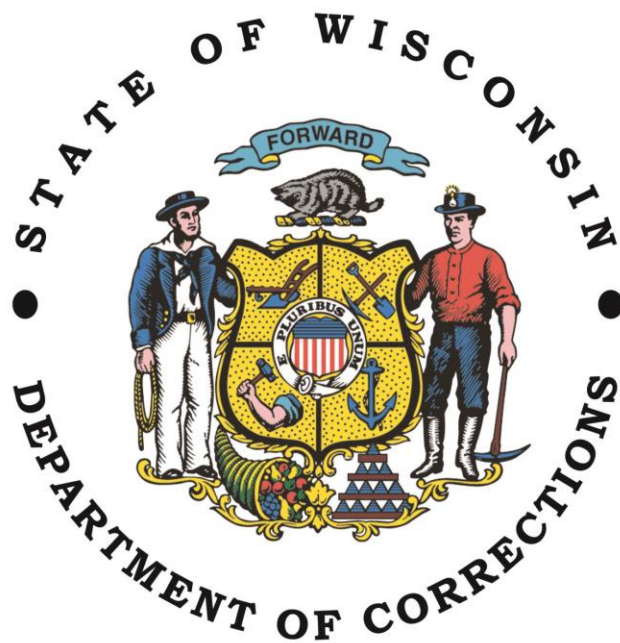


TAYCHEEDAH CORRECTIONAL INSTITUTION



INMATE HANDBOOK

A Spanish version of the Inmate Handbook is available upon request to staff.

Una versión española del manual del interno está disponible a petición para proveer de personal.

Signed: Deanne Schaub
 Deanne Schaub, Warden WWCS

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LIMITED ENGLISH PROFICIENCY (LEP)
(DAI Policy 300.00.61 Limited English Proficiency)

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

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

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

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

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**INTRODUCTION**

This handbook serves as a guide to Taycheedah Correctional Institution (TCI). It provides information concerning programs, services, staff and other resources available to inmates. Of equal importance, it outlines rules of acceptable behavior and rules for daily living. If questions arise about its content, please contact a staff member or refer to the Administrative Code, Division of Adult Institution (DAI) Policies and TCI Procedures. These are available to view in the Library in Simpson. This information is subject to change, updates regarding specifications, policies and procedures will be posted as it becomes available. This booklet has been issued to each inmate to provide a clear understanding of rules and regulations to be followed within TCI. When inmates leave TCI, this handbook must be turned into staff in the same condition in which it was received. The staff sincerely hopes that all inmates will use confinement time in a constructive and beneficial manner.

It is inmate's responsibility to review Administrative Code, DOC 309 resources for inmates.

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RULES

Inmates are required to follow all rules of the Department of Corrections, including

Administrative Codes, DAI Policies, TCI procedures, and rules specific to TCI. Administrative Code, DAI Policies, and non-restricted TCI procedures are available in the library. In addition each housing unit has its own handbook. Inmates will be responsible to read and follow the housing unit rules.

ASSESSMENT AND EVALUATION (A&E) ORIENTATION

Upon arrival at TCI, inmates will be required to attend an orientation program. Generally, inmates will be staffed within 8 weeks. The initial classification or staffing process determines inmate's custody level (maximum, medium, or minimum), institution placement and program needs.

The orientation program is designed to assist inmates in becoming familiar with TCI, policies and procedures, the rules of expected behavior, services and programming available while at TCI. The program consists of an overview of various departments within the institution.

AMERICANS WITH DISABILITIES ACT (ADA)
(DAI Policy 300.00.35 Americans with Disabilities Act)

The Wisconsin Department of Corrections complies with the American with Disabilities Act and the Rehabilitation Act. Inmates with documented *medical issues/disabilities* should send an Interview Information Request (DOC-761) to the area supervisor for accommodation consideration. The ADA Coordinator at this facility is the Correction Management Services Director (CMSD) and may be contacted in writing using DOC-2530.

BUSINESS OFFICE FUNCTIONS

Inmate Accounts

Inmate institution number and business office account number is the same. Inmate will need to complete a Disbursement Request Form (DOC-184) for all account transactions. Cashier Checks and Money Orders received for inmates must be made out to inmate's name and DOC number as stated on the judgment of conviction which inmate is incarcerated under. Receipts will be issued for cashier checks or money orders received through the mail only. Cash and personal checks are not accepted.

Disbursements of Your Regular Account – *(TCI Procedure 900.10.07 Disbursement of General Account Funds)*

Requests for disbursements to relatives or donations may be made only with the written permission of unit social worker.

Inmates may use general account funds to pay creditor's claims acknowledged in writing by inmate and claims reduced to judgment. Such disbursements require approval of unit social worker. These claims may be investigated and verified. Payment will be made directly to the verified creditor.

Disbursements shall be attached to a self-address envelope.

Trust Account Withholdings – *(DAI Policy 309.45.02 Inmate Trust System Deductions)*

If inmate trust account has any withholdings charged against it, such as: Court Costs, Restitution, Victim Witness Surcharge, Child Support, DNA Surcharges, Institution Restitution, Loans, etc., these will also be deducted from inmate's incoming money and state inmate payroll. All withholdings start while in A&E status, except for Victim Witness, DNA Surcharge, and Release Funds. Questions about court ordered obligations should be directed to the issuing court.

Release Accounts (DAI Policy 309.45.02 Inmate Trust System Deductions)

A release account shall be established for each inmate. The money from the Release Account is used for specific costs related to release, such as buying bus tickets or clothes. Inmates may also make deposits to their own Release Account. Use Disbursement Request Form (DOC-184) for these transactions.

Disbursements shall be attached to a self-addressed envelope. If inmates have personal clothes/shoes, this request will be denied. Unnecessary expenditures will be disapproved.

Release Savings Account

Inmates may ask that the money that gets put in the Release Account be put in a Release Savings Account, where it will earn interest. All interest is paid to the inmate. Interest is posted quarterly to inmate's savings and will show on Bi-weekly Canteen statement when applied. To open a Release Savings Account, send a Disbursement Request Form (DOC-184) to the Business Office. Inmates must have at least \$50.00 in the Release Account before a Release Savings Account can be opened. After opening the account, inmate may make deposits once a month when attaining at least \$20.00 in the Release Account. Use Disbursement Request Form (DOC-184).

Regular Savings Account

Inmates may have a Regular Savings Account. This is an interest bearing account. Follow the same procedures as for Release Savings Account. Once money has been placed into a regular savings account, it is not available for use for canteen, catalog orders, etc.

Work Release Account

Withdrawals from inmate Work Release Account are not allowed while at TCI.

Bi-Weekly Canteen Statements - *(DAI Policy 309.52.01 Inmate Canteen)*

Every other week inmates will get a statement showing how much money is in inmate's account. Inmates need to base the canteen order by the balance in their regular account but no more than the allowed \$84.00 each canteen period. Inmates must save all canteen receipts until products are used.

Funds for Legal Correspondence (Legal Loans) – *(DAI Policy 309.51.01 Legal Loans)*

The Division of Adult Institutions shall loan up to \$100 annually to indigent inmates for supplies, photocopies, and postage to allow them access to the courts for litigation related to their own cases. Legal loans may not be used to pay for legal services, open records requests, federal or state filing fees, or personal use. Inmates must apply for a loan and sign a DOC-1290 form for each case for which a loan is requested. Inmates shall reapply for

each legal loan at the beginning of each calendar year and also if transferred to another facility.

The institution will loan money to inmates who have none, to cover legal correspondence costs. These loans are made only to inmates who do not have money in their Regular Account. Inmates may not use envelopes obtained for legal purposes for any other type of correspondence.

Submit a Disbursement Request Form (DOC-184) for postage, photocopying, paper, etc. to the Financial Program Supervisor. The form should clearly specify it is for legal purposes.

