

Section 5-13 - Services for Inmates

• 5-13-010 Inmate Orientation Video

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for the inmate orientation video.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC) North Facility.

ORDER:

An inmate orientation video, specific to PDC North Facility, shall be shown daily between 0900-1000 hours to all inmates assigned to dormitory housing.

The orientation video shall inform inmates of the following information:

- Correspondence, visiting, and telephone usage rules
- Rules and disciplinary procedures
- Inmate grievance procedures
- Programs and activities available and the method of application
- Medical services
- Classification and housing assignments
- Court appearance
- Voting

• 5-13-030 Inmate Telephone Procedures

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for inmate access to telephones.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC) North Facility.

ORDER:

There are 132 inmate telephones located inside PDC North Facility at the following locations:

- Eight telephones within each dormitory
- One telephone within each E-Row

Dormitory telephones are available to inmates 24 hours a day, except during meals, counts, and emergent situations. The E-Row telephone is to be used by pre-discipline inmates, administratively segregated inmates, or medically segregated inmates.

[REDACTED TEXT]

• 5-13-040 Inmate Showering Procedures

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for inmate showering.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC) North Facility.

ORDER:

Inmates shall be allowed access to the showers during the hours of 0600-2230, except during the following times:

- Meal time
- Counts
- Dorm clean-up
- Clothing exchange

Any inmate who is housed in discipline housing (E-Row) shall be given the opportunity to shower Monday, Wednesday, Friday, and Saturday, during PM shift. The Module Control Officer (MCO) shall ensure only one cell is opened at a time. All information regarding the showers shall be entered by the MCO in the electronic Uniform Daily Activity Log (e-UDAL).

• 5-13-050 Inmate Barbering

PURPOSE OF ORDER:

The purpose of this order is to establish inmate barbering procedures.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC) North Facility.

ORDER:

Two (2) inmate workers from each module shall be selected from a list of pre-screened inmates to perform barbering services. Module personnel shall ensure all barber equipment is accounted for daily by referring to the laminated Barber Inventory List zip tied to the inside of each barber's kit.

Barbering services shall be conducted in the center core of each module. The dormitory control officer shall only allow two (2) inmates at a time to leave the dorm for barbering services.

As directed by the State Board of Barbering and Cosmetology (Title 16, Division 9, Sections 979 and 980), the following procedures shall be adhered to:

- All non-electrical equipment shall be stored overnight, fully immersed in a container of Barbicide
- All disinfectants shall be used per manufacturer's instructions
- Clean and soiled equipment shall be stored in properly labeled, separate containers
- Remove visible debris from all equipment and treat with disinfectant between uses
- Inmate barbers shall sweep all hair clippings after each cut into separate, plastic lined, and covered receptacles

Inmate Services personnel shall be responsible for ordering all barbering supplies and replenishing any needed supplies upon request by module staff.

• 5-13-060 Religious Services

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for Religious Services personnel.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC), North Facility.

ORDER:

CHAPLAIN SCHEDULE

The days and times for chaplain services are noted on the multipurpose room (MPR) schedule, located in each module control office, main control, chaplain's office, and the watch sergeant's office. Inmate counseling may occur anytime during regular business hours.

SERVICES

- PDC, North Facility religious services are conducted in each module MPR with a maximum occupancy

of 40 inmates for any service

- The watch sergeant shall be notified if the service location or time requires an adjustment
- Chaplains shall be permitted to enter the sally ports of each dorm to introduce themselves and encourage inmates to attend services
- It shall be at the discretion of the module ranger, whether or not to allow inmates housed in dorms on opposite sides of the module to attend the services together
- Module control officers shall allow the chaplain their full time slot as indicated by the MPR schedule
- When the facility is locked down for non-emergent situations, the chaplains shall be permitted to continue their activities
- The start and end times of religious services and counseling shall be logged in the module control officer's electronic Uniform Daily Activity Log (e-UDAL)
- If there are any issues or concerns, module personnel shall contact a supervisor

COUNSELING

- Counseling shall only be conducted by Department authorized chaplains and assistant chaplains
- Volunteer chaplains shall not counsel inmates
- Counseling may be performed anywhere in the module that can be properly supervised by deputy personnel
- Chaplains shall have no more than three (3) inmates out at one time for counseling

• 5-13-070 Commissary Services

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for commissary services.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC), North Facility.

