

WSPF General Population PIOC Handbook

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LIMITED ENGLISH PROFICIENCY POLICY NOTICE

The Wisconsin Department of Corrections (DOC) shall within available resource constraints take reasonable steps to continue providing Limited English Proficiency (LEP) offenders in its custody, or under its supervision, meaningful access to vital documents, important information and health services and to ensure they are not precluded from accessing or participating in important programs or proceedings, including those which may affect the duration and condition of their confinement or favorable classification. This shall be done at no cost to the PIOC. 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 más cercano.

GENERAL

This handbook is available so you have a clear understanding of the rules and resources at this institution. Failure to follow the guidelines set forth in this handbook may result in disciplinary action.

Policies referred to in this handbook are available for your review in the Law Library.

Prices listed in this handbook are subject to change without notice.

Below is a chart which provides you with a place or person to contact to get answers to your questions or concerns which may arise. It is advisable to attempt to resolve your issues at this level before proceeding to the next step. The time frame of 14 days from the date of incident as outlined in Wisconsin Administrative Code 310 will still apply when filing a PIOC complaint.

CONTACTS

CONCERN	1 st LEVEL	2 nd LEVEL
Accounts	Inmate Accounts	Financial Program Supervisor
ADA (American's with Disabilities Act) DOC-2530 shall be completed by the PIOC and forwarded to the institution/center ADA Coordinator	ADA Coordinator	Back-up ADA Coordinator
Canteen	Unit Sergeant	Business Office or Unit Supervisor
Groups	Program Dept. Treatment Specialist	Program Director
Dental	Dentist	HSU Manager
Education	Teacher	Education Director
Food Services	FS Manager	FS Administrator
Housing Unit Issues	Unit Sergeant	Unit Supervisor
Jobs	1 st Shift Sergeant	Unit Supervisor
Laundry	Laundry Department	Financial Programs Supervisor
Library	Librarian	Education Director
Mail	Mail Room Sergeant	Mail Room Supervisor
Medical	HSU Staff	HSU Manager
Packages - UPS	Mail Room Sergeant	Mail Room Supervisor
Parole	Social Worker/Records Office	Parole Commission
Phone Problems	Unit Officer/Sergeant	Unit Supervisor
Classification	Social Worker	Classification Department
Property	Property Officer	Property Supervisor
Psychological Services	Emergency – Unit Officer/Sergeant	PSU
Recreation	Unit Officer/Sergeant	Unit Supervisor
Religious Issues	Chaplain	Program Director
Sentencing Information	Social Worker	Records
State Shoes	Stores	Unit Sergeant
Tablet	Property	Unit Supervisor
TV Issues	Unit Sergeant	Unit Supervisor
Visiting Lists	Treatment Specialist	Program Director
Video Visits	Unit Sergeant	Unit Supervisor

NOTICE

Pursuant to DAI 306.00.01 Electronic Monitoring Surveillance, the purpose of this notice is to establish guidelines for electronic monitoring and recording of PIOC activities without their awareness. This policy applies only to surveillance being done using hidden microphones, cameras, or other equipment. It does not apply to staff observations, exposed cameras, intercoms, or other monitoring systems which PIOC's should be reasonably aware of.

Through this form of surveillance, the institution will gather information on PIOC's activities which may jeopardize institution security. These activities include drug dealing, security threat group activity, escape plans, and other illicit activity. Information gathered regarding PIOC may be used in any fashion the institution, Department or law enforcement authorities deem appropriate, to include but not be limited to; administrative, due process, program review, parole hearings and criminal prosecutions.

PRISON RAPE ELIMINATION ACT (PREA)

The Wisconsin Department of Corrections and Wisconsin Secure Program Facility are committed to a "Zero Tolerance Policy" of prison rape and sexual victimization. Zero Tolerance affects all of the Department of Corrections, including every employee and every person under correctional supervision. You should report any assaults or victimizations to a staff member. All reports will be kept as confidential as the circumstance(s) allow.

To access the reporting line, dial #777 or #888 and then enter your identifying number into the phone. These phone calls will be over and above the allowed number of phone calls and will be allowed on days other than designated phone call days.

PREA Standards mandate when there are no opposite gender staff on the unit, and then one enters, a tone will be sounded. As long as an opposite gender staff is currently on the unit another tone will not be sounded if an additional opposite gender staff arrives. This will occur during all shifts.

ADA

To ensure effective communication with incarcerated individuals who have a hearing disability, the Wisconsin Department of Corrections shall provide appropriate auxiliary aids and services free of charge, which may include: qualified sign language interpreters and oral translators, TTYs, videophones, note-takers, computer-assisted real time transcription services, written materials, telephone handset amplifiers, assistive listening devices, telephones compatible with hearing aids, closed caption decoders, TVs with built-in captioning, and open and closed captioning of Wisconsin Department of Corrections' programs.

The ADA does not require the DOC to make telephone services for any persons in our care. Individuals with a hearing disability who use relay services, video phones, or TTY for phone calls or video may still be charged the standard per-minute rate, provided it is no more than what hearing residents are charged. Residents will not be charged for the cost of the equipment, auxiliary aids or services necessary to facilitate the communication more than what hearing residents are charged.

BARBER

Refer to the Facility Procedure of DAI Policy 309.24.01 ~ *Personal Hygiene and Hairdressing*.

Haircuts will be scheduled through the cosmetology department by sending an interview request to the Cosmetology Program Instructor. Haircuts will be completed in accordance with the unit schedule.

Hair must be sufficiently clean, as determined by the Cosmetology Program Instructor or it will not be cut.

Additional paid services are available as scheduled. Cost is determined by the institution and the Cosmetology Program Instructor. The procedure for scheduling an appointment is posted on the housing unit.