Legal Loan Supplies

Requests for legal loan supplies should be sent to the Financial Program Supervisor prior to the first day of the month. Requests will be filled during the first full week of canteen for the month. Inmate may complete a DOC-184 Disbursement Request requesting any of the following:

- 2 Yellow Legal Pads
- 2 Pens
- 5 Manila Envelopes
- 10 Carbon Paper
- 10 Legal #10 Envelopes

Inmate must complete a Disbursement Request (DOC-184), listing the items requested.

Legal Loan Postage Request

- Complete a Disbursement Request (DOC-184)
- Attach the item to be mailed
- Send to the Financial Program Supervisor

Canteen – (DAI Policy 309.52.01 Inmate Canteen)

Canteen orders will be filled bi-weekly.

Statements are issued the Friday before canteen. Inmates are responsible to keep track of regular account balance.

Canteen order forms are available in each housing unit. Inmates may submit up to two bubble sheet per canteen period (even if moved to another housing unit). Duplicate submissions will result in no order being filled. Inmate signature is required. If the order form is not completed correctly, the order will not be filled. If a quantity of a product is not listed, it will not be received. We reserve the right to limit quantities based on institution canteen inventory. Canteen is included in allowable property limits.

Submit completed Canteen Order form to Housing Unit Staff by Sunday evening at 9:00 p.m.

Canteen will be delivered to each housing unit. Receive and verify the Canteen items, and receipt before opening the bag. Do not open the plastic canteen bag until order is verified. If order cannot be verified by inmate, send canteen bag along with a DOC-761 Interview

Request to canteen for further investigation. If the bag is opened, there will be no exchanges or refunds given. Sign receipt to verify the order is correct and retain a copy of the Canteen receipt.

No refunds, adjustments or substitutions. The only exceptions will be for outdated or bad merchandise, and then, only at the discretion of the Business Office/Canteen staff.

Canteen will be included in property volume. Inmates should save all the canteen receipts until products are used.

Inmate Payroll - (DAI policy 309.00.01 Inmate Work Placement & 309.55.01 Inmate Compensation Plan)

Payroll is posted every two weeks.

Inmate that is in general population status may apply for a job by submitting a DOC-761 Interview Request form to the work area supervisor.

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**CLASSIFICATION**

(Administrative Code DOC 302 and DAI Policy 302.00.01 BOCM Re-Classification Committee Membership)

**Re-Classification Committee**

At least once every twelve (12) months each inmate will be granted a classification hearing at which time inmate will be reviewed by re-classification committee. Assigned social worker will assist inmate in preparing for this review.

The purpose of the classification hearing is to determine custody, placement and program decisions as specified in chapter 302 of the Wisconsin Administrative Code. Inmate is encouraged to attend this hearing, make comments and give an opinion as to inmate's custody, placement and program assignment.

The classification specialist and additional staff as per policy representing the Division of Adult Institutions will review inmate's custody, placement and program involvement. Inmate's progress, changes in behavior and treatment and program alternatives will be documented. Re-classification committee will then make a recommendation for inmate's custody, placement and program assignment.

The hearing results with the above-mentioned recommendations will be returned to the inmate. Inmate may write to the classification specialist to clarify any information presented on these documents, meet with unit social worker to discuss them, or appeal the contents and results to the Director, Bureau of Classification and Movement in Madison, not the Warden. Inmate must file appeal within 30 days of receiving the written decision.

A response will be returned to inmate within 30 days of the date that the appeal is received by the BOCM Director.

Inmate may contact the classification specialist for a DOC-1292 Administrative Review of Initial Classification or Re-Classification Decision form to submit appeal or request the appeal form at the time of meeting with the Re-Classification committee.

Inmates have the option to waive this hearing. If inmate wishes to waive this hearing, inmate may provide written information to the committee, discuss concerns with unit social worker for inclusion with his or her comments, or make no comments at all.

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COUNT PROCEDURES

TCI has six (6) formal counts daily. They will be during the following:
6:05 AM * 12:45 PM * 5:45 PM * 9:00 PM * 12:00 Midnight * 3:00 AM

The 6:05 AM, 12:45 PM, 5:45 PM, 9:00 PM, and emergency counts will be standing counts. Inmates will be required to stand in their rooms by the door or by their bunks for Barracks/Dorm inmates, until they are told the count is clear in their area. Room lights must be on during entire count procedure.

Staff must be able to see flesh or lights will be turned on.

Inmates who are not in their housing units for count due to designated work assignments or visits will have to stay in the designated count area until count clears.

RHU inmates will not be required to stand count. However, inmates are required to be visible.

Staff will announce counts and clear counts via public address system.

No talking during count.

Inmates will be properly dressed during all count times.

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**EDUCATIONAL/VOCATIONAL PROGRAMMING**

**Services include:**

- Adult Basic Education (ABE)
- General Education Diploma (GED) / High School Equivalency Diploma (HSED)
- English as a Second Language (ESL)
- Special Education (SPED)
- Title 1 (Special assistance for those less than 22 years of age)
- Personal Self-Improvement (Financial Management)
- Vocational related classes – e.g. Student Success, Occupational Communication, Vocational Math

**Class Scheduling**

If an inmate does not have a High School Diploma or GED/HSED or if inmate has an A&E need for ABE or VOC, priority for classes will be granted.

Full time assignment = 3 or more class hours per day

Part time assignment = 2 class hours or less per day

Voluntary math and reading classes for inmates with a high school diploma or HSED will

be permitted based on institution resources; no more than two class hours per day.

**Vocational Programs**

Office Software Applications, Fundamentals of Building Maintenance and Construction, Cosmetology and Dental Laboratory Technician programs

- Successful completion equals a Certificate from MPTC
- Credits are transferable to other Wisconsin Technical College campuses
- Placement prioritized based on A&E need, academic levels, and sentence structure

**Correspondence Courses** – (DAI Policy 300.00.26)

- Requires staff approval prior to application.
- Proctoring of exams subject to availability of institution resources.
- Inmates responsible for all costs.
- Funds must be in inmate’s account prior to application.
- RHU inmates are not allowed to participate.

**Simpson Area Rules**

- Wait in the breezeway/lobby area upon arrival at school before class starts.
- If arriving at Simpson tardy, check in at the Education Office and when you leave for any appointments
- Outdoor clothing is not allowed to be worn in the classroom.
- Use restroom at designated times only.

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EMERGENCY PROCEDURES

Drills for both tornadoes and fires will be conducted. Inmates must follow all staff instructions.

TORNADOS:

For inmates in a housing unit with regular rooms, inmates will remain in room with door closed, away from outside walls and windows, covering self with mattress.

For inmates in the Barracks/Dorm, inmates will remain by bunk area, as directed by staff.

If inmates are outside at the time of a Tornado Warning, follow staff instructions.

Inmates are to be quiet and remain in designated area until all clear is given.

Follow all staff instructions.

FIRE:

All inmates are to exit the unit quickly, quietly, and orderly, when directed by staff to evacuate.

Assemble in the outside-designated area.

Tampering with the fire alarm system is prohibited.

When inmates exit the housing unit during evacuation, all property will remain in assigned

rooms in the unit

Follow all staff instructions.

Inmates will be required to line up in rows of two, for count, during all emergencies, including drills.

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**GENERAL RULES**

**Inmate Movement**

Check in and out of the unit following housing unit guidelines.

Ensure inmate photo identification tag is worn on the most outer layer of clothing.

No personal property or canteen is allowed off of the unit.

Inmates must return to housing unit after activities.

Inmates are permitted a maximum of seven (7) minutes to move between any two locations of the institution, except Prescott movement is limited to five (5) minutes. Inmates must walk at a normal pace and inmates are responsible to be on time for all activities.

All movement on the institution grounds will be on the sidewalks. Movement on the roadway must be done within the yellow lines. No more than two people side by side, keeping to the right on both the sidewalks and roadway.