ORDER:

Inmates are given the opportunity to purchase snacks and personal hygiene items on a weekly basis. Commissary for inmates at PDC, North Facility is provided by Keefe Commissary.

The commissary menus shall be distributed to the inmates each Tuesday during day shift by each dormitory control officer. Inmate Services personnel shall be responsible for collecting all commissary menus and delivering them to main control by 1900 hours. A Keefe Commissary employee will collect the forms on Tuesday evening from main control.

Keefe Commissary personnel will distribute the store items ordered every Wednesday between 1700 and 2100 hours. The only variation from this delivery schedule shall occur during holiday weeks. Keefe Commissary will be responsible for providing Inmate Services with an updated delivery schedule for those

weeks.

If the inmate is housed in E-Row for disciplinary housing, they shall be allowed to order from the discipline menu and given their property after they sign the verification form with Keefe Commissary personnel.

Any time there is a price change, or addition of a new commissary item, Inmate Services shall be responsible for replacing the commissary menus posted in each dorm.

Module personnel shall be responsible for monitoring commissary, maintaining order, and logging commissary in the electronic Uniform Daily Activity Log.

All inmate complaints regarding commissary shall be handled by Inmate Services. Inmates shall be required to fill out an inmate request form identifying their problem. Inmate Services shall initiate contact with Keefe Commissary to correct the problem.

• 5-13-080 Vending Services

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for vending services.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC), North Facility.

ORDER:

Vending machine snack and beverage sales are available to the inmates in their housing areas through the purchase of vending cards from the commissary provider. Vending services at PDC, North Facility are provided by First Class Vending.

Vending machines will be stocked as needed by First Class Vending personnel. First Class Vending personnel shall be escorted into the dorms when possible. If an escort is unavailable, First Class Vending personnel may service the dorm machines with visual security provided by the dormitory control officer (DCO) personnel, as long as the dorm is clear of all inmates. First Class Vending personnel shall not have any contact with the inmates.

In the event of a vending machine malfunction, a notice shall be placed on the machine and an email notification shall be made to Inmate Services and the maintenance deputy.

All inmate complaints regarding vending shall be handled by Inmate Services. Inmates shall be required to fill out an inmate request or vending machine refund form identifying their problem. Inmate Services shall initiate contact with First Class Vending to correct the problem.

Vending machines shall be routinely inspected by module personnel for vandalism. In the event of vandalism, line supervisors shall be notified, investigations conducted, and appropriate report(s) completed. All issues of

this nature shall be logged in the electronic Uniform Daily Activity Log (e-UDAL).

- **5-13-090 Inmate Recreation Yard Schedule**

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for the use of the recreation yards.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC), North Facility.

ORDER:

Inmates shall be allowed to use the recreation yards daily between the hours of 0730-1430 and 1530-2130. Only one dorm of inmates shall be allowed access to each yard. For example: "A" dorm has access during the hours of 0730 to 1430 and "B" dorm has access during the hours of 1530 to 2130. This is at the discretion of module personnel, however; no inmate shall receive less than three hours of recreation yard time per week. The dormitory control officer (DCO) shall ensure the use of the recreation yard is shared equally among the dorms.

Recreational activities shall be available to all inmates unless they are restricted by the watch commander for discipline, safety, or security reasons. There shall be no access to the recreation yards during visiting hours.

The recreation yard equipment (e.g., basketball, soccer ball, hand balls) may be stored inside each dorm. All requests for new equipment shall be handled by Inmate Services.

The DCO is responsible for logging recreation yard hours in the electronic Uniform Daily Activity Log (e-UDAL).

- **5-13-100 Inmate Education**

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for providing education at Pitchess Detention Center(PDC), North Facility.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to PDC North Facility.

ORDER:

The Education Based Incarceration (EBI) Bureau is responsible for providing inmate educational programs at

PDC North Facility. The unit commander, in coordination with EBI personnel, shall determine the scope of educational programs that will be provided at PDC North Facility.

The Title 15/Compliance supervising line deputy shall serve as the liaison between PDC North Facility and EBI personnel. The supervising line deputy shall also maintain a schedule of all educational classes.

- **5-13-110 Individual and/or Family Service Programs**

PURPOSE OF ORDER:

The purpose of this order is to establish procedures to facilitate individual and/or family social service programs for inmates.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC) North Facility.

