

## 8-02/005.00 Informal Requests

An informal request is a request that can be quickly resolved by a line staff member. This type of request may be conveyed by an inmate either through his/her day-to-day dialogue with personnel, or by completing and submitting an Inmate Request Form, in writing or through the use of an electronic tablet, if available.

Examples of informal requests include, but are not limited to:

- Trust Account balance
- Commissary kiosk access
- Hair cut
- A hygiene kit
- Library time
- Release date
- Court date
- State Prison ("SP") status
- Arrest charge(s)
- Hold(s)
- Telephone PIN
- Shoes, mattress, or linen replacement
- Inmate uniform replacement

Informal requests do not require a reference number. Note: When filed via computer tablet, an informal request that is not a request for information will generate a reference number in the Custody Automated Reporting and Tracking System (CARTS) and be directed to the housing area's electronic Uniform Daily Activity Log (e-UDAL) for handling. When possible, the request shall be handled by line/housing staff during the shift in which it is received. In instances where this is not possible, any informal requests that have not been addressed shall be relayed to respective personnel of the following shift for appropriate handling.

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