Inmates are only allowed to enter Simpson Hall through the education breezeway, or the front of the building to go to Property/Mail.

Running on sidewalks, roadways, or in housing units is prohibited.

During periods of inclement weather, (e.g. fog alerts, snow alerts, etc.) all inmate movement will be under staff escort and outdoor unit activities/outdoor recreation will be canceled.

The area from behind Prescott around the road to the Dorm area is off limits to inmates, unless escorted.

**Grooming and Attire**

Inmates being taken off grounds must not have their hair braided or in rubber bands.

State or personal T-shirts may be worn by themselves for recreation purposes, on housing unit, and to meals at Prescott. State or personal T-shirts may be worn under state green shirts for all other areas within the institution except visits or work assignments as directed by work supervisor.

All buttons of inmate's shirt must be buttoned except for the very top button.

Inmates must be fully clothed when outside of inmate's room. When going to the shower or to receive medication, appropriate attire must be worn. No pajamas or robes outside of inmate's room.

Inmates may not lounge naked in room. A bra and panties only are not considered proper attire.

Gang insignias, colors, or materials and paraphernalia identified as gang related are prohibited in all areas of the institution.

Hair combs and picks are not to be worn in inmate's hair.

Shower caps, curlers, and durags may only be worn in the units and outside courtyard.

Winter long underwear may only be worn under pants and shirts.

Shower shoes are to be worn to and from the shower only.

Slippers may be worn inside of the unit only.

Coats, mittens, gloves, hats, caps and scarves may be worn inside housing unit only when entering and leaving.

### **Showers and Hygiene**

See individual Housing Unit Handbook or unit bulletin board for shower schedule and rules.

Inmates assigned to job assignments (e.g. kitchen, maintenance/store, and building services, etc.) will be given priority for showers at the end of their scheduled assignment and in evenings. Showers will be limited to a maximum of one per day for 15 minutes in length from the time inmates leave cell/bunk.

Fingernail length will not exceed the tip of the finger.

Inmates are not permitted to shower during count times.

Only one inmate is permitted in a shower stall at one time.

Body soap is available in the housing units. Body soap is not to be taken to inmate's cell.

### **Personal Hygiene Items**

Feminine hygiene items and bags are available in each housing unit upon request.

Sanitary bags will be provided in common areas for disposal of sanitary napkins and tampons.

Sanitary bags and sanitary products are to be placed in waste containers only.

Tampons or sanitary products are not to be flushed down the toilets. Inmates may be issued a conduct report for flushing these items.

Only human waste and reasonable amount of toilet paper are to be flushed down the toilets.

A conduct report may be issued for flushing anything else down the toilets.

### **Hair Care**

Cosmetology appointments provide inmates the opportunity for haircuts. (*TCI Procedure 900.30.15 Cosmetology Services*).

### **General Population and A&E Haircuts:**

- Inmates missing an appointment due to OCO, OWO, or sick cell status will be rescheduled after return to general population.

### **Inmate Rooms**

See individual Housing Unit Handbook or unit bulletin board related to inmate rooms.

Inmates are required to close room door, turn off the lights and other electronics whenever leaving the room. Door latches are not to be taped at any time.

When moving into a new cell, it is inmate's responsibility to report any existing damage or contraband to the officer immediately.

Inmates who leave their windows open, causing pipes or radiators to freeze and burst, may be issued a conduct report and be held liable for any damages, cleaning, or repair costs.

Attaching any item to any surface in the room other than designated area is prohibited. The Institution is not responsible for damage to items taped/attached to room walls.

Towels and linens are to be used for intended purposes only.

Furniture in rooms will not be re-arranged.

Coverings may not be placed on lamps or light fixtures in inmate rooms.

Talking is not permitted across hallways, from room to room, through open windows or vents.

Inmates are permitted to use personal typewriter from 9:00 AM until 9:00 PM.

Inmates are expected to maintain proper sanitary conditions in room at all time. Listed below are the tasks which must be completed to the satisfaction of the unit sergeant/officer as indicated:

- Dust mop and damp mop floor weekly.
- Empty wastebaskets daily.
- Clothing must be hung up properly or folded neatly.
- Drawers/shelves must be organized.
- Door jam and vents cleaned weekly.
- Wash room walls every 3 months.
- Clean toilet and sink area daily and disinfect weekly.
- Desktop, table top, wardrobe top, and radiator must be dusted weekly.

Blankets will be exchanged quarterly. Wall washing will be scheduled quarterly.

Property must be properly stored, and kept secured in assigned locker.

No property is allowed on windowsills, between windows or on radiators.

Inmates may not cover the door window at any time.

Inmates may not cover room exterior windows with anything, unless approved during heat advisory. Plain white paper will be used to cover exterior windows.

Clothing, sheets, or other property may not be hung on inmate's bed.

All property in inmate's room will be used in the manner for which it was designed and intended.

### **TV/ Unit Dayroom Areas**

All unit furniture will be used in the manner for which it was built and intended.

Sitting on or moving the tables are not permitted.

Feet shall not be placed on tables or chairs.

Inmates are responsible for cleaning up own area.

Reading, writing, studying, cards, and board games, will be allowed in the indoor dayroom area. The following property items are allowed in indoor dayroom and outside courtyard in all medium security housing units. See MC and MSMU Housing Unit Handbook for allowable items.

- 1 beverage
- 1 small snack
- Playing cards
- Crochet/knitting items/pencil drawing
- Writing utensil (1 pen or 1 pencil)
- Writing paper/crossword puzzles, word searches, etc.
- 3 Envelopes
- Address/phone book
- School book (if currently enrolled in school)

Small quantities are allowed, inmates must be able to carry all of their own items. Any misuse of this privilege may result in a conduct report and the loss of such privilege.

Sharing or passing of inmate property is prohibited. Inmates are responsible for their own property items if lost, stolen, or damaged.

The unit staff will control the TV volume in the dayroom area. Television programs will be chosen with the majority.

### **Personal Laundry**

See unit Handbook.

Inmates are responsible for any damage to the equipment.

The institution is not responsible for any lost, stolen, or damaged clothing as a result of the use of these machines.

Institution will provide one (1) soap packet and two tokens weekly.

**Property**

WWCS Property Handbook addresses property information and guidelines that apply at TCI.

**State Clothing**

Inmates transported off grounds must leave with full state issue clothing: shirt, pants, socks, underwear, bra, shoes and coat. No personal clothing is allowed to be worn off grounds.

**Work Clothing (TCI Procedure 900.20.37 Issuance of Work Clothing)**

- May be worn to and from work and while at work. (Including meals and appointments during work hours).

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HEALTH SERVICE UNIT (HSU)

(DAI Policy 316.00.01 Inmate Copayment for Health Services).

If inmates do not have enough money in inmate account, inmates will be loaned the money necessary to meet the copayment. Inmates will not be denied medical treatment due to insufficient funds.

Procedure to obtain medical, optical, psychiatric, psychological, or dental care:

(DAI 500.30.11 Daily Handling of Non-Emergency Requests for Health Care)

Complete the appropriate form for type of medical concern:

- DOC-3035, (Blue) Health Services Request (HSR) for Medical, Optical, and Psychiatric services
- DOC-3035B, (Green) Psychological Services Request (PSR) for Psychological services
- DOC-3392, (Yellow) Dental Services Request (DSR) for Dental services

Place the completed request form in the mailbox marked HSU on each housing unit.

Appointments are set up according to a priority of health needs. Do not send in multiple request slips for the same issue.

DOC requires all inmates who want to review their health care information to complete and sign a written authorization section of form DOC-3035. This triplet form contains the 3035R between the blue and pink copies. Inmates may obtain the form from housing unit or health services.