CANTEEN

Refer to DAI policy 309.52.01 ~ *Inmate Canteen*.

Possession limits are noted on the canteen price list. PIOC's who are not on the unit, but still in the institution during normal canteen distribution times will have their canteen delivered when they return to the unit. The officer will verify all items have been received and note any discrepancies. You are not allowed to refuse items you've ordered. The plastic bag the canteen comes in shall be discarded.

CELL CLEANING

You are responsible for keeping your cell clean and for placing trash in the proper containers. Receptacles will be provided in the main corridor area. You will be allowed access to cleaning supplies during weekend cell cleaning times (refer to the unit schedule). Cell cleaning is limited to ten minutes.

Scratching, marring, drawing, painting, or pasting on walls, floors, ceiling, fixtures, bedding, or defacing of any kind in any cell is prohibited. Officers will regularly inspect your cell for any damage to property. You should immediately notify a staff member if you discover

damage or alteration to your cell or its contents. Ventilation areas, intercoms and cell door windows shall be clear of all articles.

Human waste, toilet paper, and institution approved toilet cleaner are the only permissible items to be flushed into the sewer system. Flushing of any other items may result in a conduct report.

Any area contaminated with blood and body fluids should be reported to unit staff.

COUNTS

PIOC shall be clearly identifiable at all times as security staff need to be positive they see a human body before counting any PIOC. Do not interfere with staff conducting count. Any loud, overt, disruptive or inappropriate behavior will not be tolerated at any time. All PIOC's on the unit must be secured in their cells during formal counts with the exception of food servery workers.

Formal Counts:

Formal counts shall be conducted at 3:00 am, 6:15 am, 11:20 am, 4:15 pm, 9:30 pm, and 12:00 am.

Standing Counts:

You shall be standing, facing the door with your light on for the 6:15 am, 11:20 am, 4:15 pm and the 9:30 pm counts. A minimum of under shorts shall be worn during standing counts.

Emergency Counts:

You shall report to your cell or cell front (inside the cell or outside the cell, as directed by staff) until the emergency count has cleared. If you are assigned to another unit or work area you are to await staff's direction.

DIGITAL FORMATTED LEGAL MATERIAL (DFLM)

Reference to DAI Policy 300.00.67 ~ Digital Formatted Legal Materials.

Access to DFLM

- Each general population unit has a Legal Laptop for viewing of DFLM.
- PIOC's shall submit an interview request to the WSPF Litigation Coordinator to request access to the DFLM.
- The WSPF Litigation Coordinator shall deliver the DFLM to the PIOC's unit.
- The DFLM shall be stored in the Sergeant's station.
- PIOC's shall submit a request to the PM unit Sergeant, no later than the Saturday proceeding the week of the request to be scheduled for a time to view the DFLM.
- PIOC's in general population shall view the DFLM in the room designated by the unit Supervisor and as scheduled by the unit Sergeant.

- Constant supervision of the PIOC is not required.
- Staff shall complete rounds in the area.
- Staff shall inspect the laptop and DFLM upon completion.

EDUCATION

Enrollment and participation in education programs are dictated by DOC Policy. Students may review the following policies for information regarding education programs and the expectations for both students and staff:

- DAI Policy #300.00.25 Primary Program Status
- DAI Policy #300.00.26 Non-DOC Postsecondary
- DAI Policy #309.15.01 Law Library
- DAI Policy #309.55.01 Inmate Compensation Plan
- DAI Policy #309.55.03 Adult Basic Education
- DAI Policy #309.55.05 Postsecondary Education Opportunities for Inmates

Adult Basic Education (ABE)

The mission of the ABE program is to provide instruction in the basic skills of reading, writing, and math, as well as to obtain a GED or HSED. Completion of the GED consists of the following:

General Education Development (GED)

- Students must score a 148 on the GED Ready tests and a minimum of 145 on each of the following individual computer-based Real tests to pass:
- Reading through Language Arts
- Mathematical Reasoning
- Science
- Social Studies
- Civics (Score of 65 or above)

*GED Testing is offered in English and Spanish. *

High School Equivalency Diploma (HSED)

- Completion of the HSED can consist of a combination of GED testing, prior academic work listed on a high school transcript, and/or a demonstration of satisfactory performance on competency-based assignments including the subjects of employability and health. The HSED diploma may be unique to Wisconsin, and may or may not be recognized in other states if a person were to relocate.

Career & Technical Education Programs

The Wisconsin Secure Program Facility and Southwest Technical College have collaborated to offer CTE programming for qualified students. The purpose is for students to gain entry-level employment skills in an occupational area.

The following is current CTE program offered:

- Technical Diploma in Cosmetology

Correspondence Courses

Correspondence courses may be an option for PIOC's interested in pursuing a post-secondary education. Currently, there are a limited number of colleges and universities who offer education through correspondence. PIOC's interested in correspondence courses shall:

- Search for and apply to the college or university offering the courses
- Secure funding for the tuition, textbooks, supplies, fees and postage
- Receive permission from the Education Director prior to registration

Education Needs

Students may be designated with one or more of the following education needs:

- **Academic Primary** – Students without any documentation of a high school diploma or equivalent. Students with this need must accept an education assignment when offered or may be placed in Voluntary Unassigned Status. This is in accordance with DAI Policy #300.55.03 Adult Basic Education.
- **Vocational Primary** – Students with no or limited vocational skills. Limited work history and COMPAS scores in the Probable or Highly Probable range. Students with academic skills below the required NRS levels (Level 4) on the Test of Adult Basic Education (TABE), will be required to pass an Academic Refresher course (Math and/or RLA) to be considered for participation in Vocational or Career & Technical Education programming. If refresher courses are not available, TABE tests will be considered and if necessary, administered for current scores.

