelope. (Letters without this will not get mailed.) All PIOC outgoing mail will be stamped per DOC 309, THIS LETTER HAS BEEN MAILED FROM THE WISCONSIN PRISON SYSTEM. Outgoing mail will be picked up in your unit and delivered to the post office the next postal day. In order for a PIOC mail to go out the following day, mail must be in the pod's mailbox before the close of evening dayroom time. Mail will be distributed and go out Monday through Friday. There is no mail delivery or pick up on Saturdays, Sundays, or holidays.

Envelopes, aside from greeting cards purchased from canteen, may not have stamps on them. If additional postage is necessary, a Disbursement Request (DOC 184) payable to MSDF – Postage, may be used in conjunction with the stamp for additional postage. Disbursement Requests may not be used alone for postage, except in cases of certified, registered overseas airmail, packages, or 9 x12 and 10x15 envelopes. If you do not have sufficient funds to cover the additional postage, items will be returned to you.

If you want to send a letter by certified mail, attach a Disbursement Request (DOC 184) payable to "MSDF – Postage." Place certified mail in a larger size envelope. There is an additional charge for this service through the postal service. Outgoing certified mail may be delayed due to postal regulations. PIOC's should anticipate additional processing time when sending out certified mail. Leave amount blank as the mailroom will add on the appropriate postage.

MSDF will not deliver incoming or outgoing mail if the mail violates Administrative Code DOC 309.

PIOC-TO-PIOC MAIL

- All mail between PIOC's will be read. If the contents reflect communication concerning joint legal proceedings, the review will cease at once and shall be delivered. Mail with a PIOC notation on the envelope or contents indicating "legal mail" will be reviewed by staff to verify the claim of "legal mail" by reading a portion of the correspondence.
- All PIOC-to-PIOC mail must be submitted for mailing unsealed. If the envelope is submitted sealed, it will be returned to the sender. In order for staff to properly identify PIOC-to-PIOC mail, the mailing address on the envelope must

contain the receiving PIOC's full name, full name of the institution, and the institution address. Envelopes without this information will be returned to the sending PIOC. If unidentifiable, the envelope will be destroyed

MONEY / ACCOUNTS – Refer to WI Admin. Code 309.45

ACCOUNT DEDUCTIONS

Funds received for **any** DAI or DCC PIOC to be deposited into their accounts from any source shall have deductions taken per the deduction schedule on DAI Policy 309.45.02. Not all deductions will apply to all PIOC, however if there is an eligible obligation according to your status, those charges will be deducted from deposited amount of money into the PIOC account until the obligation is satisfied. When deductions are taken per the deduction schedule, there is a chance that 100% of the deposited amount can be taken, depending on what is owed for each priority on the priority schedule.

CANTEEN

The canteen schedule is posted on each unit. Instructions for properly placing canteen orders via the canteen phone system are posted on the unit. Failure to accurately enter your order via the phone system may result in your order being rejected. If your order is rejected, you will not be able to order until the following week, so pay close attention to the instructions.

You are only allowed to place 1 (one) order weekly up to \$50.00. Canteen prices and a menu of items carried are available on the units, and is subject to change depending on product availability. Your canteen will be returned if you are OCO/OWO and if you are in TLU when your canteen order is scheduled to be received. Sufficient funds must be in your account to cover the canteen items purchased. MSDF does not give out canteen loans. Over drafting your account is not allowed. To receive your canteen order on your scheduled canteen day, you must wear and display your DOC picture ID. Failure to do so will result in your order being returned without reimbursement. Moving to a new pod or floor does not require you place another order on the canteen phone system, your order will follow you and be re-routed after it arrives in the facility.

Items ordered cannot be refused. If you refuse your order or refuse to sign your receipt, you will still be charged for the order. If items are received that were not ordered, these items can be returned for credit by following the guidelines stated in the institution policy and procedure on PIOC canteen. It is your responsibility to make sure that all items are in your order before you sign for your canteen. Once you sign for it, it is yours and you must accept what is received.

Any consumable items must be used up within ninety (90) days of purchase, or the item will be considered contraband. Upon transfer from another institution, the 90 day time limit to consume/use items will still apply.

DISBURSEMENT REQUESTS FORMS

The Disbursement Request form (DOC 184) must be used for all account transactions. This includes all financial transactions within the institution, requests to order merchandise from outside the institution, and for sending money to private individuals.

1. Disbursement Requests must be filled out **completely**. If a form isn't completely filled out it will be returned to you.
2. After processing, PIOC Accounts will return the yellow copy to you.
3. The Business Office processes Disbursement Requests once a week.
4. Do not submit duplicate disbursement request. They may be processed if funds are available.
5. Disbursement Requests must adhere to the following guidelines:
 - a) A stamped addressed envelope must be submitted with each Disbursement Request that requires mailing. The disbursement request should be attached to the envelope or left sticking out of the envelope. Do not fold the disbursement request or put it inside the envelope or the Mailroom will mail it. Institution staff will not look-up personal addresses for a PIOC. Orders are mailed in the provided envelopes and addressed by the PIOC. Incomplete addresses or illegible writing may result in the mail being returned.
 - b) A check cannot be sent to any party who has sent the PIOC money within the last 30 days.

- c) Money or gifts may be sent to close family members who are on the visiting list with UNIT MANAGER Approval. (A close family member is defined as a PIOC natural, adoptive, step and foster parents: spouse, children, grandparents, grandchildren, or brothers/sisters).
- d) No transactions will be permitted which involve a “time payment plan” or credit of any type.
- e) Disbursement Requests for merchandise must be approved by the Unit Manager. Requests for release clothing should contain the release date. A copy of the Disbursement Request is **NOT** sent to the vendor with the check, therefore a PIOC should not use the Disbursement Request as a substitute order form.
- f) Disbursement Requests for photocopies should be submitted to the department that is making the copies. The Business Office does not do copying. The “Pay To” box on the request should indicate Milwaukee Secure Detention Facility (MSDF).
- g) Disbursement Requests for commercial carrier packages, additional postage, express, certified or registered mail are to be approved by a staff member and attached to the envelope and submitted to the Institution Mailroom. Mailroom staff will determine the charges and forward the Disbursement request to the Business Office for processing. “Pay To” box on the request should indicate MSDF. Leave amount blank as the mailroom will add on the appropriate postage
- h) Disbursement requests for replacement ID’s should be forwarded to Intake with the “Pay To” box on the request should indicate MSDF.
- i) HSU staff must approve disbursement Requests for medical co-pays. The “Pay To” is MSDF.
- j) In some cases, the Unit Manager may not immediately approve the Disbursement Request, it will be done as fast as possible. PIOC wishing to appeal the denial of a Disbursement Request may do so through the established PIOC complaint procedure.
- k) You may not transfer monies from PIOC-to-PIOC, or institution to institution.
- l) PIOC’s may request a Disbursement Request to be stopped by writing the Business Office. If the transaction has not been processed, the Business Office will return the Disbursement Request to the PIOC. If a transaction has been processed and sent out, there is nothing further the Business Office can do to stop the order.