ORDER:

The social service programs provided at PDC North Facility are Alcoholics Anonymous (AA) and Narcotics Anonymous (NA). Both programs shall be conducted Tuesday nights, from 1900 hours to 2100 hours, in the module multi-purpose rooms. A maximum of 40 inmates shall be allowed to attend. The inmates participating in these social service programs shall be permitted to receive books, brochures, and other reading material pertaining to drug and alcohol counseling.

- **5-13-120 Inmate Television Programming**

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for inmate television programming.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC) North Facility.

ORDER:

Inmate television programming shall be controlled by the watch deputy at main control based on a pre-scheduled program prepared each week by inmate services personnel. The program shall consist of a variety of television programs, including but not limited to movies, music, sports, special events, and occasional Spanish language programming. Music shall be played during waking hours at least twice per day, for a minimum of six (6) hours. Television programs that are excessively violent or blatantly offensive to any racial, ethnic, religious, gender, or cultural group, shall not be shown.

The inmate orientation video shall be played daily at 0900 hours. The Inmate Welfare Commission video shall be played at 0930 and 1600 hours on days designated by Custody Division. Thereafter, television viewing shall be according to the prepared schedule. Any deviation from the scheduled programming shall only be at the discretion of the watch commander.

- **5-13-130 Inmate Voting Procedures**

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for inmate voting.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center(PDC), North Facility.

ORDER:

Inmates shall be advised of the inmate voting registration procedure via the daily inmate orientation video. This video instructs inmates of the proper procedure for obtaining Voter Registration Applications from Inmate Services personnel. The Title 15/ Compliance senior deputy shall serve as the facility voting coordinator and provide all available documentation and information to the Inmate Services officers.

- **5-13-140 Access the the Courts and Counsel**

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for inmate access to courts and counsel.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center(PDC), North Facility.

ORDER:

All inmates shall have access to courts and counsel. Inmates shall be transferred to and from court by the Correctional Services Transportation Bureau (CST).

All inmates shall have access to professional visits[REDACTED TEXT]

Inmates may obtain any documents needed for their legal representation from Inmate Services via an Inmate Request Form. Such documents include but are not limited to: Cop-Out forms, Traffic forms, Request to Appear in Court, and other similar forms.

• 5-13-150 Inmate Mail and Correspondence

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for inmate mail and correspondence.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC), North Facility.

ORDER:

INCOMING MAIL

The mail is delivered to PDC, North Facility Inmate Services from the Inmate Reception Center (IRC). The Inmate Services officer is responsible for running the booking number on each piece of mail via the Automated Justice Information System (AJIS) for location accuracy, conduct a search for contraband, and sort the mail by module location. Mail shall be delivered to each module by the Inmate Services officer upon the completion of the first facility count on PM shift. The ranger of each module shall receive the mail and distribute it to the corresponding dormitory control officer (DCO).

The DCO shall be responsible for immediately distributing the mail to the inmates. Each DCO shall log the time the mail was distributed in the appropriate boxes in the electronic Uniform Daily Activity Log (e-UDAL). It shall be the responsibility of the module ranger to distribute mail to inmates housed in E-Row. At the completion of distribution of all inmate mail, the DCO and ranger shall contact the Inmate Services officer advising them that the mail has been delivered. Once the Inmate Service officer has verified all modules have delivered the mail, they shall contact the watch commander. The watch commander shall enter the completion time into the Watch Commander's Log.

When personnel identify the inmate receiving mail is no longer at PDC, North Facility or has been transferred to another module within the facility, they shall mark those pieces of mail with the inmate's current location and return them to Inmate Services for distribution to the proper module, or for forwarding to the appropriate facility.

These procedures are for use during routine operations. It is possible mail could arrive at a different time or more than once per day. If that occurs, mail shall be immediately processed and distributed to the inmates.

Mail shall be delivered to inmates without delay. Exceptions to this may include if the mail was received during "lights out", meal time, cleanup, or the facility was operating under an emergency situation (e.g., earthquake, flood, riot, etc.). The mail shall be immediately distributed to the inmates as soon as normal operations resume.

Supervisors shall make periodic checks of Inmate Services, module control offices, and the dormitory control offices to ensure the mail is being delivered as outlined in this procedure.

OUTGOING MAIL

The EM field sergeant shall be responsible for collecting all outgoing mail from the locked collection boxes in each housing location. The collected mail shall be given to the respective DCOs.