If inmates have an immediate medical concern and request to see HSU, contact the housing unit officer or available staff member. Staff will contact HSU. The medical concern will be triaged by a Registered Nurse. Nurse will determine if the inmate needs

to be seen immediately, or if the medical concern can wait for a routine RN appointment.

Medications

Prescribed medication will be provided by HSU in accordance with DAI 500.80.11 Medication Delivery, Administration, and Training policy. Staff will then make a visual inspection of the inside of inmate's mouth to determine that medication has been swallowed. Inmates are required to open mouth for this inspection. Inmates may be required to remove dental equipment. Inmate must report for medication at the scheduled time. Refusal to take controlled/prescribed medication will be documented.

The following parameters are the approximate administration times:

- AM: The medication time that occurs around breakfast meal (0730)
- Noon: The medication time that occurs around noon, or lunch meal (1200)
- PM: The medication time that occurs around late afternoon or supper meal (1600)
- HS: The medication time that occurs at the last evening medication time (2030)

Medications may be administered up to one hour prior to the scheduled time and/or up to one hour past the scheduled time.

Carriable and over the counter medication may be kept in inmate's cell and taken as directed. All medications must be secured when not being used.

Over the counter medications may be purchased in the canteen. Please label this medication with inmate name and number upon receiving it.

Refills: Please submit a White Medication Refill Request (DOC-3035C) to HSU listing the medications needing refilled when inmates have a 7-day supply remaining in the blister pack.

Medical Equipment

Medical equipment issued for inmate use during incarceration (i.e. c-pap machines, oxygen concentrators, etc.) will transfer with the inmate to other facilities.

Medical Release of Information

Inmates who allow others (family, spouse, lawyers, social worker or agents) to have access to their medical information must complete an Authorization for Use and Disclosure of Protected Health Information (PHI) DOC-1163A to authorize the release of this information. HSU will not release this information without this form being completed. Inmates can obtain this form from the health services unit.

HSU Programs (subject to staff availability)

- Prenatal Classes by appointment with Advanced Practice Nurse - Prescriber
- Chronic clinics are held for asthma, diabetes, cardiac/hypertension, seizure disorders, HIV & Hepatitis C

Psychological Services

Psychological Services Unit (PSU) includes:

- Staff referrals.

- Routine clinical monitoring and/or therapy sessions
- Individual or group counseling.
- Crisis Intervention

Psychological services staff do not determine medication or room changes.

Inmates may request these services by contacting PSU staff by submitting a green Psychological Services Request (PSR) (DOC-3035B). Place the completed request form in the mailbox marked HSU on the housing unit. There is no copayment charge for psychological services. To review psychological services record, complete the DOC-3035 to request a file review or request photocopies from this record.

If inmates have an immediate mental health concern and request to see PSU, contact the housing unit officer or available staff member. Staff will contact PSU. The concern will be triaged by a Psychological Associate, who will determine if the inmate needs to be seen immediately, or if the inmate can wait for a routine psychological appointment.

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**HOUSING UNIT AND BED ASSIGNMENT**

Housing unit and bed assignments will be based on sentence structure, security classification, bed availability, and the needs of the institution. Any housing unit concerns should be addressed to the Unit Officer/Sergeant. The institution manages its cells and inmates in the best interest of the institution and population as a whole.

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INMATE COMPLAINT PROCEDURE
(Administrative Code DOC 310)

The complaint procedure gives inmates in an adult institution a process by which significant issues may be raised, investigated, and decided. Per Admin. Code DOC 310, inmates need to contact appropriate staff prior to filing a complaint to attempt to resolve issues informally.

Inmates are expected to follow the chain of command. If an inmate chooses to file an Inmate Complaint, it must be done in accordance with the established time limits pursuant to DOC 310.11(5) (d), which requires the complaint to be filed within 14 calendar days from the date of the occurrence of the event giving rise to the complaint.

Inmates sending Information/Interview Requests (DOC-761) to staff must follow the chain of command (refer to Chain of Command for Problem Solving at the back of this book). Inmates must start at the lowest level related to the problem before going to the next level. After waiting 10 working days for a response or resolution, inmate may contact the next and subsequent level as needed, informing staff of the steps already taken and the results. Failing to follow this Chain of Command, sending requests to multiple staff, or failing to wait 10 working days will only cause delays because staff have been told to return the request if inmates have not followed these steps. Inmates may “jump levels” or ask someone else sooner only for a valid reason. When doing so, explain reason for doing it and what has been said or done so far by staff. After waiting for staff response and/or no

resolve, be certain to submit the formal Inmate Complaint within the proper time limits as indicated above.

How to submit an Inmate Complaint:

- The complaint should be neatly written in dark pen or pencil on form DOC-400, which is available in each housing unit. Complete all information requested.
- Inmates may only file two complaints in a calendar week. Additional complaints will be accepted at the Inmate Complaint Examiner’s (ICE) discretion. Health and personal safety issues shall be excluded from the limit.
- Inmates need to file within 14 calendar days unless the ICE finds good cause.
- Fill out the form completely. Explain the problem, being as specific as possible, listing attempts to informally resolve. Be sure to sign and date the bottom of each complaint form submitted.
- Place the complaint in the “ICE” box provided in each housing unit or seal in the confidential envelope provided on RHU/MSMU. The complaint will be scanned into a computer system, given a number (example: TCI-2016-#####) and a receipt will be provided.

There are complaints that will not be accepted, and will be returned to inmate in accordance to Administrative Code. Return letter will specify reason for return.

The ICE will investigate the complaint if appropriate and the reviewing authority will make a decision. Inmate will receive a copy after reviewing authority decision.

If not satisfied with a decision from the reviewing authority, inmate may appeal the decision to the Corrections Complaint Examiner in Madison using appeal forms DOC-405 Offender Complaint Appeal. The form is available in the housing unit and form requires inmate to mail directly to address listed on the form.

A rejected complaint may be appealed to the Reviewing Authority using form DOC-2182 Request for Review of Rejected Complaint. Form is available in the housing unit and this form shall be placed either in the “ICE” box on the housing units or sealed in the confidential envelope provided on RHU/MSMU.

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**INTERVIEW INFORMATION REQUEST FORMS (DOC-761)**

To contact staff, submit a complete Interview Information Request Form (DOC-761) stating the specific reason for the request, including name, DOC #, housing unit, and cell. The forms are available in every housing unit. Please follow chain of command, and wait for a response within 10 days before sending out multiple requests. Refer to Chain of Command for Problem Solving listed in the back of this handbook.

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LIBRARY

(DAI Policy 309.05.01 Selection of Library Materials)

Housing Units are scheduled specific Library hours, see posting for scheduled times. Inmates may only go to scheduled library times.

Materials include:

- Fiction/Non-Fiction
- Newspapers/Magazines/Telephone Books
- Employment/Educational
- Legal
- Reference

Services include:

- Typewriters
- Photocopying
- Word processor
- Electronic law library system
- Notary

Law Library - (DAI Policy 309.15.01 Law Library)

Law materials are available to general population inmates during regular library hours.

Inmates with verifiable emergency or pending legal issues may request additional law library hours. Submit DOC-761 Interview/Information Request to the librarian include reasons why you need the additional time.

The electronic law library computers are available in the AB, MC, and RHU housing units.

Simpson Library Rules

- Sign in (name only) at the library counter upon arriving. Discussing legal work with another inmate must be approved by the librarian at the beginning of the hour and is limited to designated "LAW" tables.
- Library materials may not be removed from the library without checking them out.
- Inmates may check out four books at a time.
- If there are overdue items, inmate will not be permitted to check out books.
- The books you have checked out are your responsibility. Do not transfer the books to another inmate. Inmate may be charged restitution for books that are lost and not returned.
- Failure to return materials, damaging materials, or repeated overdue violations may result in disciplinary action.
- Legal materials may not be removed from the library. Legal materials will be re-shelved by the librarian.

