

INMATE ORIENTATION HANDBOOK



Fluvanna Correctional Center for Women

**P.O. Box 1000
Troy, VA 22974**

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INTRODUCTION

Fluvanna Correctional Center for Women (FCCW) is a multi-security level institution located in the Central Region. It opened in April 1998 with a rated capacity of 1260 Inmates. We are the primary medical and mental health facility for female inmates; therefore, we house all security and medical classifications. FCCW has a full complement of educational, vocational, treatment, religious and work programs. Specific information concerning this institution and its operation is provided in subsequent sections of this manual.

The Table of Contents will help you in locating information.

Any questions you might have after reading this handbook should be directed to your Unit Manager, Counselor, building security staff, or other staff who work with you. They are your most immediate, and often times, best sources of information. These individuals are familiar with the policies and procedures of this institution. Listen to them and follow their directions and advice. Be respectful in your interactions with others.

ADDRESS/TELEPHONE NUMBER

Fluvanna Correctional Center for Women
P.O. Box 1000
Troy, VA 22974
(434) 984-3700

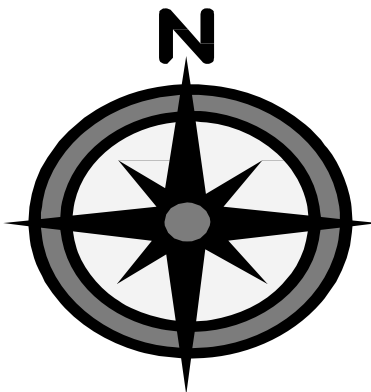
DIRECTIONS

From East (Richmond): Take 64 West to exit 136, Route 15. Turn left onto Rt. 15. Go to stoplight, and turn right on Rt. 250 West. Facility is located approximately 3 miles on the left.

From West (Charlottesville): Take 64 East to exit 136, Route 15. Turn right on Rt. 15. Go to stoplight, and turn right on Rt. 250 West. The facility is located approximately 3 miles on the left.

From North (Culpeper): Take Rt. 15 South to Zion Crossroads. Turn right onto Rt. 250 West. The facility is located approximately 3 miles on the left.

From South (Buckingham): Take Rt. 15 north to Zion Crossroads. Turn left onto Rt. 250 West. The facility is located approximately 3 miles on the left.



LIMITED DIRECTORY OF NON-FLUVANNA PERSONNEL

Below is a list of the names and addresses of people you may need to contact outside this institution. Should you require the name and address of any other officials not listed, please direct an Inmate Mail to Staff (IMS) Form to your counselor.

Harold Clarke, Director
Virginia Department of Corrections
P.O. Box 26963
Richmond, Virginia 23261

Chief of Corrections Operations
Virginia Department of Corrections
P.O. Box 26963
Richmond, Virginia 23261

Central Regional Office
9503A Hull Street Road
North Chesterfield, Virginia 23236

Classifications and Records Unit
Virginia Department of Corrections
P.O. Box 26963
Richmond, Virginia 23261

Manager
Court and Legal Section
Virginia Department of Corrections
P.O. Box 23963
Richmond, Virginia 23261

Magistrate Office
Sixteenth Judicial District
1610 Avon Street Extended
Charlottesville, Virginia 22902

Virginia Department of Corrections
Special Investigative Unit
Room 1030
6900 Atmore Drive
Richmond, Virginia 23225

Federal District Court
Western District
P.O. Box 1234
Roanoke, Virginia 24006

Institutional Attorney:
Bryan Jones
106 W. South Street, Suite 201
Charlottesville, VA 22902

Chairman
Virginia Parole Board
6900 Atmore Drive
Richmond, Virginia 23261

RECEPTION

Orientation is mandatory for all newly arrived Inmates. This is your opportunity to meet administrative staff and other staff who manage this facility. You are encouraged to ask questions and to formulate your plan to constructively serve your prison time. The orientation period will provide you with information specific to this institution.

If you are arriving at Fluvanna Correctional Center for Women from a jail, you will be assigned to the Reception Unit until classified. During this time, you will be seen by staff to determine your medical and psychological needs, which will assist in determining your classification.

After you have concluded your initial classification and orientation, you will be moved from the Reception Unit into an appropriate assignment at this or another institution.