VOIDING OF CHECKS

A PIOC residing at MSDF may request the Business Office to void a check up to 120 days after issue. Submit an interview request containing the check number, date of issue, amount and payee.

FUNDS

Funds from Family/Friends need to go through the website “Access Corrections Secure Deposits”. Family/Friends should go online or call the toll free number (866) 345-1884 to deposit any funds to your account.

Funds being sent from a county facility (HOC or a county jail), or from an out of state facility, can take up to 30 days to arrive and be placed into your account. If your funds have not been received after 30 days, it is your responsibility to contact that facility to track your funds. You may write directly to the county facility that you came from prior to the 30 days if you choose.

PIOC COMPENSATION – Refer to WI Admin. Code 309.55

PIOC payroll is posted BI-weekly. For payroll posting dates refer to PIOC Pay Periods schedule posted on the units. Payroll information is submitted to the Business Office by work supervisors. It is the PIOC’s responsibility to have an approved DOC-1408. If a PIOC feels that they were paid incorrectly, they must contact their work supervisor.

The following is the hourly pay rate schedule:

VOLUNTARY UNASSIGNED	00/HOUR
INVOLUNTARY UNASSIGNED AND SICK CELL (40 HOURS PER WEEK).....	.05/HOUR
FULL TIME PROGRAM PAY (7 HOURS PER DAY)15/HOUR

RANGE 2.....	.19/HOUR
RANGE 3A (WORK)....	.26/HOUR
RANGE 4.....	.35/HOUR
RANGE 5.....	.42/HOUR

DAI PIOC, permanent placement or those who are awaiting transfer to DCI will be paid at the involuntary unassigned rate until proper work assignment paperwork (DOC-1408) is submitted and approved, before workplace pay will take effect.

A DAI PIOC MUST have a GED, high school diploma or higher to be eligible for any paid institution positions. A PIOC working weekends and holidays will receive an additional 2 cents per hour with submission of proper notations on timesheets.

Account statements will indicate wages placed in the PIOC account. Any pay discrepancies should first be discussed with the work/program supervisor or unit staff if unassigned. References to account balances should be addressed to the Business Office. Requests should include specific amounts in disagreement, and reason the PIOC believes an error has been made.

PIOC ACCOUNTS

Account Statements: PIOC will receive a statement of account activity a minimum of once per month.

TYPES OF ACCOUNTS

1. **Regular:** Receipts, PIOC pay, and refunds are deposited to this account. A PIOC may request to have regular account funds disbursed for any reason consistent with DOC 309.49.
2. **Savings:** Pre-established savings accounts will be maintained; no new accounts will be opened. See Allowable Usages per DOC 309.46.01.
3. **Release:** PIOC's have to provide funds for release. These funds may not be disbursed for any reason until the PIOC is released to field supervision, except to purchase adequate clothing for release and for out-of-state release transportation. For exceptions, see DAI policy 309.45.02, attachment A. Release Funds Allowable Uses.

RELEASE ACCOUNT

All PIOC shall have a release account established. Ten percent (10%) of all money receipts and wages will be diverted into the release account. All deposits into a PIOC account are subject to the release fund deduction except:

1. PIOC complaint decision settlements.
2. Interest earned on regular savings accounts.
3. A PIOC may request that regular account funds be transferred to his release account up to the release account limit. Release funds usage (see 309.45.02).

RELEASE CHECKS

PIOC funds will never be released through the MSDF lobby.

ES/MR: DAI PIOC account balances for individuals in this status will be dispersed on the day of release, according to the instructions provided by the supervising agent on the DOC-15.

Maximum Discharge: DAI PIOC account balances for individuals in this status will be dispersed to the PIOC on the day of discharge.

DCC Release: DCC PIOC account balances will be forwarded to the PIOC agent of record. This will take approximately 7-10 business days.

SAVINGS ACCOUNTS: MSDF does open new savings accounts.

CERTIFIED/NOTARIZED COPIES OF TRUST ACCOUNT

If you need a certified/notarized copy of your PIOC trust account to submit to a court, you must write to PIOC Accounts. On your written request you must advise of the type of statement needed, the number of copies needed (\$0.15 per page) and the time period needed. With your request include a completed disbursement request for copies and any additional postage; postage paid, addressed envelope.

A certified/notarized copy of your account activity will not be sent to you. You will receive the yellow copy of the disbursement request when the statement is mailed. This can take up to ten working days. No institution staff will make photocopies of a certified copy of a trust account statement.

PROPERTY - Refer to WI Admin. Code 309.02

No property may be dropped off by family/friends for a PIOC who is housed at MSDF. Also, no property may be picked up from the facility upon a PIOC's release from or who is housed at MSDF.

PERSONAL ITEMS

Personal clothing, other than clothing purchased from a DOC approved vendor, is not allowed in the PIOC's possession at MSDF.

When you arrive at MSDF, staff will inventory your property prior to the escorting agency leaving MSDF. Your property will be inventoried in your presence. Any items considered contraband will be returned to the escorting agency. If the contraband is in a sealed bag from Milwaukee County Jail (MCJ), the unopened bag will be returned to MCJ. If need be, MSDF can provide you with the proper paperwork to have the item picked up from MCJ.

MSDF will ONLY store the following property for any DCC PIOC:

- | | | |
|-------------------|---------------------|-------------------|
| • 1 Coat | 1 pair of pants | 1 cellphone |
| • 1 Shirt | 1 pair of underwear | Jewelry |
| • 1 pair of socks | 1 pair of shoes | Credit/bank cards |

CONTRABAND

Contraband items (cellphone, jewelry, credit/ bank card) that were on your person at the time of arrest will be stored in property until you are released or transferred. If released directly to the street from MSDF your contraband items will be returned to you once you are outside of the facility. If you're being transported by an outside agency, they will be given to the transporting agency and they will return those items to you in accordance with their policy. You may make arrangements with the Unit Manager/Social Worker to have these items picked up. The Unit Manager will notify property that you have designated someone to pick those items up, we will not call anyone to make these arrangements. It is your responsibility as the property owner to make these arrangements to have these items picked up. Your designee may also call the institution to pick your contraband items up, staff will verify this with you before releasing any contraband items.

When revoked, a PIOC shall be given an opportunity to either mail out or dispose of any non-allowable personal property. This process will **ONLY** be done the day that you leave for DCI/TCI, not prior. If you do not have adequate funds to mail out your property at that time, the Business Office will issue an overdraft to your account which will be collected from future incoming funds. Should you not be revoked, the personal property you arrived with will be issued to you upon your release from MSDF.