Photocopying (Personal/legal) – (WWCS Procedure 900.40.03 Photocopy Services)

Photocopy services are available in the library for certain items.

Typewriters

- First come first serve basis, law library will have priority.
- Bring your own paper, limit 10 sheets.

Word Processing

- Priority reserved for inmates with pending legal cases with deadline dates.
- Next priority is given to inmates preparing documents for correspondence courses.
- Standard rates apply for all printouts per page.

Wisconsin Women's Correctional System
CORRESPONDENCE/MEMORANDUM

DATE: May 18, 2018

PLEASE POST

TO: All Wisconsin Women's Correctional System Inmates

FROM: Sarah Cooper
Warden

Sarah Cooper

SUBJECT: Depositing Inmate Funds

The Division of Adult Institutions (DAI) changed its process for depositing funds into an inmate's financial account effective February 19, 2018. The Wisconsin Women's Correctional System (WWCS) initially implemented this change on April 3, 2017 therefore; all WWCS inmates were made aware of this change by memo posting on March 27, 2017, and subsequently on January 12, 2018.

Access Corrections is the only vendor designated to accept funds on behalf of DAI. Please tell your family and friends to no longer send funds directly to the correctional facility.

Checks and money orders must be sent, along with a deposit slip (available via website or in the institution library), to: Secure Deposits-Wisconsin DOC, PO Box 12486; St. Louis, MO 63132. Funds must be made payable to Access Secure Deposits.

Access offers multiple methods to process funds in addition to USPS. There are cash walk-in sites such as Family Dollar, Dollar General, and Speedway. Locations can be found at www.CashPaytoday.com. Access Corrections also accepts credit cards via the internet or telephone, and their telephone agents (bilingual) are available 24/7. The phone number is (866)345-1884

Your family and friends are encouraged to visit www.AccessCorrections.com for additional information regarding how to make a deposit and to obtain the deposit form. Information is also available on www.doc.wi.gov (click Adult Facilities, then Money, Mail & Property).

SC:kr

cc: File

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**MAIL AND CORRESPONDENCE**  
*(Administrative Code 309 and DAI Policy 309.04.01 Inmate Mail)*

It is inmate's responsibility to review Administrative Code on correspondence and publications (DOC 309).

Inmates Outgoing mail should use this complete address, including complete name and their inmate number.

The mailing address for cards, letters and correspondence is:

Taycheedah Correctional Institution  
(Inmate name and DOC number)  
P.O. Box 3100  
Fond du Lac, WI 54936-3100

Money orders or cashier's checks received at this P.O. Box will be returned to sender.

The Post Office Box number for money orders and cashier checks is:

Taycheedah Correctional Institution  
Inmate Accounts  
(Inmate name and DOC number)  
P.O. Box 3000  
Fond du Lac, WI 54936-3000

Money orders and cashier's checks must contain inmate full name and DOC number. Cards, letters or correspondence received at this P.O. Box will be returned to sender.

United Parcel Service (UPS) packages must be addressed to:

Taycheedah Correctional Institution  
(Inmate name and DOC number)  
751 County Road K  
Fond du Lac, WI 54936

UPS will not deliver to a P.O. Box

Embossed envelopes are sold in canteen/vendor catalogs. Attach Disbursement Request DOC-184 to manila envelopes to be used for legal mail, excess cards, letters, photos, and magazines to comply with volume limits, and approved completed hobby drawings/projects.

All first class mail must be sent by using embossed envelopes. If additional postage is necessary, a money transmittal may be used for additional postage. Inmate money transmittals may not be used alone for the postage, except in cases of legal mail, certified, registered, overseas airmail, greeting cards, manila envelopes, or when postal rates change. If you do not have sufficient funds to cover the additional postage, the items will

be returned to you.

Property items will be sent out via designated commercial carrier for tracking and insurance purposes.

Only items of nominal value, including, but not limited to, photographs, magazines, completed hobby drawings/projects, excess cards and letters that fit in a standard #10 envelope, or a manila envelope purchased in Canteen and provided by the inmate may be sent out through the United States Postal Service (USPS). Nominal value is defined as items that would not require a DOC-237 when it was received.

There is no tracking or insurance for items sent out by USPS. Inmates are responsible for items sent out USPS.

Greeting cards purchased from canteen will have the postage attached. All other greeting cards must be placed into embossed envelope for mailing. Greeting cards purchased from vendor catalogs must have DOC-184 Disbursement Request attached for postage.

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MANUFACTURERS'/VENDORS' COUPONS

If inmates receive manufacturer's/vendor's coupons legitimately, inmates may send them out through the mail to family and friends.

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**MEALS**

Meals are served at Prescott Hall. Inmates do not have to go to meals. Inmates choosing to attend meals must remain at Prescott to eat the meal. Inmates cannot leave housing unit building for meals until the bell is rung or has been announced by staff. Follow housing unit check out procedures when going to meals.

Inmates will enter and exit through designated doors only.

Inmates will be directed by staff to fill a row of chairs/tables in the dining area and once the row is full, begin to fill the next row in succession. Entire row at table must be filled before exiting Prescott.

When leaving the dining area, inmates are to use the shortest distance to the exit line.

**Dining Room Procedures**

- Hats must be removed upon entering Prescott.
- Upon entering Prescott there will be no talking permitted in line.
- Talking is allowed between inmates seated at the same table.
- No skipping or trading places in line.
- Inmates must take one tray, one knife, one fork, and one spoon.
- Inmates may exchange served meal items at inmate's table only.
- All food must be eaten at tables, no eating in line.
- When finished eating, dispose of all waste in the appropriate receptacle. Deposit eating utensils in the designated pre-soak containers and place cafeteria tray with soiled dishes in the tray rack. Only one piece of whole fruit can be taken from the dining room back

to your cell to be consumed that day.

- Meals start at approximately the following times:

|           |          |
|-----------|----------|
| Breakfast | 6:15 AM  |
| Lunch     | 10:55 AM |
| Dinner    | 3:55 PM  |

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PACKAGES & PARCELS
(DAI Policy 309.04.01 Inmate Mail)

Packages must be sent to: Taycheedah Correctional Institution
 (Inmate name and DOC number)
 751 County Road K
 Fond du Lac, WI 54936

UPS will not deliver to a P. O. Box

The institution is not responsible for lost or damaged packages or letters.

Items inappropriately mailed in or delivered to the institution (Cash on Delivery (COD), Postage due) will not be accepted and will be returned to the sender.

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**RECREATION**  
*(TCI Procedure 900.40.01 Supervised Recreational Activities)*

**Housing Unit Activities**

- |                      |               |
|----------------------|---------------|
| • Walking track      | • Table games |
| • Exercise Equipment | • Volleyball  |

**Recreation Activities Include:**

- |                            |                              |
|----------------------------|------------------------------|
| • Exercise/Aerobics videos | • Power Walking/Jogging      |
| • Weight Equipment         | • Physical fitness equipment |
| • Softball                 | • Volleyball                 |
| • Badminton                | • Hacky sac                  |
| • Jump rope                | • Fit ball                   |
| • Yoga Class               | • Basketball                 |

**Schedule**

- Housing Units are scheduled specific hours, see posting for scheduled times. Inmates may only go to scheduled times. General population and A&E inmates may participate in recreation per housing unit schedules.
- Voluntary unassigned inmates are only permitted to use morning/afternoon hours.

**Recreation Rules**

Consult with recreation leader regarding proper use of equipment or activity. Refer to posted instructions



- Coats/hats will be hung in designated location. Hats and sunglasses may be worn for outdoor recreation only.
- Inmates must check/sign in upon arriving at activity.
- Inmates must participate in scheduled activity.
- Shoes are not required to be worn while participating in outside sand volleyball and yoga class.
- Equipment shall be used only for its intended purpose.
- Do not use damaged equipment. Report damaged equipment immediately to the Recreation Leader.