School Assignments

It's critical for students to understand all the benefits, commitments, and consequences before accepting or refusing an educational assignment.

- Students with an "academic" need who refuse a school assignment may be placed in VUNA status and may not be eligible for any work assignment or compensation for 90 days, and be re-evaluated.
- Students with a "vocational" need may refuse their school assignment, but once enrolled, they are required to complete the course in which they are currently enrolled.

Tutors

Tutors are hired to share their knowledge with others who are actively enrolled in ABE. Working with the instructional staff, tutors guide and assist students in their learning activities both inside and outside of the classroom.

Waiting Lists

There may be a wait list for enrollment in education based on current enrollment and staff and institution resources.

ELECTRONICS

You are allowed to possess electronics in accordance with DAI Policy 309.20.03 ~ *Inmate Personal Property and Clothing*. WSPF provides televisions in dayrooms which may be viewed at the appropriate volume level during dayroom time only. Stations offered may not be the same as those available at other institutions. Music stations may be changed on a quarterly basis or as staff determine appropriate. Television channels may be changed by the institution at any time, do not contact the Program Department with requests.

You are responsible for any damage to the electronics in your cell. If you are unable to plug all electronics into the receptacles provided, you will be responsible for purchasing a power strip. Electronics shall remain in your cell and televisions shall be on the TV shelf in your cell. Headphones/earbuds shall be plugged in and worn when electronics are in use. Electronics are to be turned off whenever you are not in your cell. Antennas may be positioned straight up one wall, not throughout the cell or from the light fixture.

FILE REVIEWS

Submit an Interview/Information Request (DOC-761) to the appropriate department to review your file.

HEALTH SERVICES

Upon arrival at WSPF the health service staff will review medical records/health transfer summaries and medications. Prescribed medications which are sent to WSPF will be checked by the nurses to verify the medication is current and correct. Once checked, medications will be sent to the housing unit; "Keep on Person" medications and supplies will be given back to you to take as prescribed. "Controlled" medications and supplies will be placed in the locked medication cart and distributed by a staff member.

All appointments in the HSU are scheduled. If you elect not to be seen, you must still report to HSU, inform staff you do not want to be seen and sign a refusal, indicating a reason if you so choose to disclose it. This is mandatory. Do not come to HSU unless you are called to HSU.

Access to Care for Emergencies:

Notify any staff member of a medical emergency immediately.

An emergency is defined as life threatening if you need immediate medical attention to prevent loss of life or limb.

Access to Care for Routine Concerns:

If you require non-emergency medical attention you shall complete a health services request (DOC-3035 Health Service Request, DOC-3392 Dental Service Request and/or DOC-3035B Psychological Service Request). Health, Dental, and Psychological service requests shall be placed into the white locked box located at the top of the unit. Health Service Request forms are available on each housing unit; requests are picked up and processed daily when HSU is onsite.

Access to Medical Records:

To view your medical record or receive photocopies of medical records, you must submit a DOC-3035 Health Services Request and Copayment Disbursement Authorization form to HSU. You must note on the request form if you want to view your medical record or receive copies. You are allowed 200 free copies of items from your medical chart. Any request after the 200 pages will be charged a fee of \$.15 per page. You will be required to complete a DOC-1163A Authorization for Use and Disclosure of Protected Health Information form before you can receive copies of your medical record.

Upon a request to view your medical record, an appointment will be made within 30 business days. You may take notes while you view your record. You are not allowed to remove anything from or make changes to your medical record during the review.

Copayment:

Per DAI Policy 316.00.01, the Division of Adult Institutions shall charge a copayment for PIOC-initiated requests for health services which require services by a health care provider. No PIOC shall be refused health care for inability to pay a copayment. Unless an exception applies, as designated in the Attachment to DAI Policy 316.00.01, PIOC patients shall be charged a \$7.50 copayment for each instance where a face-to-face contact with a health care provider is the result of a PIOC patient-initiated request for services.

If you have a question about a copayment, you may write the HSU Manager for review. Healthcare is not based on ability to pay a copayment and you will be seen regardless of funds in your account. You should never delay or ignore medical concerns based on funding.

Health Professional Referral:

Referrals to an outside provider are determined by the physician or nurse practitioner. All referrals are reviewed by the BHS Medical Director or a Medical Supervisor for approval. Appointments are scheduled by the outside clinic when they have an available

open appointment time. If you need to be seen off site, dates and locations of appointments will not be disclosed to you. You will see a member of the HSU upon your return to the institution. All recommendations by an outside provider are reviewed by a DOC physician or nurse practitioner. DOC providers will consider your medical necessity as well as organizational policies prior to implementing recommendations made by outside providers.

Medication and Refill Process:

All medication shall be kept in the original container and labeled as issued. Medications may never be sold, loaned, traded, purchased from, or given to another PIOC under any circumstances. To request a refill of your medication, complete a DOC-3035C Medication/Medical Supply Refill Request form. Over-the-counter (OTC) medications must be purchased from canteen.

Medication pass will be conducted at cell front. PIOC will be asked to verify the medication being dispensed is the correct medication.

Sick Cell and Lay-In:

Refer to DAI policy 309.55.02 *Lay-In and Sick Cell Status*.

Lay-In – Non-paid status indicating the PIOC has been excused from his or her work or program assignment until the next work or program day at the discretion of the assignment supervisor. PIOC's on lay-in shall remain in their room until the start of next work or program assignment.

PIOC's requesting lay-in shall report each day to their assignments to request lay-in from assignment supervisor. Housing unit staff shall notify the assignment supervisor and HSU when a PIOC is obviously too ill or injured to report to the work site.

Sick Cell – Paid status at involuntary unassigned rate. Sick cell status shall be designated by Health Service staff. HSU determines restrictions regarding activities for sick cell. HSU shall document restrictions in WICS. No sick cell compensation shall be paid to PIOC participating in a work release program approved under Ch. DOC 324.