Administrative and/or facility staff will establish what allowable items and their limits that PIOC may have in their rooms. It will be up to the PIOC to maintain these limits. Any non-allowable or excessive items must be disposed of, or mailed out at your expense.

DCC PIOC who exceed these property limits will have two options to be in compliance with the property limits:

1. Have property disposed of by filling out DOC-237 (Property Receipt/Disposition) for destruction of property.
2. Mail property out at the PIOC expense. You must have money in your account. Complete a Disbursement Request (DOC 184) w/the name & address of where the items should be sent to. Send the items and the DOC 184 to the property department.

DAI PIOC (DAI DESIGNATED PODS ONLY)

Personal clothing and personal items that are not allowed at MSDF will be inventoried and stored in the property room until the PIOC departs the institution and property will follow the PIOC to his/her next destination. If non-approved clothing items are ordered from MSDF through a vendor, it will be returned. MSDF is not a storage facility and you are not allowed to order any personal property that does not meet our guidelines.

DAI PIOC who exceed the property limits will have two options to conform to the property limits, per administrative code 303.10:

1. Mail property out at the PIOC expense. You must have money in your account. Complete a Disbursement Request (DOC 184) w/the name & address of where the items should be sent to. Send the items and the DOC 184 to the property department.
2. Have property disposed of by completing a DOC-237 (Property Receipt/Disposition) for destruction of property.

A PIOC who exceed the property limits will not have the option to store the excess property within the institution. Once property has been identified as excess property the PIOC must complete DOC-237 (PROPERTY RECEIPT/DISPOSITION). The institution will hold the excess property for 30 days. Excess property left in the institution over 30 days will be destroyed or given to charity.

Only clothing ordered by a PIOC for their release to the community from MSDF can be ordered and will be stored with your property. These clothing items may be ordered no more than 6 weeks prior to your release date. Release clothing is limited to the following items: pair of pants, pair of socks, pair of shoes, pair of underwear, one coat, one hat, one shirt/sweater/sweatshirt, and may only be received no more than 30 days prior to release. Clothing from family may only be mailed in to the facility (no drop-offs allowed).

PROPERTY

Any PIOC property received from a retail outlet must be new. All items must be shipped directly from the vendor where they were purchased. All items received must be accompanied by a printed receipt from the vendor. Property items received, but not approved, may be returned to the retail outlet from which they were received or forwarded in the mail to a person on the PIOC visiting list (at the PIOC expense) by completing a DOC-237. PIOC's must fill out a DOC-184 Disbursement Request. They also have the option to dispose of the not approved property.

1. A record must be kept of all authorized property in your possession utilizing the property form (DOC-236/237).
2. All PIOC personal property, excluding electronic equipment, fans, etc., shall be stored in receptacle (s) provided by the institution (i.e., dressers, lockers, footlockers).
3. The cost of individual or combination electronic items may not exceed \$350.00 in value (television, radio, headphones, clock, fans and tablet).

Personal footwear shall only be permitted with the written medical order from HSU. Further approval from MSDF Security personnel also needed per medical recommendation.

A DAI PIOC staffed to MSDF is allowed to order 1 pair of shoes from the approved vendor catalogs.

HEAD COVERINGS/RELIGIOUS EMBLEMS – Refer to Admin. Code 301.32 and 309.61

Religious head coverings are permitted. A PIOC requesting religious head coverings must submit a request to the Chaplain. In addition, head coverings and religious emblems ordered off of canteen may ONLY be worn **in your cell only**.

HYGIENE/CANTEEN PROPERTY

Canteen purchase receipts will be required to verify purchase dates and proof of purchase. A PIOC canteen limits in their rooms must be the same as what is allowed to be purchased of each item from the canteen list, (canteen order limits). At any given time a PIOC may only have in their possession canteen items totaling the allowable amount of items specified on the canteen menu's limits (i.e. 10 bags of chips can be ordered at one time, so only 10 bags of chips may be in the PIOC possession at one time).

Envelopes may be purchased through Canteen or approved Vendor Catalogs. A DOC-184 is only allowed for extra postage on embossed envelopes. No metered postage will be affixed to blank envelopes, any disbursement requests for postage on a blank envelope will be returned to the PIOC.

No hygiene or other consumable items from any County facility are allowed at MSDF.

Hygiene and other consumable items sent with a PIOC upon transfer from another DAI facility are allowable provided that they meet the specifications in DAI 309.20.01.

ELECTRONICS: DAI Designated Pods ONLY

Electronics (Radio, Clock, Fan, TV or Tablet (DAI ONLY) must be purchased through a DOC authorized retail vendor. A PIOC who is authorized and resides in a room which has electrical outlets will be given the opportunity to purchase these allowable items. You are not allowed to order electronics until you are housed on a unit where electronics are allowed. If electronics are ordered prior to you being housed on a unit that allows them, they will be denied and it will be your responsibility to immediately mail those items out of the facility at your expense. MSDF will not store these items. You may only use your own electronics. You may not use or keep any other PIOC electronics. When you are released you must take your electronics with you. You may not leave your electronics for another PIOC to use nor are you allowed to throw them away.

TELEVISIONS: DAI Designated Pods ONLY

The television set, clear or transparent only, must be purchased through a DOC authorized retail vendor.

Be advised that approved electronic equipment, including televisions (DAI only) and radio must be used with headphones only (no use of speakers). Violations may result in the confiscation of your electronics as well as other disciplinary sanctions. Also, all TV's and radios must be turned off during standing count procedures and when you are out of your cell.

RADIOS: DAI Designated Pods ONLY

Clear and transparent PIOC radios may have AM and/or FM station capability. Only AC usage will be allowed in the institution. You must have headphones to use your radio. Police and short-wave bands are not permitted.

CLOCKS: DAI Designated Pods ONLY

Clear or transparent alarm clocks and radio/alarm clocks are allowed at MSDF. You may not be in possession of both a radio/alarm clock and a radio. You may only possess one or the other of the aforementioned items.

HEADPHONES: DAI Designated Pods ONLY

1. You may possess one pair of earbuds and one pair of headphones, clear only.
2. The maximum length of the headset cord may not be longer than 12' fully extended. Detachable cords are not allowed.
3. No volume controls, power boosters or control boxes are allowed.
4. No radio headsets are allowed.
5. You will not receive your electronic item until you have the correct headphones.
6. MUST be used with all in-cell electronics.

HOBBY ITEMS

As listed in DAI Policy # 309.36.01 (for both DAI and DCC PIOC)

TAMPER PROOF SEALS

- Tamper proof seals will be affixed to a PIOC electronic items including; radios, televisions and other items in which contraband can be concealed.
- The number of seals will be determined by the size or shape of the item.
- Destruction or alteration of seals by a PIOC may result in disciplinary action and/or removal of the item in question per 303-Discipline.