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RECREATIONAL TELEPHONE CALLS

Administrative Code DOC 309

Inmate telephone calls, except approved and authorized attorney calls, may be monitored and recorded. Contact the Corrections Management Services Director concerning attorney exemptions.

Telephones are available for inmate use in each housing unit. Prepaid calls can be made from these phones. Inmates will not be excused from programs or work assignments to use the phone.

Emergency/Special Phone Call Requests

Incoming emergency calls will be verified by institution staff. Once the information is verified, you will be notified of the call. If a return call is requested, you will be notified and arrangements will be made to assist you in making the call.

Outgoing Emergency/Special Telephone Calls need to be approved by Social Worker or a Supervisor.

Inmates are prohibited from using the telephone to:

- Call staff members.
- Make third party calls.
- Make threatening, harassing, illegal, or intimidating phone calls.

Abuse of telephone privileges may result in disciplinary action.

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**RELEASE FROM TCI**

When leaving TCI upon release to the community, inmates will be expected to turn in all state property including handbooks to unit staff prior to release.

Notify Social Worker of person picking up on date of release or if a bus ticket is needed and to what destination.

60-90 days prior to release, inmates will be asked by unit Social Worker of choice of release clothing. Options are:

- If inmates have personal clothing, these will be utilized.
- If no personal clothes, inmates can arrange to have a relative or friend mail a set of

- new clothing with tags a minimum of two weeks prior to release.
- If no personal clothes, inmates may use a portion of release funds to purchase a set of clothing from an outside vendor. Inmates will then complete a disbursement with order no more than six weeks prior to release.
- If inmate has no personal clothing and no release money, notify assigned social worker. Staff will attempt to arrange for donated clothing.

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SEXUAL ABUSE/ASSAULT OF INMATES

The Prison Rape Elimination Act (PREA) was passed by Congress in 2003 to address the problem of sexual abuse by persons in the custody of prisons and jails across the country. All correctional agencies in the nation, including Wisconsin, must adhere to the provisions of this federal law.

Wisconsin statute 940.225 establishes that sexual assault is a crime. The provisions of the law state that it is illegal for a person to have sexual contact or sexual intercourse with an individual who is confined in a correctional institution if the actor (person) is a correctional staff member. The law also states that it is illegal to have sexual contact or sexual intercourse with an individual who is on probation, parole or extended supervision if the actor (person) is probation, parole, or extended supervision agent who supervises the individual, either directly or through a subordinate.

Sexual abuse and sexual harassment of inmates by staff, volunteers, contractors and other inmates is simply unacceptable. To be clear, sexual abuse by another inmate is sexual activity that is not wanted or agreed to. And it is never appropriate for a staff member to make sexual advances or comments, or to engage in sexual contact with an inmate.

To ensure your safety DOC provides multiple ways for you to safely, and if you wish – anonymously, report any knowledge, suspicion or information of sexual abuse and sexual harassment. These reporting methods are posted throughout this facility...near phones, dayrooms, dining areas, recreation areas, education areas, and visiting areas, for example. In addition to these posters, let's talk about your options to report in this facility. But before I do, I'd like to emphasize that deciding to report sexual abuse is never easy. Please report abuse as soon as safely possible. There is no time limit to report sexual abuse, however, sooner is better. You do not need to have evidence. If you experience, witness or suspect sexual abuse or sexual harassment you can report in any of these ways:

- Call 777. This is a reporting hotline. Your message goes directly to the Department of Corrections investigations team. Your inmate pin number is not needed to make this call.
- If you wish to report to an agency outside of the Department of Corrections, call 888. This is another reporting hotline. Your inmate pin number is not needed to make this call.
- Tell any staff person.
- Send a note or request to speak with any staff person.
- File a grievance.
- Tell a trusted family member, friend, and/or support person. They may report on your behalf. These reports are called "third-party" reports. Third parties may report online at www.doc.wi.gov. They may click on Prison Rape Elimination Act to access the report link.

- Write to local law enforcement.

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**SMOKING**

Possession or use of smoking materials and tobacco products is prohibited.  
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SOCIAL SERVICES

Social Workers

Social workers are assigned by the Social Services Department. To contact your social worker, fill out an Interview Request Form (DOC-761) and place in the box provided on the unit.

Things unit social worker may be able to help with:

- Family Emergencies
- Special phone calls
- Parole planning
- Institution programming
- Interstate compacts
- Special visits
- Vital Documents
- LAIP (Legal Aid to Incarcerated Persons)
- Release Planning

Programs

- Violence in Relationships
- Anger Management
- Moving On
- AODA Residential Treatment and Dual Diagnosis
- Parenting

Records Office

For assistance, complete DOC-761 Interview Information Request.

The Records Office may be able to assist you with:

- Release date
- Sentence Credit issues
- Notary service
- File reviews
- Open records request
- Wisconsin Department of Transportation State Identification Cards
- Parole eligibility
- Transcripts
- Detainers/warrants
- Sentence Computations
- Judgments of Convictions
- Photocopies from your Legal/Social Services file

Religious Programs – *(DAI Policy 309.61.01 Religious Beliefs and Practices; 309.61.02 Religious Property; and 309.61.03 Religious Diets)*

To contact the Chaplain, fill out and send an Interview Information Request (DOC-761).

The Chaplain may be able to help with:

- Pastoral/Clergy/Minister visits
- Sacraments
- Seminars
- General counseling
- Grief counseling
- Worship opportunities
- Spiritual counseling
- Religious studies
- Study materials
- Emblems

Inmates will be required to designate their religious preference and must complete DOC-1090 Religious Preference. If the inmate's initial designation is "No Preference," the inmate may designate a preference at any time. Changes to religious preference may be made once every 6 months by contacting the Chaplain using a DOC-761 Interview/Information Request.

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**SURVEILLANCE**  
*(DAI Policy 306.00.01 Electronic Monitoring Surveillance)*

Inmate activities may be monitored and recorded anywhere throughout the institution.

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UNSANCTIONED GROUPS

Any group or activity not specifically sanctioned by TCI is designated "Unsanctioned" and is prohibited.

Any sanctioned group that engages in anti-social activity shall be suspended, and during that time of suspension shall be considered an unsanctioned group. Any "Affiliation" or "Alliance" with a group not sanctioned by TCI will be treated as an unauthorized group activity.

Inmates will not be allowed to have in their possession, any written or printed material that details the code of ethics or view of a Security Threat Group, or other group, not specifically authorized for membership within the institution. Any inmate may be subject to discipline if found in possession of, wearing, manufacturing, or distributing any Security Threat Group related activities.

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**VISITING**  
*(Administrative Code DOC 309 and DAI Policy 309.06.01)*

If inmates choose to go to visits, no exceptions will be made for inmates to attend other activities. No arrangements will be made for inmates to attend alternative meals or activities in progress.

**Visiting Hours:**

- 2:30 PM through 8:30 PM Monday through Friday.
- 8:00 AM through 3:30 PM Weekend & Holidays
- Visitors will not be admitted 35 minutes prior to the end of visiting hours.

**Amount of Visiting:**

- Four (4) visits per week (Monday through Sunday).
- Only one (1) visit per weekend (either Saturday or Sunday).

**Length of Visits:**

- Three (3) hours per weekday and evening.
- Two (2) hours per weekend and holiday.
- Visits may be shortened due to time and space availability.

**Visiting Guidelines:**

*Please inform inmate visitors of the following information. General information is also available for visitors on [www.wi-doc.com](http://www.wi-doc.com) located under Adult Institutions and Visiting Procedures and on the specific institution website.*

Misconduct by inmate or visitors in the visiting room may result in disciplinary action, which could result in the suspension of visiting privileges. In addition, inmate's visit could be terminated immediately.

All visitors will check in at the gatehouse. Inmate will be contacted if visit is in progress and a second visit arrives.