Sick cell activity and restrictions shall be determined by HSU. Sick cell pay status shall not be in effect until the PIOC is assessed by HSU.

PIOC's shall provide staff as much notice as possible when requesting sick cell. You must report work related injuries immediately. Properly reported work-related injuries shall not affect pay status.

HOBBY

Refer to DAI policy 309.20.03 ~ *Inmate Personal Property and Clothing*

Hobby supplies cannot be ordered until you designate the hobby activities you wish to participate in. It is your responsibility to ensure the items you are ordering are approved. All hobby orders should be sent to the Recreation Leader for approval.

INMATE COMPLAINTS

Overview:

The Department maintains an inmate complaint review system accessible to all PIOC in institutions. Prior to filing a formal complaint, you must attempt to resolve the issue by following the designated process specific to the subject of the complaint. If you have not done so, the Institution Complaint Examiner (ICE) may direct you to do so.

- PIOC's who do not feel comfortable using English to file a complaint may file in their native language.
- Complaint submissions must provide relevant supporting documentation, which may be accepted at the discretion of the ICE.
- The ICE will acknowledge your complaint with an ICE Receipt, or return the complaint to you for correction or with further instructions, within 10 days of receiving your complaint submission.
- 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's health and personal safety or complaints made under PREA.
- A calendar week means Sunday through Saturday
- Challenges to a complaint or submission returned by the Corrections Complaint Examiner (CCE), a parole commission decision, a classification decision, records or actions not originated by the division, the declination or denial of a public record request, the content of health care records, actions of the legislature or court decisions or orders are not subject to review through the ICRS.
- A complaint or appeal will not be processed and a referral for disciplinary action may occur in accordance with Ch. DOC 303 if the complaint contains a foreign substance or obscene, profane, abusive, or threatening language unless such language is necessary to describe the factual basis of the complaint.

Procedure:

- A PIOC shall file a complaint within **14 days** after the occurrence giving rise to the complaint. At the discretion of the ICE, 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.

- A PIOC shall submit a signed complaint by placing it in a receptacle designated for complaints or by submitting it to the ICE office through institution or USPS mail.
- Complaints must be typed or written legibly and be filed only under the name by which the PIOC was committed to the department or the legal name granted by a court, and includes the **PIOC's original signature**.
- Complaint submissions may not exceed **500 words** total and not exceed two pages.
- PIOC must use a DOC-400 Inmate Complaint form. **All sections of the form must be completed.**
- PIOC may not use a highlighter or marker on the forms, staple or tape the form. The form may be returned if incomplete or if instructions on the form are not followed. **PIOC's must print clearly; illegible forms will not be processed.**
- The ICE will collect and date stamp all complaints with the date collected. The ICE will return, reject or accept the complaint.

Returned Complaint:

- If a complaint is returned to you, follow the directions in the return letter.
- Failure to follow directions in the return letter may result in the complaint submission not being processed.

Rejected Complaint:

- The ICE will assign a file number and classification code and give written notice to the PIOC within **10 days** of collection to notify the PIOC the complaint has been received.
- The ICE will reject a complaint within **30 days** from the date of receipt.
- A PIOC may appeal a rejected complaint within **10 days** to the appropriate reviewing authority who shall only review the basis for the rejection of the complaint.
- The reviewing authority shall make a decision within **15 days** following receipt of the recommendation or appeal of rejection.
- The reviewing authority's decision is final.

Accepted Complaint:

- The ICE will assign a file number and classification code and give written notice to the PIOC within 10 days of collection to notify the PIOC the complaint has been received.
- The ICE will send a recommendation to the appropriate reviewing authority within **30 days** from the date of receipt.
- The ICE may recommend to the reviewing authority the complaint be affirmed or dismissed, in whole or in part.
- The reviewing authority shall make a decision within **15 days** following receipt of the recommendation.

- The reviewing authority shall affirm or dismiss the complaint in whole or in part or return the complaint to the ICE for further investigation.
- If the PIOC does not receive a decision within **45 days** after the date of acknowledgement by the ICE, the PIOC may appeal to the CCE.

Appeal:

- A PIOC may appeal the reviewing authority's decision to the CCE within **14 days** after the date of the complaint decision. Upon good cause as determined by the CCE, an appeal filed later than 14 days after the date of the reviewing authority decision may be accepted. 310.12(6)
- Appeals must be typed or written legibly and be filed only under the name by which the PIOC was committed to the department or the legal name granted by a court, and includes the **PIOC's original signature**.
- Appeal submissions may not exceed **500 words** total and not exceed two pages.
- PIOC's must use a DOC-405 Inmate Appeal form. **All sections of the form must be completed.**
- PIOC may not use a highlighter or marker on the forms, staple or tape the form. The form may be returned if incomplete or if instructions on the form are not followed. **PIOC's must print clearly; illegible forms will not be processed.**
- PIOC must provide relevant supporting documentation which may be accepted at the discretion of the CCE and be limited to the issue raised in the original complaint.

Rejected Appeal:

- The CCE may recommend rejection of an appeal not filed in accordance with s. DOC 310.09.
- The CCE shall send the recommendation to the secretary within **45 days** of receipt of the appeal.
- The CCE recommendation will be reviewed by the secretary, who shall affirm or dismiss (in whole or in part) or return the appeal to the CCE for further investigation.
- The secretary shall make a decision within **45 days** following receipt of the CCE's recommendation.
- **The secretary's decision is final.**

Accepted Appeal:

- The CCE shall recommend the reviewing authority decision be affirmed or dismissed, in whole or in part.
- The CCE shall send the 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.