INMATE STRATEGIES FOR A PRODUCTIVE STAY

- ◇ Keep Busy!
- ◇ Maintain a positive attitude.
- ◇ Be patient – everything takes time.
- ◇ Choose your attitude.
- ◇ Act rather than reacting. Control yourself (you cannot control others).
- ◇ Remember where you are.
- ◇ Be reserved, but firm.
- ◇ Be consistent in action and in word.
- ◇ Act in a manner that earns respect

SEEK THE ADVICE OF STAFF IMMEDIATELY WHEN CONFRONTED WITH SEXUAL
INTIMIDATION OR ANY OTHER PROBLEM WITH ANOTHER PERSON.

DO NOT GET INVOLVED IN

- ◇ Borrowing from or giving to other Inmates.
- ◇ Being overly friendly with other Inmates.
- ◇ Asking for protection from other Inmates.
- ◇ Getting in debt.
- ◇ Horseplay.
- ◇ Gamble.
- ◇ Bullying other Inmates.
- ◇ Asking for property.
- ◇ Asking for drugs.
- ◇ Accepting or take drugs not prescribed for you by the doctor.
- ◇ Accepting favors.
- ◇ Sharing personal information.

COUNT PROCEDURES

FORMAL COUNTS – VERY IMPORTANT!

There are four (4) formal standing counts conducted each day at the following approximate times:
5:45 AM 12:00 PM 5:45 PM 9:30 PM

Authorized clothing (i.e., uniform – scrubs/jeans, t-shirts, and sweatpants/gym shorts) is required during all formal counts. There is to be no talking during count.

Prior to each formal count, Master Control makes four (4) announcements five (5) minutes apart:

1. *“It is now 15 minutes until count. Prepare for count.”*
2. *“It is now 10 minutes until count.”*
3. *“It is now 5 minutes until count.”*
4. *“It is now count time.”*

Inmates are to proceed immediately, without stopping, to their assigned cells for count. Telephone usage stops; radios and televisions are turned off and headphones are removed. Inmates must be in their cells at the 5:45AM, 12:00PM, 5:45PM and 9:30PM count ready to be counted.

- ◇ A staff member will enter the wing, blow a whistle and announce, “Count time! Stand for count.” All talking ceases and all Inmates must stand by their beds.
- ◇ Staff members begin the count.
- ◇ When security staff completes the count process they will alert Inmates by saying “Relax.”
- ◇ For General Population, no one may be released from the wing until Master Control has officially announced that count is clear. Inmates will be allowed to exit their cells to use the restroom only once the wing has been counted.

OUT COUNTS

When counts are conducted during periods that you are working or in school, your foreman or teacher will announce “COUNT TIME”. You will be counted by security staff at your work/school assignment area and will remain there until count has been cleared.

INFORMAL OR INTERMEDIATE COUNTS

You are not required to stand for Informal Counts. We routinely conduct two (2) Informal or Intermediate counts at 11:30 PM and 2:00 AM.

EMERGENCY COUNT

Emergency counts are called at the direction of the Watch Commander. Emergency counts require inmates to stand for the count.

HOUSING UNIT RULES GENERAL POPULATION

WHISTLE BLOWN TWICE INDICATES AN EMERGENCY! ALL INMATES ARE TO
IMMEDIATELY RETURN TO CELLS AND CLOSE THE DOOR!

BEHAVIOR

- ◇ Conduct yourself in an orderly manner at all times.
- ◇ Be respectful of yourself and others, including security, unit staff, medical, and other staff.
- ◇ Loud talking and horseplay is prohibited.

- ◇ You may not sit or lay on the floor.
- ◇ You may not hang out in the threshold of your doorway (“front porch”) and communicate with others.
- ◇ You cannot be outside another’s doorway to socialize. You must come to the dayroom to converse and socialize with others.
- ◇ You may not loiter on the top tier. You must be on your way to the shower, bathroom, phone, cell or dayroom.
- ◇ Do not “walk” the tier.
- ◇ You may not yell from the dayroom to the top tier, top tier to dayroom, or across the wing.
- ◇ You may not throw items for any reason. This includes dropping items from top tier.