WATCHES

A limit of one (1) clear watch per PIOC shall be allowed to be purchased from a DOC authorized vendor. Watches with functions other than the time and date will not be permitted (i.e. indigo, lighting, sound generating, etc.) Watchbands shall be single thickness and are limited to a width not to exceed one inch. Watchbands with a single thickness of beads are allowed. The cost of a watch may not exceed \$75.00. The PIOC must furnish a receipt from the merchandise supplier. No pocket watch chains or cords allowed. Watches are only allowed on designated DAI Housing Units.

MEDICAL ALERT MEDALLION OR BRACELETS - Refer to WI Admin. Code 309.20.03

Medical alert medallion and bracelets will only be allowed if determined to be medically necessary by HSU.

The medallion/bracelet must be worn at all times.

EYEGASSES / CONTACT LENSES / DENTURES / CPAP MACHINES

Prescription eyeglasses that are tinted or light sensitive require medical verification and HSU written approval. Eyeglasses can be mailed in to a PIOC via the postal service or other commercial carrier. They may not be dropped off at MSDF. The cost of the glasses may not exceed \$125.00. Glasses may not have any inscription on the frame.

A DAI PIOC is not allowed to have contact lenses. Upon intake at MSDF, DCC PIOC's wearing clear contact lenses will be allowed to retain possession of them. No tinted or colored contact lenses are allowed.

Once contact lenses are no longer viable, a DCC PIOC may receive replacement pairs only if the lenses are clear and without tint and are shipped to the PIOC directly from the vendor or medical provider. If the PIOC chooses not to have a replacement pair of lenses shipped in, the pair that is no longer viable will be disposed of as contraband or sent out at the PIOC expense per DAI policy.

Upon disposing of the contact lenses, the PIOC may request to be seen by HSU for eyeglasses. The PIOC is subject to the medical co-pay. HSU will issue necessary contact lens solutions per a PIOC request via HSR ("blue slip"). DCC PIOC who are revoked and will be sent to DCI / TCI will not be allowed to take contact lenses with them.

Dentures must be mailed in to the property department.

A PIOC with medically ordered CPAP machines may have them dropped off at the Institution lobby. This can be coordinated through the unit Social Worker.

PHOTOGRAPHS – Refer to WI Admin. Code 309.02

Polaroid pictures will not be allowed to enter the institution through the mail or via intake property.

1. Nude photos are not permitted. DOC Policy 309.02(14) defines nudity as "showing of genitals, pubic area, or buttocks with less than a fully opaque covering (no thong underwear).
2. All photos or reproductions of photos shall not exceed 8" x 11" in size (limit of 8 sheets).
3. Photos may not be gang related (displaying gang colors, gang, signing, gang insignia, etc.)
4. Commercially published photos are not allowed.
5. Personal photographs are restricted to a combined limit of fifty (50).
6. Photographs are not allowed to be placed on the walls or windows of your cell.

RECEIPTS

When a major property item is received, you will be issued a Property Disposition Receipt (DOC-237). It is a PIOC responsibility to maintain all receipts as proof of ownership, including all canteen receipts.

BOOKS /PUBLICATIONS – Refer to WI Admin. Code 309.05

Publications, including books, magazines, newspapers, Internet materials and pamphlets, must be purchased through approved retail outlets or via the publisher. Private subscriptions for newspapers, periodicals and magazines may be received if they meet established regulations. A list of denied publications can be available for review through your Unit Manager. PIOC's may possess a total of 25 publications, to include books, magazines, newspapers, periodicals and all other publications including legal, religious, educational, etc. Hard and soft cover books require a completed Property Disposition Receipt (DOC 237). In addition, all magazines and publications will be hand delivered by the mailroom staff each Friday along with a DOC 237 confirming receipt of the publication.

Newspapers, including Sunday newspapers, must be mailed from the publisher. Deliveries are not accepted. Publications will be marked with the PIOC number upon receipt. Subscriptions must be paid for in full, prior to receiving any issues.

Publications, other than subscriptions, require cash register receipt from retail outlets. Disposable publications such as newspapers, magazines, and pamphlets do not require a property receipt or record.

PIOC may not receive or possess clippings from newspapers or other publications as they are considered altered property. Pornography is not allowed (as defined in DOC 309.02 (16)). Gang related publications are prohibited. Property items, which may be considered to be gang related, will be reviewed by the Security Director or designee, and/or Security Threat Group Coordinator to determine if the item is allowable or not.

INTERNET MATERIALS – Refer to DAI Policy 309.05

1. Internet materials or e-mail from a PIOC personal web pages are not permitted.
2. Downloaded Internet materials are permitted and must be on standard size paper.

PERSONAL PROPERTY-SAFEGUARDING

- MSDF will not be responsible for personal property within a PIOC possession, which becomes misplaced, lost, or stolen according to DOC 309.20.
- It is advisable to keep all property items locked up.
- Do not loan or give personal property to anyone else.

HOLD FOR PIOC COMPLAINT INVESTIGATION

If a PIOC files a PIOC complaint on any property item, the item will be held in the property room until the Warden/designee makes a final decision on the complaint.

PIOC PLACED IN RESTRICTIVE HOUSING STATUS

Anytime it becomes necessary to place any PIOC in a restrictive housing status, all of the PIOC property, except for state materials, will be inventoried and placed in restrictive housing property storage room. When a PIOC is released from restrictive housing all of their property will be returned as soon as possible, staffing permitted. PIOC who receive packages while in restrictive housing will be notified in writing.

NON-ALLOWABLE PROPERTY FOR A PIOC GOING TO DCI / TCI (A&E)

- No hygiene items
- No contact lenses
- No writing paper or drawings
- No edible canteen items
- No shower shoes
- No publications
- No yellow envelopes
- No pamphlets
- No metered mail
- No Big envelopes
- No folders
- No pencils/pens

ALLOWABLE PROPERTY FOR A PIOC GOING TO DCI/TCI (A&E)

- 1 Address book
- 1 Bible or Qur'an (not both)
- Dentures w/case
- 1 pair of prescription eye glasses w/case
- Legal and misc. papers
- 50 photos (digital photos permitted)
- 25 embossed envelopes (no stamped envelopes)
- 1 watch and 1 Wedding band in accordance with DAI Policy 309.20
- Personal ID cards/information (i.e. Birth Certificate, DL, SS card, State-issued ID card)
- Personal letters/cards (limit 25)

Property that is not allowable at DCI/TCI will not be sent along with the PIOC. A PIOC who has been revoked and is going to DCI/TCI will have the option to dispose of or mail out the non-allowable property at their expense on the day of their transfer only

PROGRAM REVIEW COMMITTEE (DAI PIOC Only)

INITIAL CLASSIFICATION/ REVIEW COMMITTEE:

DAI PIOC that have been determined to stay at MSDF by the Records Department will be staffed by an Offender Classification Specialist (OCS) of the Bureau of Classification and Movement (BOCM). The OCS will staff PIOC per Administrative Code 302.