- The secretary shall affirm or dismiss the CCE's recommendation, in whole or in part, or return the appeal to the CCE for further investigation.
- If the PIOC does not receive the secretary's written decision within **90 days** of the date of receipt of the appeal in the CCE's office, the PIOC shall consider the administrative remedies to be exhausted, unless the time has been extended. **The secretary's decision is final.**

PREA Complaints:

- A PIOC may file a complaint alleging sexual abuse using the procedures under this chapter.
- A PIOC may file a complaint regarding sexual abuse or sexual harassment at any time. If a portion of the complaint alleges an issue that does not relate to sexual abuse or sexual harassment, the time limits apply.
- A PIOC is not required to attempt to resolve the issue with the staff member who is the subject of the complaint or to file a complaint regarding sexual abuse or sexual harassment with the staff member who is the subject of the complaint.
- Complaints filed under this section will be referred for a PREA investigation.
- Third parties, including fellow PIOC's, staff members, family members, attorneys, and outside advocates, shall be permitted to assist a PIOC in filing a request for administrative remedies relating to allegations of sexual abuse or sexual harassment and shall also be permitted to file such requests on behalf of PIOC's.
- Emergency grievance procedures for complaints alleging a substantial risk of imminent sexual abuse or sexual harassment are: (a) The PIOC may contact any staff member who is not the subject of the allegation for immediate corrective action. (b) The PIOC may file a complaint. Complaints collected under s. DOC 310.08 shall be immediately forwarded to the warden. (c) Reports of substantial risk of imminent sexual abuse or sexual harassment outside of the complaint process under this chapter shall be immediately forwarded to the warden.
- The warden may discipline a PIOC for filing a complaint related to alleged sexual abuse or sexual harassment only if the warden demonstrates the PIOC filed the complaint in bad faith.
- Time frames are waived for PREA related complaints, this does not apply to PREA related complaint appeals.

PIOC IDENTIFICATION CARDS

Refer to DAI Policy 306.00.06 ~ *PIOC Digital Photo Identification System*. White beaded lanyards can be purchased from the Business Office by submitting a disbursement request for \$1.00. Black lanyards can be purchased from the Security Suite Secretary by submitting a disbursement request for .50 cents.

INTERCOM COMMUNICATION

There is an intercom in your cell. If you press the button it will indicate to the officer at the officer station you have an emergency. The officer will speak to you over the intercom.

Do not misuse this intercom. Please refrain from using the intercom if the communication can wait until the next time you're out of your cell or when staff makes their rounds.

LAUNDRY

To have your personal clothes and laundry washed per the unit schedule. You shall purchase a laundry card from the Business Office by submitting a disbursement request. A 5 and 10 wash card are available at a cost determined by the Business Office.

You are required to fill out a personal laundry slip documenting the number of items sent out to be washed. Staff shall verify accuracy and sign the laundry slip prior to the laundry being washed. When personal laundry is returned, PIOC shall legibly sign the laundry slip acknowledging the return of all personal items.

Laundry pick-up, and return, shall occur as designated on the unit schedule or as special needs orders. Dirty clothing shall not be brought out of your cell at any time.

LAW LIBRARY

Refer to DAI Policy 309.15.01~ *Law Library*

PIOC with a documented need to be on the legal priority list may be placed on the list 30 days prior to the court deadline.

- PIOC may submit a request to the Litigation Coordinator to be placed on the priority list
- PIOC shall include the court documents which indicate a court deadline.
- PIOC on the priority list shall be scheduled ahead of all other request
- PIOC on the priority list shall be given 3 sessions per week
- All remaining PIOC request shall be scheduled based on time and space available in the law library

Each law library has computers and a variety of print resources available for legal research. DOC issued tablets have Law Library materials and resources available as well.

The Education Department and library clerks cannot provide legal assistance. PIOC's must perform their own legal research.

Law library will be available per unit schedule. PIOC in general population may be allowed up to three one-hour sessions as unit operations and time permits per week. If you wish to use the law library, you shall submit an interview request to the PM shift sergeant no later than the Saturday proceeding the week of the request.

E-filing services to the Eastern and Western Districts of Wisconsin are provided in accordance with *WSPF 900.381.01 Inmate E-Filing Procedure Eastern/Western USDC*.

If you choose to leave the Law Library prior to the end of your period, you shall return to your cell. If you are on room confinement you are not permitted to attend law library unless you are on the priority list.

LEGAL LOANS

Refer to DAI Policy 309.51.01 ~ *Legal Loans*

Legal loan request shall be submitted to the Business Office.

LEGAL PROPERTY

Refer to DAI Policy 309.20.03 ~ *Inmate Personal Property and Clothing*

LEGAL SERVICES

Copy Services

Request for copies from personal flash drive, case law, and legal forms shall be submitted to the librarian/ designee for screening and must include a correctly completed DOC-184 (Disbursement Request).

- Copies are \$0.15 per page or \$0.30 for double-sided pages.
- No copyrighted materials will be copied without permission from the publisher.
- If materials present a security risk, or do not abide by WSPF policies and guidelines, will not be copied.
- Copy requests will be completed within 5 working days after the request is received.
- PIOC requesting legal loans will need to contact the Business Office. The Business Office will inform the Law Library Staff of PIOC eligible for legal loans. PIOC requesting copies using a legal loan will need to provide a case number on the disbursement.

Completed copies may be returned via to the Unit Sgt, and/or through institutional mail in the same fashion in which it was received.

LIBRARY BOOKS

Refer to WSPF Facility Procedure 900.380.00 ~ *Library Services*

PIOC's in general population may have up to four books and one magazine checked out at one time.

PIOC's may obtain a Library Materials Request form from unit staff. Requests must include PIOC name, unit, cell number, DOC number, book title and author.

LINEN EXCHANGE

You must turn in all of your linen to receive a new roll on a one for one basis.