CELL COMPLIANCE & INSPECTION

Cells will be clean, organized and maintained in a manner that is compliant with the following expectation by 7:00 a.m. daily:

- ◇ Inmate cells must be in compliance before exiting for work, school, recreation or any other activity.
- ◇ Beds will be made, with the cover sheets and blankets tucked in military style.
- ◇ Extra blankets will be folded and placed across the foot of the bed.
- ◇ Nothing is permitted to hang from the sides of the bed.
- ◇ With the exception of weekends and holidays, Inmates may only lie on top of the bed covers between the hours of 8:00 a.m. to 4:30 p.m. Inmates working the midnight shift outside of the unit (i.e. kitchen and admin support building worker) will be permitted under the covers.
- ◇ No items may be attached to lights, walls, windows, doors or vents.
- ◇ Mattresses will remain in the bed frame at all times.
- ◇ No items will be stored under the mattress.
- ◇ Commodes will not be covered at any time (This applies in building 2 and 8).
- ◇ Towels and blankets will not be used as floor mats or desk covers.
- ◇ Prayer rugs must be stored when not in use; they may not be hung on the walls or continuously maintained on the floor.
- ◇ The towel rack will be used for hanging towels and wash cloths only.
- ◇ Shoes must be neatly stored under the desk or in the property box.
- ◇ All personal property, commissary, and clothing will be neatly stored in property boxes. (Excessive items must be disposed of in accordance with Operating Procedure 802.1)
- ◇ A limited amount of non-clothing items **may** be kept on the desk (including television and fan). Items must be neatly organized in a manner that allows for a clear view.
- ◇ Book shelves will be used for storing books, magazines and writing material only. All items must be neatly organized.

Failure to comply with the above expectations may result in disciplinary action.

CHAIRS

- ◇ Chairs are to remain at the tables. If you move a chair for the following reasons, you must return it when finished:
 - ◆ One chair may be moved to the hair station.
 - ◆ One chair may be taken to the downstairs phone (no chairs upstairs).
 - ◆ Chairs may be moved to allow Inmates to watch TV in the dayroom.
- ◇ Chairs may not be used to store laundry, air-dry laundry, or to “save” a space for commissary day.
- ◇ Chairs are not permitted in the cells for any reason.
- ◇ Sitting under the steps or on upper tier is prohibited.

DAYROOM

Dayroom Hours (if dayroom is clean): Weekdays 9:00 AM – 11:30 PM; Weekends/Holidays 8:00 AM – 1:00 AM (unless otherwise directed by the Unit Manager). Inmates will be required to return to their cells during Count times.

Be properly dressed whenever you are in the dayroom. Proper dress consists of:

- ◇ State-issued uniform or approved personal clothing you would wear to recreation.
- ◇ Wearing nightgowns, robes (unless going to the shower), or uncovered thermals is not permitted.
- ◇ Thermal tops may be worn under t-shirts while in the wing.
- ◇ Shoes or slippers must be worn.
- ◇ Religious headgear is permitted in the housing unit.

COUNT

- ◇ When “5 MINUTES TO COUNT TIME” is called, you must leave the dayroom and return to your cell.
- ◇ You must be in your cell when Master Control announces count over the intercom.
- ◇ You must be properly dressed and standing for count.
- ◇ You may sit only after the count officer says “relax”.

LEAVING THE WING

- ◇ “STAND BY” means ready to exit. You must be behind the Officer’s desk, not by the door.
- ◇ If “LAST CALL” was called and you missed the movement, you will not be allowed to exit.

LAUNDRY

- ◇ You may not do your own laundry. Laundry Techs do all laundry. [Honor wing is authorized]
- ◇ Laundry should be packaged in a white mesh bag, but it will not be washed in the bag.
- ◇ Sheets, blankets, coats and shoes are exchanged at Personal Property exchange.
- ◇ Do not use your orange commissary bag for your laundry.
- ◇ You may include your own laundry detergent for use, but you may not include any shampoo or other items that you believe will enhance your laundry.
- ◇ Laundry may only be washed in accordance with the building laundry schedule.
- ◇ Hand washing of clothing is done only in an emergency (i.e., accident), and you must have the permission of the Unit Manager or Building Security Supervisor.
- ◇ Hand washing of clothing must never be done in the hand sink or shower.
- ◇ Approved hand washing of clothing must be done in the mop sink only.