INITIAL CLASSIFICATION (IC):

PIOC will be reviewed for their IC in the order that they have been assigned to MSDF. Custody level, program needs and institutional placement will be determined at that time. These decisions are based in part upon: 1) nature and seriousness of the offense, 2) criminal record, 3) length of sentence, 4) motivation for the crime, 5) attitude towards the crime, 6)

conduct, 7) time served, 8) medical and clinical needs, 9) risk to a victim, witness or the public, 10) program performance, 11) pending legal matters or detainees, 12) decisions by the parole commission, 13) the results of risk rating instruments, and, 14) PIOC vulnerability.

PROGRAM REVIEW COMMITTEE (PRC):

Following initial classification, all PIOC are reviewed at 12 month intervals (or sooner as needed). During reclassification, custody, placement and program issues are reevaluated utilizing factors highlighted in initial classification and adjusted based upon changes occurring during the PIOC incarceration.

There are three types of Program Review Hearings. The PIOC risk rating will be updated only at the scheduled and early PRC hearings.

- **Scheduled PRC** occurs according to your recall month.
- **Early PRC** when a significant change occurs that affects your custody level. You may request an early PRC review through your Social Worker by submitting a DOC-2212. You must have participated in the initial Classification process to request an early PRC.
- **Program Change PRC** hearings are held in the event of a termination from a program (i.e. disciplinary, administrative or drop out).

Prior to your PRC hearing, the Social Worker will interview you to discuss classification issues. Here, you will have the opportunity to discuss your concerns and requests. Your Social Worker will prepare written documentation for the hearing. You may elect to appear at the hearing or may waive appearance. Following the hearing, you will receive a copy of the DOC 116 and 114 PIOC Classification Review Classification Summary and Risk Rating.

ADMINISTRATIVE REVIEW:

If there is erroneous information in your Initial Classification Action or your Reclassification Action, you may request an Administrative Review via a DOC- 1292. It must be completed within 10 days of receiving your decision from Initial Classification or Program Review Committee. This form may be requested from your Social Worker. The DOC-1292 must be mailed to the address listed on the form.

You are responsible for communicating your issues with your social worker when changes occur, this can affect your classification. Although classification must take population pressures into consideration, we will work with you to facilitate program involvement, transfer, and custody changes as deemed appropriate.

You may send a DOC-761 PIOC Interview / Information Request form to PRC staff if you have questions regarding classification issues.

RELIGION – Refer to WI Admin. Codes 309.61, 301.32 and 301.33

ACTIVITIES

A PIOC is invited to participate in study or services consistent with their religious preference. They are encouraged to take part in the studies or service with scripture readings, prayers, and special music, as arranged by the Chaplain. Communion services are offered for those who desire to participate.

Group religious studies or gatherings are NOT permitted unless lead by MSDF staff member or approved volunteer.

Once you are in the study or service, you must stay until the end. If you leave prior to the conclusion of the session, you must return to your cell until the program is complete, you may not sit in the dayroom. Once the study or service has concluded, and if it is your dayroom time, you may then resume normal dayroom activities.

Services / Studies are held as scheduled and on holy days of obligation as available and announced. Spiritual programs are allowed as arranged by the Chaplain.

Pastoral visits with your home pastor or recognized religious leader may be arranged through the Chaplain's office, as time and space permits. Special services for religious groups may be arranged as staff time and facilities allow.

Religious books may be requested from the Chaplain's office. Bibles, Qur'ans and other devotional materials are also available. Requests for religious property items are to be submitted to the Chaplain.

Religious obligatory donations (Tithe, Offerings, and Zakat etc.) may be sent to the faith group of your preference. A stamped envelope, addressed to the Temple, Church, Mosque etc., (left open) and a completed money transmittal should be sent to the Chaplain for verification and approval. Religious preference, designation, and approval are required for possession of religious property items other than books/publications. The Chaplain is available for counseling, institution and sacramental matters, checking out materials, etc. To see the Chaplain, please submit an interview request.

DIETARY CONCERNS

A PIOC with questions concerning religious dietary needs must discuss them with the Chaplain/designee. Dietary needs can be met by self-selection off the regular menu. No pork is served at MSDF in any meals. Any requests for menu item changes for special religious observances must be made to the Chaplain a minimum of 30 days in advance.

REQUESTS

INFORMATION/INTERVIEW REQUESTS FORMS

If you need information from a staff member or wish to see a staff member, Interview Request Forms are available on your unit. Interview requests are to be addressed only to the appropriate person for your specific question. You are not allowed to send multiple Interview Request forms to multiple people asking the same question. Please allow 10 working days for a response to your request before submitting another one.

The chart below lists whom you should write to regarding specific questions in each area. Place your Interview Requests into the unit mailbox. Do not give Interview Requests directly to the staff.

Issue/Concern	First Level	Second Level	Third Level	Fourth Level
Accounts	PIOC Accts., Business Office	Financial Program Sup.	CMUSD	
ADA - accommodations or concerns	ADA Coordinator	Unit Manager	Deputy Warden	
Advocates	Assigned advocate	Admin. Captain	Security Director	Deputy Warden
ATR Program - Community Based	Agent/Liaison	Social Worker	Agent Supervisor	Unit Manager
Barber/Haircut schedule	Unit Ofc./Sgt.	Unit Manager	Deputy Warden	
Canteen	Canteen Officer	Unit Manager	PIOC Accts., Bus. office	Financial Prog. Sup.
Classification (BOCM)	Social Worker	PIOC Class. Sp.	Unit Manager	BOCM Regional
Clothing/Laundry, state-issued	Unit Ofc./Sgt.	Unit Manager / Laundry Sup.	Deputy Warden	
Comfort items	Comfort Comm.	HSU Manager	Unit Manager	Warden's Office
Complaints (filed)	ICE	Warden		
Conduct Reports	Programs Captain	Security Director	Warden on Appeal	ICE for Procedural Errors
Dental	DSR	HSU Manager		
Diets - Medical	Unit Ofc. /Sgt.	HSU/Kitchen Manager	Deputy Warden	
Diets - Religious	Chaplain	Unit Manager	Deputy Warden	
Education	Teacher	Social Worker	Unit Manager	Deputy Warden