Blankets shall be washed quarterly as scheduled by the Laundry Department.

MAIL/CORRESPONDENCE/FUNDS

Refer to DAI Policy 309.04.01~ *PIOC Mail*

Legal Mail:

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

Non-privileged Mail:

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

Privileged Mail:

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

If you are receiving Legal / Privileged mail through the U.S. Postal Service (USPS) the correct address is:

Wisconsin Secure Program Facility
PIOC name and number
P.O. Box 1000
Boscobel, WI 53805

If you are receiving Non-privileged mail through the U.S. Postal Service (USPS) the correct address is:

Wisconsin Secure Program Facility
PIOC name and number
P.O. Box 189
Phoenix, MD 21131

The WSPF shipping address for items not sent by USPS is:

Wisconsin Secure Program Facility
PIOC name and number
1101 Morrison Drive
Boscobel, WI 53805

General population will be allowed to drop mail, canteen requests, PSU requests, HSU requests, etc., in the appropriate out-going boxes whenever they are out of their cell for normal activity prior to 10:00pm.

In the event institution activity does not allow PIOC to be out of cell, the Unit Sergeant/Supervisor shall use discretion in allowing PIOC access to mailboxes in an effort to not impede the delivery of mail, requests, etc.

Interview/Information Requests & other forms: Are available on the unit. These requests shall be used for correspondence with institution staff/departments.

Access Corrections is the only vendor designated to accept funds on behalf of DAI. There are numerous cash walk-in sites, such as Family Dollar, Dollar General, and Speedway. Locations can be found at www.cashpaytoday.com. Access Corrections also accept 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/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).

MEALS

Institution meals shall be served three times a day at the approximate times:

Breakfast: 6:30 am – 7:30am
Lunch: 11:30 am – 12:30 pm
Dinner: 4:30 pm – 5:30 pm

Meals shall be announced approximately 5 minutes and just prior to releasing you for meals. If you want to eat, you shall have your light on and leave your cell promptly when the cell door is opened.

When your cell door is closing, you are not permitted to attempt to exit or reenter your cell.

Time of meals and location to eat are assigned by unit or as directed by staff.

Staff will determine when meal is completed and direct you on how trays/utensils will be returned.

- You are to check your tray when it is received. Address any issues with staff at this time.
- You are allowed to bring out one clear cup for water (No larger than a 16-ounce cup.)
- You are allowed to get Milk/Juice or Kool Aid, not both (16-ounce cup filled half to $\frac{3}{4}$'s full with Kool Aid for approximately 8 ounces).
- You are allowed to give, receive or exchange food items from your meal tray with only 1 other PIOC, when you come out of cell to retrieve your meal tray.
- You are not allowed to retain any food from meals except for a piece of fresh fruit which shall be consumed within 24 hours.

MOVEMENT

When attending an off-unit activity which requires you to sign out you are to legibly sign your name, number, destination, time out, and time in upon your return. You may not sign in or out for any other PIOC.

You are required to pass the metal detector to enter the program building. Staff shall monitor PIOC going through the metal detector. If you have a medical condition which impedes your ability to pass the metal detector you shall request confirmation through HSU.

Movement outside your cell will be at designated times for scheduled events. Unless you have permission from unit staff, you are not allowed off the unit/designated range you reside on. You are required to go directly to and from your destination. You may not enter any area you are not assigned to without staff authorization.

MOVEMENT WITH A PASS

Refer to DAI Policy: 900.516.06 ~ *Pass System*

When moving through the main corridor you are to walk on the narrow side of the yellow line.

NOTARY

Refer to DAI Policy: 300.00.56 ~ *Notary Services to Inmates*

Request for notary services shall be sent to the Program Department in writing to request the service. Notary services are provided weekly. Plan ahead to assure you have enough time.

PERSONAL APPEARANCE

All clothing shall be worn in a manner for which it was designed. You shall dress in a clean, neat, and appropriate manner. Torn, tattered, ill fitting, dirty, or altered attire shall not be allowed. State issued or personal clothing shall not be altered or defaced in any manner. (i.e., removing sleeves and/or pockets is prohibited).

- State issued over shirt, pants and state issued shoes with socks are required for any off-site trips and any off-unit activity other than recreation.
- Your photo ID shall be worn around your neck and visible anytime you are out of your cell. Only state provided/approved lanyards shall be worn. You are not allowed to store or place anything else in your ID holder.
- Specific dress requirements in certain areas or activities may be specified by the area supervisor. These exceptions are limited to state issued clothing and apply only to the times the PIOC is working or attending the activity.
- The only time sweatshirts are to be worn is at recreation time located on the unit.
- State issued pants shall be worn for meals, state issued t-shirts or personal t-shirts are allowed. Sweatshirts and tank tops are not allowed. Over shirts are not required.
- Orange t-shirt and cap may only be worn by server workers and other's assigned to food service duties while at work.
- Gym shorts, muscle or sleeveless shirts, and sweat pants may be worn at recreation/dayroom. Wrist and headbands may be worn at recreation only. Shirts are to remain on at recreation. Work clothing may not be worn at recreation.
- Thermal undershirts shall not be worn as outer garments outside of your cell.
- Shirts and T-shirts, excluding sweatshirts, are required to be fully tucked in your pants anytime you are out of your cell, with the exception of while at recreation.
- Shoes shall be worn with laces or straps tied/secured. Your entire foot shall be secured in the shoe. Shower shoes and slippers are not allowed outside your cell at any time.
- State shoes shall be worn when off the unit with the exception of personal shoes being allowed at gym.
- PIOC are allowed one pair of state shoes; upon the arrival to WSPF write to stores to request your shoes. New state shoes requested after your original request are a one for one exchange.