TELEPHONE USE

- ◇ You cannot use the phone on the top tier if you live on the bottom tier. You cannot use the phone on the bottom tier if you live on the top tier.
- ◇ No back-to-back calls (20 minute limit).
- ◇ One person at a time on the phone.
- ◇ Must be properly dressed while on the phone.
- ◇ Phone must be hung up after use.
- ◇ No sitting at the phone unless in use.
- ◇ No use of phone during count times.
- ◇ Phone is accessible during dayroom hours only.
- ◇ Both feet will remain on the floor when using the phone.
- ◇ No physical abuse of the phone.
- ◇ Must utilize proper volume, tone, and language while on the phone.
- ◇ No holding the phone for another user. Any defacing of the phone or hanging papers to reserve phones will be discarded and may result in disciplinary action.

Failure to follow the phone rules may result in your phone privileges being suspended.

BED AREAS

- ◇ You are responsible for any items in your bed/living area, including personal property boxes.
- ◇ You are responsible for the cleanliness of your individual cell, including property boxes and floors. Refer to the Cell Compliance & Inspection section of this handbook.
- ◇ Trash is to be placed in the proper trashcans. Nothing may be thrown on the floors.
- ◇ If you wish to clean your room, you may do so in accordance with your housing unit cleaning schedule.
- ◇ You must be able to store all personal property in the two property boxes and one mesh bag.
- ◇ Property that does not fit in the personal property boxes and one bag is subject to confiscation (large televisions and fans are exempt from this rule.)
- ◇ Newspapers, magazines, letters, or books which cannot be stored in property boxes will be considered excessive property and subject to being confiscated, destroyed, or sent out of the institution in accordance with Operating Procedure 802.1, Inmate Property.
- ◇ Nude or semi-nude photographs/pictures may not be displayed.
- ◇ No items are to be taped, attached to, or placed on walls, cell doors, beds, windows, light fixtures, outside of property boxes, or underneath beds. Photos may be displayed in approved frames on the desk.

GENERAL RULES

- ◇ Any cell or housing unit wing other than your assigned cell or wing is an unauthorized place for you to be.
 - ◆ No visiting is permitted in any cell or housing wing in which you are not assigned.
 - ◆ At no time are you permitted to go to or into someone else's cell or stand IN or OUTSIDE the cells entrance way. THIS IS CONSIDERED AN UNAUTHORIZED AREA!
 - ◆ If you choose to visit, you may do so in the day room area only.
 - ◆ If you are housed on the top tier, do not loiter near or lean over the railing.
 - ◆ If you are housed on the bottom tier, you may not be on the top tier for ANY REASON unless instructed by staff to do otherwise.

- ◇ DO NOT SIT ON THE STAIRS!
- ◇ Pillows, mattresses, or blankets are not to be brought into the dayroom area. These items are to remain on your bed.
- ◇ Clothing and shoes (state or personal) may not be cut or altered for any reason.
- ◇ Sleeping nude or semi-nude is prohibited. Nightgowns, or sweats are appropriate sleepwear. You may wear thermals, t-shirts and shorts under your nightgown.
- ◇ When dressing or undressing in your bed area, position yourself with your back to the door.

These rules are only a guide. They are not all-inclusive. Refer to Operating Procedure 861.1 for more information.

Always follow staff instructions. If you have a problem with an instruction, comply with the instruction, then address your concern through the chain of command at a later time.

BED ASSIGNMENT CHANGES

Requests for bed assignment changes will be handled in one of the following ways only (NO OTHER BED ASSIGNMENT CHANGES WILL BE PERMITTED).

- ◇ Medical Reason: If you have a pre-existing medical condition that prevents you from sleeping on a top bunk:
 - ◆ You must sign up for Sick Call for a medical evaluation by the nurse.
 - ◆ If the Medical department concludes that your concern is valid based on your medical record and examination, you will be referred to the Institutional Physician for examination and evaluation.
 - ◆ If the Physician determines that your medical condition warrants a bed assignment change, the Records Office and the Unit Manager will be notified and you will be assigned a medical profile.
- ◇ Security Reason: To eliminate a situation that may negatively impact your life; the life, health, and safety of other people; or the overall orderly operation of the facility. The Unit Manager will determine whether a situation meets the criteria for “Security Reason” or not. Advise staff in your wing if you believe there is a security issue. Your concern will be addressed during the shift.
 “I don’t like my roommate”; “I can’t get along with my roommate”; “I don’t want to be housed with this woman” are not legitimate reasons to make a change in bed assignment.
- ◇ Administrative Reason: Administration may initiate a bed, wing, or building change at any time to maximize bed space, to support programming, to maximize operational concerns, etc.
- ◇ Annual Request: Annually Inmates will be allowed to request a bed move of their choice. Each request will be reviewed and considered based on safety and security of the facility operations. This is completed in July of each year.