Food Service	Unit Ofc./Sgt.	Food Serv. Man.	Food Serv. Adm.	CMSD
Housing Unit Issues/repairs	Unit Officer	Unit Sergeant	Unit Manager	Deputy Warden
ID - PIOC	Unit Officer	Unit Sergeant	Unit Manager	Deputy Warden
ID - state (also SS Card, birth cert.)	Social Worker	UNIT MANAGER	Deputy Warden	
Law Library/Library	Unit Ofc. /Sgt.	Library Clerk (supplies)	Unit Manager	Deputy Warden
Legal Loans	Financial Prog. Supervisor	CMSD		
Mail	Mailroom Staff	Mailroom Sup	Unit Manager	Warden
Medical (co-pay)	HSU Asst. Manager	HSU Manager		
Medical File Review	HSU-OOA	HSU Manager		
Medical Needs/Concerns/Optical	HSU slip	HSU Manager		
Notary Services	Unit Manager	Deputy Warden		
Open Records Requests	Records Supervisor	Deputy Warden		
Payroll	Unit Manager	Business office	Financial. Prog. Sup.	CMSD
PREA	Assigned Investigator	Security Director	PREA Compliance Manager	
Programs (GP)	Unit Ofc./Sgt.	Unit Manager	Deputy Warden	
Property - Intake	Property Officer	Property Sup	Unit Manager	Security Director
Property - TLU/RH	RH Property Ofc.	RH Program Cpt.	Unit Manager	Security Director
Psychological Services	PSU assigned staff	PSU Supervisor	Deputy Warden	
Records	Records OOA	Records Sup	Deputy Warden	
Recreation	Recreation Leaders	Unit Manager	Deputy Warden	
Religion	Chaplain	Unit Manager	Deputy Warden	
Restrictive Housing	RH Unit Ofc./Sgt.	Programs Capt.	Security Director	Deputy Warden
Revocation Process	Agent/Liaison	Agent's Supervisor	Social Worker	Unit Manager
Staff	Unit Manager	Deputy Warden	Warden	
Sentencing information, release	Liaison (DCC)	Social Worker	Records	Records Supervisor
Special Placement Needs	HSU	Unit Manager	Security Director	Deputy Warden
Telephones	Unit Ofc. /Sgt.	Unit Manager	Deputy Warden	
Visiting Lists	Agent	Liaison	Social Worker	Agent's Supervisor
Visits/Lobby	Unit Manager	Visit/Lobby Sup	Deputy Warden	
Work Placement	Unit Sergeant	Unit Manager	CMSD	

RESOURCES

LAW LIBRARY

MSDF maintains a law library in accordance with Administrative Code 309.155. For DCC PIOC's, there are satellite law rooms on each floor that consist of those materials which are most helpful to you as you prepare for your revocation hearing. For DAI PIOC's there are satellite law rooms where computer access is available to the entire law library.

The law library will need to be used during your dayroom time. There may be times when you need to sign up in advance to use the law library. Follow the procedures posted on your unit.

When a need arises that you need additional legal materials that are not available to you through the above resources, you are to write to the MSDF Librarian for assistance.

You must follow the unit guidelines if you need to utilize the Law Library.

LEGAL SUPPLIES FOR AN INDIGENT PIOC

A PIOC who has a general account balance of zero and is in need of supplies and funds for legal copies and correspondence under DOC 309.51(2)(a) may apply for a legal loan by writing to the Business Office. The entire legal loan process may take up to 30 days in order to accurately evaluate your account status. Approved PIOC's will be held to the established institution guidelines for Legal Loans. When a PIOC transfers between institutions, the loan balance is forwarded to the receiving institution.

Legal loans may be used to copy your own personal legal documents. Photocopying of legal research materials is prohibited using funds from the legal loan program. You may not give your legal loan supplies to any other PIOC.

Legal Loan Supplies may include the following:

- Yellow legal pad, pen (Note: Pens will not be supplied to a PIOC housed in RH)
- Manila envelope
- Legal #10 envelope
- 50 sheets of paper

To request additional legal loan supplies write directly to the Business Office.

Legal Loan Postage Request requires the following:

- Placement on the MSDF Legal Loan List.
- Complete and attach a completed DOC 184 to the item to be mailed.
- Send it to the institution Mailroom

NOTARY PUBLIC SERVICES – Refer to WIS Stat. 20.919 and 706.07

The institution Unit Managers are Notaries. A PIOC wishing to receive this service must submit an Interview Request to the Unit Manager specifying what it is they need to have notarized.

The following is a specific list of documents that will be notarized (if your item does not appear on this list, it will not be notarized):

- Affidavits needed to support or oppose a motion for summary judgment and indigence. Affidavits are not needed to file a standard state or federal "summons and complaint" lawsuit and will not be notarized
- Notice of Claim filed with the Attorney General's Office.
- A petition for a Writ of Habeas Corpus. Petitions for Writs of Mandamus, Certiorari or Prohibition do not have to be sworn or supported by affidavits of any kind other than indigence.
- For other items, you must provide written verification that the item needs to be notarized. This verification must come from an outside, recognized source and will be presented to and reviewed by staff prior to any authorization.

PIOC RECORDS DEPARTMENT

There is a Records Office at MSDF.

DCC PIOC – Records will **not** have your release date nor will it have any type of sentence structure for you. You will have to contact your Agent for that information. Records does not have any of your files, so Records will not be able to make copies from your files nor will you be able to review your files. Records does not know if you have any warrants and/or detainers. If you think you have a warrant/detainer, you must contact the city/county it is in to have it taken care of. Records is not responsible to research, verify, clear up, any warrants and/or detainers. Records does not track court appearances. It is up to you to contact the courts for your next appearance. Records does not track pending charges. If you think you have any pending charges, it is up to you to contact the courts about them.

Revoked PIOC – Once Records receives your file from DCI, a sentence computation (calculation) will be completed and sent OFF SITE to Centralized Proofing per the records policy. Records does not have any control on how long it takes to receive the computation back from centralized proofing. Once Records receives the file back from proofing, completed and approved, then MSDF Records will process it. When processing is completed, you will receive a copy of your release dates.

****NOTE:** Records cannot adjust any credit time that is listed on your Revocation Order & Warrant (ROW) or Judgment of Conviction (JOC). If you feel that you are owed more credit than is listed, you must contact your Agent or the sentencing Judge about it. Records can only give the credit that is listed on the ROW or JOC.

DAI PIOC – Questions regarding your MR/ES date, maximum discharge date or PED date can be sent to the Records office via an Interview/Information Request. Please allow Records one week to respond. Requests to review your Legal and Social Service files should be directed to the Records Office. Once Records receives your request, you will be placed on the list for file reviews. All file reviews will take place within 30 days from the Records Office receiving the request. Please remember you are only allowed to review your file(s) once every six (6) months. Records Staff can inform a DAI PIOC if you are on the transfer list for DCI, but Records Staff will not disclose where a PIOC is on the list or give an approximation of when you will go to DCI.