**TCI Visiting Center Rules:**

- Inmates must wear state issued green clothing, with shirt tucked in and buttoned, with the exception of the top button open. State shoes must be worn properly.
- The following items are the only items allowed to be brought to the Visiting Center, by inmates:
  - 1 – Room Key            1 – Watch            1 – Inhaler            1 - Nitroglycerin
  - 1 – Wedding Ring    1 – Comb            1 – Glasses, prescription
- Legal materials – With 3 days prior approval from the Shift Supervisor or Social Worker.
- The Visiting Officer will assign seating arrangements.
- Inmates and their visitors are not allowed to change assigned seating arrangements.
- Inmates and their visitors are permitted an embrace and a brief kiss at the beginning and the end of the visit only, in the seating area. Any embracing and/or kissing during the visit or indiscreet conduct may lead to individual disciplinary action, which may include the removal of visiting privileges.
- Inmates and visitors are not allowed to place their hands inside or underneath inmate and/or visitor's clothing. Hands or laps of inmates or visitors are not to be covered at any time during the visit. Inmates and visitors will at all times sit in an upright position facing the officer.
- Inmates and visitors must keep their shoes on at all times. Feet may not be placed on the furniture.
- Inmates, as well as visitors, are responsible for making sure that children are not disruptive in the Visiting Center. Inmates are allowed to hold children visiting them under the age of 10.
- Only visits with children are allowed in the play area. Children are not allowed to play on top of the furniture. No food or drink is allowed in the play area.
- Vending machines are available for visitor use. Inmates will remain in their seats. Inmates are not allowed to handle money. TCI is not responsible for loss of money or property in the vending machines. The microwave is for adult use only. Do not leave the microwave unattended, while in use.
- Combing or braiding of another person's hair is not permitted.
- Visitors will change children's diapers in the visitor's restroom only. Inmates are not allowed to take children to the restroom.
- A mother with child is permitted to breast-feed during visitation in the institution/facilities visiting room. TCI has an area within the visiting room available if a mother desires to have privacy while breastfeeding, but the mother is not required to utilize it.

- Inmates and visitors, who choose to visit in the Outside Visiting Area, will be limited to 2 trips back to the inside Visiting Center. Food and drink will be allowed in the Outside Visiting area, but may periodically be restricted, due to items attracting bees.
- No property items are to be taken or exchanged between visitors and inmates from the Visiting Center.
- Inmates will be informed when there is 5 minutes left of their visit. It is the inmate's responsibility to say good-bye before time expires.
- Inmates are responsible for cleaning their tables at the end of their visits. Please use the proper receptacles provided for plastic bottles. If bottles contain liquid, empty in the sink prior to disposal.
- Inmates will remain seated until instructed by the Officer.
- Inmates and visitors are not allowed verbal exchange upon departure from the Visiting Center.

**Inmate Recreational Photos/Visiting Room**

Inmates may have photos taken of self and/or visitors while on a visit.

- Cost \$2.00 per photo. Limit 3 per visit.
- Visitors may purchase photo tokens in the gatehouse prior to entrance.
- Request photos at beginning of visit.
- Inmates may pay for photos with DOC-184, Disbursement Request.
- Photos will be taken in designated area only.
- Inappropriate poses that are sexually suggestive or that represent any affiliation with a disruptive group are not allowed.
- Inmates may only wear make-up sold on canteen.
- Once printed, retakes may be authorized for poor quality only, not "disliked" expressions.
- Photos will be stamped on back "Taycheedah Correctional Institution", inmate's name and number will be printed.
- Inmates may keep photos or give to visitor.

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WORK ASSIGNMENTS

(DAI Policy 309.00.01 Inmate Work Placement)

Inmate work assignments will be coordinated by the institution. Inmates shall apply in writing to the specific work area supervisor for information regarding job placements.

The criteria for assigning, removal, or continued inmate work placement include:

- Medical/clinical needs including any physical or mental disabilities or behavioral disorders.
- Attitude, motivation, present and potential vocational and educational needs interests and ability.
- Potential threat to security and order of the institution from the inmate's continued placement.
- Institutional adjustment and past performance in programs and assignments.
- Physical vulnerability and security classification.
- Limitations on work participation due to population pressure.
- Complexity of extensive training requirements for the job assignment.
- Needs of the institution.

Work Performance:

Written appeal on a work assignment removal should be sent to the Deputy Warden for final determination within timelines per policy. Complaints may be submitted after the appeal if inmates feel a procedural error has occurred in the process.

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**PLEASE NOTE:**

Inmates are expected to follow the chain of command. If an inmate chooses to file an Inmate Complaint, it must be done in accordance with the established time limits pursuant to DOC 310.11(5) (d), which requires the complaint to be filed within 14 calendar days from the date of the occurrence of the event giving rise to the complaint.

## **CHAIN OF COMMAND CONTACT FOR PROBLEM SOLVING**

Inmates sending Information/Interview Requests (DOC-761) to staff must follow the chain of command below. Inmates must start at the lowest level related to the problem before going to the next level. After waiting 10 working days for a response or resolution, inmates may contact the next and subsequent level as needed, informing them of the steps already taken and the results. Failing to follow this Chain of Command, sending requests to multiple staff, or failing to wait 10 working days will only cause delays because staff have been told to return the request if inmates have not followed these steps. Inmates may “jump levels” or ask someone else sooner only for a valid reason. When doing so, explain reason for doing it and what has been said or done so far by staff. After waiting for staff response and/or no resolve, submit a formal Inmate Complaint within the proper time limits as indicated above.

| <b>NATURE OF CONCERN</b>                 | <b>FIRST LEVEL</b>                        | <b>SECOND LEVEL</b>                                                             | <b>THIRD LEVEL</b>                        |
|------------------------------------------|-------------------------------------------|---------------------------------------------------------------------------------|-------------------------------------------|
| ACCOUNTS / DISBURSEMENTS/ ORDERS         | INMATE ACCOUNTS, BUSINESS OFFICE          | FINANCIAL PROGRAM SUPERVISOR                                                    | CORRECTIONAL MANAGEMENT SERVICES DIRECTOR |
| ADA ISSUES                               | CORRECTIONAL MANAGEMENT SERVICES DIRECTOR | DEPUTY WARDEN / WARDEN                                                          |                                           |
| ADVOCATE                                 | DUE PROCESS OFFICER                       | SECURITY SUPERVISOR                                                             | SECURITY DIRECTOR                         |
| ATTORNEY / COURT CALLS                   | SOCIAL SERVICES STAFF                     | RECORDS SUPERVISOR                                                              | SOCIAL SERVICES DIRECTOR                  |
| BARBER / COSMETOLOGY SERVICES / HAIRCARE | COSMETOLOGY INSTRUCTOR                    | EDUCATION DIRECTOR                                                              |                                           |
| CANTEEN                                  | UNIT STAFF (before bag is opened)         | INVENTORY CONTROL COORDINATOR                                                   | FINANCIAL PROGRAM SUPERVISOR              |
| CHAPEL / CLERGY VISITS                   | CHAPLAIN                                  | CORRECTIONS PROGRAM SUPERVISOR                                                  | DEPUTY WARDEN                             |
| CLASSIFICATION / PROGRAM REVIEW          | CLASSIFICATION SPECIALIST                 | BOCM DIRECTOR                                                                   |                                           |
| ACCESS TO CARE                           | ANY STAFF                                 | HSU / DENTAL/PSYCHOLOGISTS                                                      |                                           |
| DENTAL                                   | DENTAL STAFF                              | HSU MANAGER                                                                     |                                           |
| EDUCATION COURSES / CLASSES              | GUIDANCE COUSELOR                         | EDUCATION DIRECTOR                                                              |                                           |
| EMERGENCY CONTACT FORMS                  | SOCIAL SERVICES / SOCIAL WORKER           | RECORDS SUPERVISOR                                                              | SOCIAL SERVICES DIRECTOR                  |
| EMERGENCY TELEPHONE CALLS                | ASSIGNED SOCIAL WORKER                    | SOCIAL SERVICES DIRECTOR / CORRECTIONS PROGRAM SUPERVISOR / SECURITY SUPERVISOR | DEPUTY WARDEN                             |