- Collars may not be tucked in or turned under. All buttons on shirts are to remain buttoned at all times, with the exception of the top button.
- Pants shall be zipped up and buckled at all times. Pants shall be worn on the waist. Pant legs are not to be tucked into socks. Pockets shall not be turned inside out.
- A minimum of underwear shall be worn during standing counts and when services are being provided at cell front. Winter coats, hats, and gloves may only be worn outside of your cell while attending Courtyard recreation or while working on an outside work crew during winter months.
- Hat/caps shall only be worn at outside recreation, with the bill straight over the forehead, not tipped, at an angle, or turned up.
- Sunglasses may be worn outside only.

PHONE CALLS

Refer to DAI Policy 309.39.01 ~ *Monitoring and Recording of PIOC Telephone Calls*. All telephone calls, except approved properly placed attorney calls, will be monitored and recorded.

Requests for emergency phone calls shall be submitted to the Unit Social Worker.

You may make attorney phone calls during dayroom times, or as approved by the Unit Supervisor.

PHOTOS

Refer to WSPF Facility Procedure 900.311.00 ~ *Inmate Photos*

PIOC's requesting a photo shall submit a DOC-184 Disbursement Request, payable to the WSPF PIOC photo project, to the business office.

PHOTOCOPIES

Request for photocopies with a disbursement shall be submitted to third shift sergeant. Only photocopies for legal purposes shall be made. No copies of any personal material shall be allowed. A minimum of \$.15 per page, \$.30 double sided, shall be charged.

Questionable material may be forwarded to the Unit Supervisor for review.

If you request copies from your files, submit a request and disbursement to the appropriate department.

Staff shall only process the number of copies you have requested. If your request is unclear, your request may be returned for clarification. You may not refuse to accept your copies without approval of the Unit Supervisor.

PROGRAM BUILDING

The WSPF Program Building consist of a gymnasium/weight room and classroom/group activity rooms. Programming services shall be scheduled by the Programs Director/designee and Education Director/designee. Use of the gymnasium/weight room shall be in accordance with the housing unit schedule.

Recreation activity attire:

PIOC's are allowed to wear personal tennis shoes, gym shorts, muscle or sleeveless shirts, sweat pants, wrist and headbands to the gym only. Shirts are to remain on at all times.

Programming services attire:

State issued over shirt, pants and state issued shoes with socks are required to be worn to all programming services.

PROGRAM ESSENTIAL GROUPS

Essential programs are offered based off of COMPAS scores moderate or high, classification assignment of programming, recommendations, and release dates. All names are on the program wait lists and notification will be made when space is available. WSPF offers essential programming in Anger Management (AM), Thinking for a Change (T4C), and/or Substance Use Disorder (SUD). Program offering takes into consideration release dates, COMPAS scores, motivation, past offerings, and program needs. Those who have previously refused or been terminated from programming will not automatically return to the programming wait list. PIOC will need to write to the Program Department and explain why they want to return, what has changed, and how much time has passed since they previously were terminated or removed from the program. The return to the wait list will be considered based on the overall wait list and the reasonings submitted by the PIOC.

Low risk level needs can be addressed through case plan interventions. To learn more and to request further programming contact your assigned Social Worker. Various in-cell program options and voluntary program options are offered such as AA/NA. These are not certificate programs.

PROPERTY

Refer to WSPF Facility Procedure of DAI Policy 309.20.03 ~ *Inmate Personal Property and Clothing*

RECREATION / DAYROOM

Outdoor recreation is allowed as weather, lighting and outdoor recreation conditions permit. The security department and unit staff shall determine if outdoor recreation is to be used and what activities are allowed. Conditions such as weather, temperature, available light and security concerns are factors to be considered when making outdoor recreation available. If staff direct you to return inside it is expected you follow their direction.

While attending recreation on unit a maximum number of PIOC allowed in each dayroom is per the allowed number of seats available. If basketball is being played in the indoor recreation area, only 2 vs. 2 is allowed. Allowed numbers for outdoor basketball shall be at the discretion of security staff.

No more than 10 PIOC in the weight room allowed at one time

- Except for institution needs, or if disciplinary/medical/clinical dispositions prohibit it, activity times will be offered on a regular basis, check the posted unit schedule for exact times.
- PIOC's shall come out for all activities at the start of the activity period. When you return from activity/group/education etc., you shall return to your cell.
- You may not leave the recreation areas or the dayroom area without staff permission. You may return to your cell with staff's permission, however; once you have left, you may not return. If you leave these areas without staff permission, you will be sent back to your cell.
- You may check out some state issued items from the officers' station. State issued table games and playing cards are allowed in the dayroom and at outside table areas during activity time only (note: only one deck of cards, per table, shall be allowed during activity time). You are responsible for any items you use.
- Only four PIOC's are allowed per table and you shall remain seated. Standing around the tables is not allowed.
- The only personal property items allowed to be taken out of your cell during on unit recreation times are: an empty cup up to 16 ounces (not a pitcher), a pen, address book, chess and checker sets, playing cards and dominos. No food or other personal property items are allowed to be taken out of your cell during recreation times. Items need to be in the original box and marked with your name and number on the box.
- Weightlifting gloves are the only allowed item to be taken to the gym.
- Harmonicas may only be played at the outside recreation area or designated area.
- Overly aggressive game play and taunting will not be tolerated. Games may be stopped and identified PIOC may be directed back to their cell.
- No dunking or hanging from the rim is allowed.
- Disruptive, loud, profane, unsafe behavior and/or horse play will not be tolerated.