DISCIPLINARY SANCTIONS – Refer to WI Admin Code 303

LOSS OF RECREATION

When under this sanction, a PIOC cannot use the recreation room except to attend religious study or services, or other approved groups.

ROOM CONFINEMENT

A PIOC on room confinement is permitted to:

- Come out for mealtimes
- Come out for standing count
- Attend visits
- Attend religious services
- Attend work, school, or program activities
- Use the law library with approval from the Unit Manager.
- Use the shower between the hours of 7:30 a.m. and 8:00 a.m.

A PIOC on room confinement is **NOT** permitted to:

- Attend recreational or social activities
- Leave their cell door open
- Visit with other PIOC
- Haircuts
- Use the Phone/Kiosk

VISITATION

Visits will be provided as resources allow and situations dictate. See your unit pod board or posted memos for updated visiting information.

VISITING LISTS – Refer to WI Admin. Code 309.08

DCC PIOC, the process for completing your visiting list is as follows:

Fill out the DCC/MSDF PIOC Visitor List and place it in the MSDF institution mailbox on your unit. Your visiting list must be filled out and approved by your agent prior to any visit being allowed. Staff will contact your agent for approval/denial of your submitted list. Your agent has 30 days to approve/deny your submitted list. Staff then have 30 days to enter the approved/denied list once received from your agent. You will receive a copy of your list once it is approved. No changes will be made to your visiting list after its' initial approval.

If you are revoked, you are then considered a DAI PIOC. At that time you will be allowed to follow the DCC PIOC visitor procedure one additional time once your status changes to DAI. If you are a DAI PIOC on a DAI unit, remaining at MSDF, then you must follow the DAI visitor policy.

Be advised that DCC visiting lists do not follow a PIOC to any other institution. You must start over with a new list once you are received at your next institution.

DAI PIOC REMAINING AT MSDF

The process for adding someone to your DAI visiting list is as follows:

- The PIOC will get the appropriate forms (DAI 21AA) and instructions from their unit Social Worker or officer station.
- The PIOC will supply their own envelope and stamp to mail the visiting form and visiting information sheet to the prospective visitor
- The proposed visitor will need to return the properly filled out visitor form directly to the Visiting List Social Worker via U.S. Mail. Questionnaires that are mailed to the PIOC will not be accepted
- PIOC's will be notified when a visitor has been added to their visiting list by the Visiting List Social Worker.
- You are allowed to have twelve (12) adult visitors on your visit list, regardless of relationship. It is the PIOC responsibility to contact the Visiting List Social Worker when they wish to remove a visitor.
- You must request that a visitor(s) be added to your approved visiting list. A prospective visitor must answer a questionnaire before visiting status is granted. Only visitors on your approved list shall be permitted to visit. If a visitor is denied or removed, they must wait 6 months before they can request to be added again.
- Spouses of immediate family members who are on the visiting list should be listed on the visiting list and WILL be counted towards your twelve (For example: mother and father will count as two visitors)
- Children of the PIOC and children of approved visitors who have not attained their 18th birthday may visit and shall not be counted against the limit of 12 visitors. Children must be on the approved visiting list. Any minor who visits must have the written consent of the parent or guardian prior to visiting. Also, any visitor who has not attained their 18th birthday shall be accompanied by an adult who is on the approved visiting list, unless the visitor is the legal spouse of the PIOC. A newborn child may be added to a visiting list at any time.
- Upon reaching the age of 18, a child formerly designated as a minor will be counted as one of the 12 approved adult visitors. If there are already 12 visitors on the list, the PIOC will be required to remove one to accommodate this addition. It is the PIOC's responsibility to make these necessary changes on the visiting list in a timely manner.
- With the approval of the Warden or designee, a PIOC may have more than 12 visitors on the visiting list if all visitors are close family members.
- "Close family member" means the PIOC natural, adoptive, step and foster parents, spouse, children, grandparents, grandchildren, or siblings.
- When you receive notice that a visitor has been approved and added to your visiting list, it is your responsibility to provide visiting regulations to your visitor. A visitor information sheet is available for mailing. These are available at your unit Officer station or from your Social Worker.

APPENDIX A

PRISON RAPE ELIMINATION ACT – REFER TO 34 U.S.C. 30301 PREA OF 2003

YOUR RIGHTS:

- To be free from sexual abuse, sexual harassment and report-related retaliation.
- To receive education during intake regarding your right to be free from sexual abuse, sexual harassment and report-related retaliation, in addition to DOC policy and procedure for responding to such incidents. Language barriers or disability shall not prevent you from receiving this information. You may access the handbook, Sexual Abuse and Sexual Harassment Intervention and Prevention (POC-0041), from any Rachel device within this facility. You will have the opportunity to also view a video, with the same title, during intake and/or during orientation on your housing unit each Wednesday during lunch.
- To receive safe housing and bed assignments with access to safe work, education and/or programming.
- To be notified when a staff member of the opposite gender enters your housing unit to perform daily job duties, MSDF utilizes a “blue light” display; except in an emergency when any staff may enter without prior notification.
- To be strip searched, with dignity and in private, by a staff member of the same gender, except during an emergency. Females also have the right to be pat searched by a staff member of the same gender.
- To safely report, in a variety of ways, sexual abuse and sexual harassment, including anonymously if you wish.
- To receive free medical and mental health care and ongoing support following an incident of sexual abuse.
- To know the outcome of a sexual abuse or sexual harassment investigation.

TO REPORT

If you experience, witness or suspect sexual abuse or sexual harassment you can report in ANY of these ways:

- Tell or send a request to ANY staff person.
- Call the PREA Reporting Hotline. Dial **#777** to report to the Department of Corrections PREA Office. Dial **#888** to report to an agency outside of the Department of Corrections. Please note, while this call is received by an outside agency they do not respond; your report will be forwarded to this facility for review and action. Your PIOC Pin Number is not required to make either call. Dial **#999** for the Aurora Healing and Advocacy Service.
- Tell a family member, friend or outside support person; they may report on your behalf by telling any staff person or submitting a report at www.doc.wi.gov (click on “Prison Rape Elimination Act”).
- File a complaint.
- Contact local law enforcement.

FOR SUPPORT

Consider talking with someone. Support may come from a trusted friend, family member, mental health or medical staff member, victim services coordinator or another staff member.

Victims may also receive support from an outside sexual assault agency and advocate. Sexual assault service providers are dedicated to helping victims. Their services are free and not connected to DOC. This facility has a victim services coordinator who can connect a victim to an advocate, HSU, and/or PSU following an experience of sexual abuse.

You may also contact Aurora Healthcare:

The Healing Center/Sexual Assault Treatment Center
945 North 12th Street, Milwaukee, Wisconsin 53233
414-219-5555
#999

INVESTIGATION

After sexual abuse or sexual harassment is reported, the DOC and, when appropriate, law enforcement will conduct an investigation. The purpose of the investigation is to determine the nature and extent of the abuse and, ultimately, hold the perpetrator responsible for their actions. A victim may be asked to give a statement during the investigation. With the victim's consent, the investigation may include a physical exam by a qualified medical professional in a local hospital; this free and confidential exam is conducted to ensure the victim's health and to collect any evidence.