The DCOs shall sort, inspect, and seal the mail as soon as their duties permit. Inmates shall not be used to sort or seal mail. The mail shall never be left unattended where inmates may have access to it. After the mail has been sealed, the mail shall be placed in the Post Office mailbox located outside of main control. Under no circumstances shall any piece of mail be placed in the Post Office mailbox loose or in an unsealed envelope. No additional material, other than mail, shall be placed in the Post Office mailbox.

During day shift, a ranger unit shall deliver the mail to the mailroom located east of PDC South Facility.

MAIL INSPECTION

All inmate correspondence (incoming and outgoing) shall be inspected prior to being distributed. The following is a list of procedures personnel shall follow during the inspection of all inmate mail:

- Mail shall not be read except when there are valid security reasons to justify such actions and the facility unit commander approves
- All inmate correspondence shall be searched for contraband
- All currency, bank drafts, money orders, checks, or other negotiable instruments found in inmate correspondence shall be immediately given to Inmate Services and forwarded to the IRC mailroom
- Any inmate correspondence found that violates regulations, shall be immediately returned to sender intact. Both the sender and the inmate shall be notified of the reasoning; via the inmate notification (SH-J-466) and sender notification (SH-J-465)

There are no limitations on the volume of mail an inmate may send or receive

• 5-13-160 Inmate Reading Materials

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for receiving and distributing inmate newspapers, books, periodicals, and other reading materials.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC) North Facility.

ORDER:

NEWSPAPERS

The *Los Angeles Daily News* and *La Opinion* are delivered daily at approximately 0500 hours to PDC North Facility. The vendor shall enter the pedestrian sally port and deliver all of the newspapers to main control. Ranger 5 and the utility officer on EM shift are responsible for delivering the newspapers to the Module Control Officer (MCO) in each module. Module personnel shall be responsible for the distribution of the newspapers to each dorm.

LIBRARY SERVICES

A library of books and periodicals shall be maintained in bookshelves in each of the module's multipurpose rooms (MPR). Inmates shall be allowed to exchange and select books from the MPR as time permits. It shall be the responsibility of the Inmate Services officer to replenish the stock of library books in each module as necessary.

LAW LIBRARY

PDC North Facility does not maintain an inmate law library; however, inmates are able to request basic legal materials from Inmate Services. It shall be the responsibility of Inmate Services to assist the inmates in accessing legal materials and meeting the inmate's needs without unnecessary transfer. Legal reference materials shall be provided to the inmate in the visiting area of each module so they can be directly supervised.

RELIGIOUS READING MATERIALS

The Office of Religious and Volunteer Services (RVS) is responsible for the distribution of all religious inmate reading materials.

READING MATERIAL FOR INMATES IN E-ROW

Inmates housed in administrative segregation shall have the same access to reading materials as the general inmate population. Inmates housed in E-Row for disciplinary purposes, subsequent to the Disciplinary Review Board (DRB) hearing, shall be allowed a minimum of one book and one religious text. Module staff are responsible for the distribution and rotation of reading materials to inmates in E-Row. Any additional reading materials for inmates on discipline status shall be at the discretion of the unit commander.

• **5-13-170 Inmate Request and Grievance Procedures**

PURPOSE OF ORDER:

The purpose of this order is to establish procedures for the proper handling of inmate requests, grievances, appeals, and medical forms.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Pitchess Detention Center (PDC), North Facility.

ORDER:

Located inside each dormitory are locked metal boxes utilized for the collection of inmate requests, grievances, appeal forms, medical forms, and outgoing inmate mail. There is also a locked metal box located inside E-Row adjacent to the inmate telephone. The field sergeant shall be responsible for collecting the contents from all secured boxes once per shift.

The field sergeant shall review and place all non-emergent grievances against staff in the locked collection box located inside the administration building. The PDC North/South Grievance Team shall retrieve all grievance forms and process them appropriately. The Grievance Team box shall also be scanned once per shift by field sergeant 1 when the Grievance Team is not present. General requests shall be placed in the Inmate Services tray located inside the administration building for processing. All informal requests assigned to a staff member shall be completed, signed, and returned to Inmate Services for retention.

All medical forms, with the exception of emergent requests, shall be placed in the locked metal box located outside of the Module 2 Clinic.