- Activity/recreation areas shall be for their intended purpose(s) only.
- Do not loiter in hallways/corridors or interfere with other PIOC's activity/library time.
- During times of inclement weather, outside recreation areas may be closed.
- PIOC's in general population may be allowed to wear personal shorts to and from recreation and while at recreation.
- PIOC's are required to keep a minimum of their shirt, shorts and, shoes on while attending recreation.
- PIOC's are not allowed to lie down while in the recreation areas.
- There is to be no climbing, hanging onto or attaching anything to the fences. PIOC shall not spit, urinate or defecate in recreation areas.
- PIOC who create security threats or display disruptive behavior may have their recreation period terminated.
- Computers in the dayrooms are for educational use only. They are not for personal use.
- Recreation areas shall be utilized as determined by staff, (i.e. full vs half-court basketball, number of players allowed for basketball/handball, etc.)
- Movement between unit weight room and dayrooms shall be outside.
- No hair dressing/styling shall occur while at recreation/dayrooms.

RE-ENTRY

Re-entry material is available to PIOC's in the designated Reentry Resource Room. This area is located in the Program Building. Contact the Reentry Coordinator with additional questions or to schedule time in the reentry resource room.

Determining consideration to be on the reservation list:

- PIOC who have 2 years or less until their release date
- PIOC who have a D-6 or less from parole
- All other PIOC must address significant reasons for making an exception to the time frames outlined

WSPF offers face re-entry preparation services including a video series called Psychology of Incarceration. Write to the Program Department to sign up for the video series and interactive work books. The series is offered various times throughout the year.

WSPF offers a workbook entitled "Living on the Outside" to PIOC who are within a year of their release date. PIOC can request to participate with a Treatment Specialist in the use of this workbook by writing to the Program Department.

RELIGIOUS

Refer to DAI Policy 309.61.01 ~ *Religious Beliefs and Practices*

Questions about religious beliefs and practices shall be directed to the Chaplain.

A religious sign-up sheet will be posted weekly on your unit so you are able to attend religious activities. It is your responsibility to sign up for religious activities when you are out of cell. Staff are not permitted to sign you up for religious activities.

SEARCHES

Pursuant to Wisconsin Administrative Code 306.16 and 306.17 you, or your cell, maybe searched at any time.

SHOWERS/CLOTHING EXCHANGE

Refer to DAI Policy 309.24.01 ~ *Personal Hygiene and Hairdressing*

STATE ISSUED ITEMS AND SUPPLIES

CLOTHING

- ❖ Underwear (3 pair)
- ❖ Pants (2 pair)
- ❖ T-shirt (3)
- ❖ Overshirts (2)
- ❖ Footwear (1 pair)
- ❖ Socks (3 pair)

LINEN

- ❖ Towel (3)
- ❖ Pillowcase (1)
- ❖ Blue cleaning rag (2)
- ❖ Sheets (2)
- ❖ Pillow (1)
- ❖ Mattress (1)
- ❖ Blankets (2)
- ❖ Washcloth (3)

Supplies will be issued per the unit schedule.

Indigent PIOC may receive hygiene items per the unit schedule.

If a cell is double occupied, PIOC may only extend the curtains during times they are using the toilet. At all other times, the privacy curtain shall remain compacted. Showering procedure shall be determined by staff.

Toilet paper rolls and soap will be available per unit schedule. Unit limits are 2 full rolls of toilet paper and one in use. Soap limit is one bar and one in use.

SOCIAL SERVICES

If you need social services fill out an Interview/Information request and send it to the unit Social Worker.

SPECIFIC REGULATIONS

- No materials shall be allowed to cover, be attached to, and/or hang from any window, door, wall, outlet, toilet, sink, vents, or light, except for the approved area. (Wall same side as door.)
- You shall not impede or hold your cell door from opening or closing. You shall not prop open your cell shutter for any reason.
- No pens/pencils/supplies are allowed in the Program Building. Items will be provided by the Program Department.
- You shall not tamper with the trap, locks, cell door, lights, light switch, intercom, vent, window, camera, shower, sink, or toilet.
- The mattress shall stay flat on your bed at all times. The mattress shall be used for its intended purpose, not as a weight, barricade, tent, etc. You shall sleep in a manner where staff can easily verify your health and safety. Feet shall be towards the door while sleeping. You may lay the opposite direction while awake, however you shall immediately respond to staff's attempts to verify your wellbeing.
- If you are housed alone in a double cell, you shall not use the mattress or pillow from the empty bunk and are required to sleep on the bottom bunk.
- State issued clothing, linens, forms etc. shall not be used for anything other than its intended purpose. You are limited to two of each form in your cell.
- Forms have been placed at a designated area on your unit. It is your responsibility to obtain forms during your recreation time only. You are not allowed, and staff are not required to get you forms outside of your recreation periods.
- Loitering on the ranges, in corridors/vestibules, work areas, etc.... is prohibited
- Hugging, kissing, horseplay or any other form of physical touching is not allowed.
- You shall not put anything in the hallway (garbage/laundry/meal trays/etc.)
- Loud talking heard outside the cells is prohibited between the hours of 10:00 pm and 7:00 am. Yelling on the ranges between cells is prohibited at all times. Corridor lights and nonessential lighting shall be turned off after 10:00 pm.
- Whenever your trap is open or staff are at your door, your cell light shall be on.

- PIOC housed in double bunked cells shall keep personal property identified with name and DOC number and stored in their footlocker.

VISITS

Refer to DAI 309.06.01 ~ *Visiting*

Any questions or concerns related to visiting questionnaires and visitor approvals should be directed to the Programming Department. Requests for extended and/or special visits shall be made to the unit Social Worker. Questions and concerns about the operations of the visiting room and entrance for visiting should be directed to the Visiting Room Supervisor.

VIDEO VISITS

State issued pants shall be worn to video visits on the unit; state issued t-shirts or personal t-shirts are allowed. Sweatshirts and tank tops are not allowed. Overshirts are not required.

No food or other personal/state property items are allowed to be taken out of your cell during visiting time.