For at least 90 days, a PIOC who report sexual abuse will be monitored for retaliation. In some situations, a victim's housing may be changed to protect their safety.

After an investigation, the victim will be notified if the outcome is substantiated, unsubstantiated or unfounded by means of a close out letter from the PREA Office.

Every effort will be made to ensure that your communications with the local sexual assault service provider remain confidential. Your pin number is not needed to make this call. These calls are not recorded or monitored. Written correspondence may be opened or inspected and may be read with the written approval of the security director. In person communication will be arranged in as private and confidential manner as possible. All communications are monitored in accordance with Administrative Code Chapter DOC 309, DOC policy and facility procedure.

CONSEQUENCES

Victims or witnesses will never be punished for reporting sexual abuse or sexual harassment. However, false reports of sexual abuse and sexual harassment constitute a DOC 303 violation. Violators will be subject to corrective action, including discipline.

PIOC who are found to have engaged in sexual abuse, sexual harassment or retaliation are subject to disciplinary procedure and sanctions in accordance with DOC 303, up to and including referral to local law enforcement for investigation and prosecution in accordance with Wisconsin criminal statutes.

Staff, including contractors and volunteers, who are found to have violated agency sexual abuse, sexual harassment and retaliation policies are subject to disciplinary sanctions, up to and including termination, in accordance with DOC policy. Violators may be referred to local law enforcement for investigation and prosecution in accordance with Wisconsin criminal statutes.

DEFINITIONS

CONSENT

Consent is when someone is willing and able to freely agree to be part of an activity. If someone does not agree or is unable to agree because they are asleep, unconscious, drugged, afraid, feeling threatened or don't understand what's going on than they have not consented.

Because staff members have authority over PIOC's, PIOC's can never truly consent to sexual activity with a staff member even if they agree. It is **always** against the law for a staff member to engage in sexual activity with a PIOC.

Consensual sexual activity between PIOC's violates DOC policy and may result in a conduct report.

SEXUAL ABUSE

Sexual abuse by another PIOC is sexual activity that is not wanted or agreed to. It includes contact between the penis and the vulva or the penis and the anus, including penetration by a body part or object; contact between the mouth and the penis, vulva, or anus; and/or intentional touching of the genitalia, anus, groin, breast, inner thigh or buttocks.

Sexual abuse by a staff person includes ANY sexual activity.

SEXUAL HARASSMENT

Sexual harassment is repeated and unwanted sexual comments or gestures by a staff person or another PIOC. These or behaviors may be threatening, insulting, degrading or disrespectful. Sexual harassment may include requests for sexual favors, joking about sexual topics, remarks about someone's private body parts, and/or insults about someone's sexual orientation or gender identity.

CONFIDENTIALITY

Confidentiality following an experience of sexual abuse is critical. To ensure privacy and safety, only those who "need to know" are part of the response and investigation. Please review the "Support" section for reminders on the extent to which your communications with a sexual assault advocate may be monitored

These services are also provided if you have been the victim of sexual assault in the past. Contact a staff member for a listing.

PREVENTION

If you feel that your right to be free from sexual misconduct is being violated, staff are available to help you deal with this problem. You should feel free to advise the Unit Manager your concerns about sexual misconduct with any staff member. Some staff, like psychologists, are specially trained to help you deal with problems in this area. If you are in an emergency situation, approach any staff member. It is part of their job to ensure your safety.

Even if you have not been assaulted or abused, but are in fear for your safety, you should report your concern to staff. You do not have to name other PIOC to receive assistance, but specific information may make it easier for staff to help you.

PROTECT YOURSELF AGAINST SEXUAL ASSAULT

- Carry yourself in a confident manner at all times. Do not permit your emotions (fear/anxiety) to be obvious to others.
- Do not accept gifts or favors from others. Most gifts or favors come with strings attached to them.
- Do not accept an offer from another PIOC to be your protector.
- Find a staff member with whom you feel comfortable to discuss your fears and concerns.
- Be alert! Do not use contraband substances such as drugs or alcohol. These can weaken your ability to stay alert and make good judgments.
- Be direct and firm if others ask you to do something you don't want to do. Do not give mixed messages to other Person in our cares or staff regarding your wishes for sexual activity.
- Stay in well-lit areas of the institution.
- Choose your associates wisely. Look for people who are involved in positive activities like educational programs, psychology groups, or religious services. Get involved in these activities.
- Trust your instincts. If you sense that a situation may be dangerous, it probably is. If you fear for your safety, report your concerns to staff.

Law enforcement contact information for MSDF

(** New contact numbers will be provided to you at the facility where you are housed outside of MSDF**)

Milwaukee Police Department
Sensitive Crimes Unit
749 West State Street, Room 529
Milwaukee, WI 53233
(414) 935-7405

Milwaukee County Sheriff's Department
Sensitive Crimes Victim Services
821 West State Street, Room 101
Milwaukee, WI 53233
(414) 278-4617

STAYING HEALTHY IN PRISON

If You Have Suicidal Thoughts

Everyone thinks about their death at some point but thoughts or plans to harm yourself are most likely a sign of depression. Suicidal thinking is treatable. Do not keep suicidal thoughts to yourself. Please contact an officer, psychology staff member, chaplain or social worker so that there is an opportunity to help you. Remember that there are ways to improve nearly any problem or situation. As time passes and circumstances change what is not a big problem may turn into a smaller problem. If you cannot think of solutions to your problem, it does not mean that other solutions do not exist. It simply means that you are currently unable to see other solutions by yourself.

Most people who think of suicide do so for a relatively short time. Things can change, feelings can be altered and unexpected solutions found. Emotional pain can sometimes make us disregard family ties, loved ones, religion, love of nature and our dreams. Those reasons to live are still present. You have to find them again.

Be Your Brothers/Sister's Keeper

Similarly, if you have reason to believe that another PIOC is thinking of harming himself or herself, please contact staff so that we can offer out help. Warning signs could include giving away possessions, saving up medication, saying goodbye or making unexpected apologies, writing a will, sudden depression or withdrawal from others.

Remember

- You are not alone
- Your painful feelings are normal and temporary
- You will feel better over time
- Take advantage of all opportunities
- Make positive changes
- View this as a time-out period for a new life
- There is help available
- If you are feeling suicidal or know of another PIOC who is, contact staff immediately for help
- If you have questions about how to access services, ask staff about how to do this

Steven R. Johnson, Warden

Christopher Stevens, Deputy Warden

Bradley Everson, Security Director