| NATURE OF CONCERN                                                  | FIRST LEVEL                         | SECOND LEVEL                                                                | THIRD LEVEL                                          |
|--------------------------------------------------------------------|-------------------------------------|-----------------------------------------------------------------------------|------------------------------------------------------|
| EXTENDED / SPECIAL VISITS                                          | ASSIGNED SOCIAL WORKER              | CORRECTIONS PROGRAM SUPERVISOR / SOCIAL SERVICES DIRECTOR                   | DEPUTY WARDEN                                        |
| EYE CARE (OPTICAL)                                                 | HSU STAFF                           | HSU ASSISTANT MANAGER                                                       | HSU MANAGER                                          |
| FOOD SERVICE                                                       | FOOD SERVICE STAFF                  | FOOD SERVICE MANAGER                                                        | FOOD SERVICE ADMINISTRATOR                           |
| HAIRCUT (only RHU and MSMU Wing 1)                                 | UNIT SERGEANT                       | COSMETOLOGY INSTRUCTOR                                                      |                                                      |
| HEALTH SERVICES                                                    | HSU STAFF                           | HSU ASSISTANT MANAGER                                                       | HSU MANAGER                                          |
| HOBBY                                                              | PROPERTY SERGEANT                   | PROPERTY SUPERVISOR                                                         |                                                      |
| HOUSING UNIT PROBLEM / SECURITY ISSUES                             | UNIT OFFICER                        | UNIT SERGEANT                                                               | SECURITY SUPERVISOR / CORRECTIONS PROGRAM SUPERVISOR |
| LAIP                                                               | ASSIGNED SOCIAL WORKER              | RECORDS SUPERVISOR                                                          | SOCIAL SERVICES DIRECTOR                             |
| LAUNDRY / STATE CLOTHING EXCHANGE                                  | LAUNDRY OFFICER                     | SECURITY SUPERVISOR                                                         |                                                      |
| LAW LIBRARY (UNIT)                                                 | UNIT OFFICER/SERGEANT               | UNIT SECURITY SUPERVISOR / CORRECTIONS PROGRAM SUPERVISOR                   | EDUCATION DIRECTOR                                   |
| LAW LIBRARY / LIBRARY                                              | LIBRARIAN                           | EDUCATION DIRECTOR                                                          | DEPUTY WARDEN                                        |
| LEGAL SUPPLIES                                                     | INMATE ACCOUNTS                     | FINANCIAL PROGRAM SUPERVISOR                                                | CORRECTIONAL MANAGEMENT SERVICES DIRECTOR            |
| MAIL                                                               | MAIL/PROPERTY SERGEANT              | MAIL/PROPERTY SUPERVISOR                                                    | SECURITY DIRECTOR                                    |
| MAINTENANCE REPAIRS                                                | HOUSING UNIT SERGEANT               | CORRECTIONS PROGRAM SUPERVISOR / SECURITY SUPERVISORS                       |                                                      |
| MEDICATION                                                         | HSU STAFF                           | HSU ASSISTANT MANAGER                                                       | HSU MANAGER                                          |
| MEDICAL / DENTAL COPAYMENT                                         | HSU ASSISTANT MANAGER               | HSU MANAGER                                                                 |                                                      |
| NOTARY SERVICE                                                     | LIBRARIAN / RECORDS OFFICE STAFF    | EDUCATION DIRECTOR / RECORDS SUPERVISOR                                     | DEPUTY WARDEN/SOCIAL SERVICES DIRECTOR               |
| OPEN RECORDS REQUEST                                               | RECORDS SUPERVISOR / HSU STAFF      | SOCIAL SERVICES DIRECTOR / HSU MANAGER                                      | DEPUTY WARDEN                                        |
| PAROLE QUESTIONS                                                   | SOCIALWORKER / RECORDS OFFICE STAFF | RECORDS SUPERVISOR                                                          | SOCIAL SERVICES DIRECTOR                             |
| PERSONAL SAFETY / SPN / PROTECTIVE CUSTODY / VOLUNTARY CONFINEMENT | SOCIAL WORKER / SECURITY SUPERVISOR | CORRECTIONS PROGRAM SUPERVISOR/SOCIAL SERVICES DIRECTOR / SECURITY DIRECTOR | DEPUTY WARDEN                                        |
| PROGRAMMING                                                        | SOCIAL WORKER/ PSU                  | SOCIAL SERVICES DIRECTOR / CORRECTIONS PROGRAM SUPERVISOR / PSU             | DEPUTY WARDEN                                        |

| NATURE OF CONCERN                   | FIRST LEVEL            | SECOND LEVEL                                              | THIRD LEVEL                                               |
|-------------------------------------|------------------------|-----------------------------------------------------------|-----------------------------------------------------------|
|                                     |                        | SUPERVISOR                                                |                                                           |
| PROPERTY                            | MAIL/PROPERTY SERGEANT | MAIL/PROPERTY SUPERVISOR                                  | SECURITY DIRECTOR                                         |
| PSYCHOLOGICAL SERVICES              | ASSIGNED PSYCHOLOGIST  | PSYCHOLOGICAL SERVICES SUPERVISOR / MANAGER               | DEPUTY WARDEN                                             |
| PSYCHIATRY SERVICES                 | ASSIGNED PSYCHIATRIST  | HSU MANAGER                                               | DEPUTY WARDEN                                             |
| RECREATION                          | REC LEADER             | CORRECTIONS PROGRAM SUPERVISOR /                          | DEPUTY WARDEN                                             |
| RELIGIOUS ISSUES / CHAPEL           | CHAPLAIN               | CORRECTIONS PROGRAM SUPERVISOR                            | DEPUTY WARDEN                                             |
| SCHOOL / SCHOOL PAY                 | TEACHER                | GUIDANCE COUNSELOR                                        | EDUCATION DIRECTOR                                        |
| RESTRICTED HOUSING UNIT             | UNIT SERGEANT          | CORRECTIONS PROGRAM SUPERVISOR/ RHU SECURITY SUPERVISOR   | SECURITY DIRECTOR / DEPUTY WARDEN                         |
| SENTENCING INFORMATION              | RECORDS OFFICE STAFF   | RECORDS SUPERVISOR                                        | SOCIAL SERVICES DIRECTOR                                  |
| SOCIAL SERVICE / LEGAL FILE REVIEWS | SOCIAL SERVICES STAFF  | RECORDS SUPERVISOR                                        | SOCIAL SERVICES DIRECTOR                                  |
| VETERAN AFFAIRS                     | SOCIAL WORKER          | SOCIAL SERVICES DIRECTOR / CORRECTIONS PROGRAM SUPERVISOR |                                                           |
| VISITING AREA                       | VISITING ROOM OFFICER  | SECURITY SUPERVISOR                                       | SECURITY DIRECTOR                                         |
| VISITING RESTRICTIONS               | VISITING ROOM OFFICER  | SECURITY SUPERVISOR                                       | SECURITY DIRECTOR                                         |
| VISITING LIST                       | SOCIAL SERVICES STAFF  | RECORDS SUPERVISOR                                        | SOCIAL SERVICES DIRECTOR / CORRECTIONS PROGRAM SUPERVISOR |
| WORK ASSIGNMENT / PAY               | WORK SUPERVISOR        | BUSINESS OFFICE                                           | FINANCIAL PROGRAM SUPERVISOR                              |
| WORK PROBLEM / TERMINATION          | WORK SUPERVISOR        | DEPUTY WARDEN                                             |                                                           |