SANITATION

Maintaining a safe and clean living environment is the responsibility of each Inmate assigned here. Although the Housing Unit workers are assigned to keep the living areas clean, each person is responsible for doing their share in and around their own living area. The Housing Units are inspected daily. Each week the buildings are given a sanitation score, which reflects the cleanliness and maintenance of the living areas. You are encouraged to place your trash in the proper receptacle and clean up after yourself. This is YOUR living area. Incentives for the wing will be provided based on sanitation and other areas documented in this manual.

IDENTIFICATION CARDS

After your arrival at FCCW, you will be photographed and issued an identification card at no cost.

ID cards may not be altered.

Wear your card clipped to the upper left-hand collar of your outer-most garment.

Failure to wear your ID card or to wear it properly may result in a disciplinary infraction under Operating Procedure 861.1.

Take care of your ID card. The procedure for replacing lost or damaged IDs is:

1. Send an Inmate Request form requesting ID replacement to your Unit Manager.
2. The Intake Office Services Assistant schedules a date/time to have the replacement card made.
3. The Intake Office Services Assistant forwards the necessary paperwork to the Business Office.
4. The Business Office deducts a \$2.00 fee from your account. You will receive a receipt.

NOTE: If you do not have funds to cover the cost of your ID, a loan will be placed against your account.

PLEASE NOTE: If you change your appearance (i.e., change in your hair length or color), you are required to purchase a new identification card. Make-up is not authorized when taking ID photographs. Changes to your appearance that are not in compliance with Operating Procedure 864.1 will result in a disciplinary charge and require the purchase of a new identification card.

INMATE MOVEMENT

GENERAL

- ◇ When entering or leaving an area, you must report to an officer to be checked off of the Master Pass List.
- ◇ Any time you leave your Housing Unit, you should be dressed in appropriate attire. Sweats or shorts may be worn to the gym or ball field. The assigned uniform must be worn when reporting to work. Refer to the section on "Dress Code".
- ◇ "KEEP MOVING POLICY" – Be in constant forward motion on the courtyard. Inmate movement is time sensitive, and stragglers or "slow walkers" will be charged with an Operating Procedure 861.1 violation.
 - ◆ Use the sidewalks.
 - ◆ Move in the most direct route to your destination or in the direction you are given by the officer.
 - ◆ Walk at a normal pace. This means do not creep along or run when moving from one area to another.
 - ◆ Walk in a single file line to the right at all times.
- ◇ Conversation during movement is permitted; however, yelling across the courtyard is not permitted.
- ◇ Holding hands and/or hugging/kissing is not permitted during movement or at any other time. Violators will be charged under Operating Procedure 861.1, Inmate Discipline.

THREE METHODS OF AUTHORIZED MOVEMENT

- ◇ Mass Movement
 - ◆ Mass movement is authorized by your building officer and involves a large number of Inmates moving from the housing units to a regularly scheduled activity such as dining hall, school, work, commissary, or recreation.

◇ Master Pass List

- ◆ Master Pass lists are created by staff and are used for pre-scheduled activities that require specific groups of Inmates moving from one location to another. These activities may include, but are not limited to:
 - * Academic Testing, Library, Cosmetology, etc.
 - * Medical, Dental, Psychological, and Sick Call Appointments
 - * Religious Programming
 - * Parole Interviews
 - * Staff Appointments
 - * Law Library
 - * Cosmetology Appointments
 - * Attorney Visits/Special Visits
 - * Commissary
 - * Work Assignments
 - * Program Assignments

NOTE: Once an activity is announced, you are to be ready for movement immediately.

◇ Trip Pass

- ◆ This is used for the movement of an individual person to a specific location or activity. Examples of destinations are:
 - * Assistant Warden's Office
 - * Personal Property
 - * Chief of Security's Office
 - * Special Visits, Attorney Visits
 - * Institutional Program Manager's Office
 - * Special Programs or Activities
 - * Watch Office
 - * Unscheduled Medical Appointments
 - * Food Service Manager's Office
 - * Psychologist's Office

NOTE: An individual trip pass will be issued only upon the request of a staff member. When you are issued a trip pass to any area of the institution, you are required to report directly to that destination and present your trip pass. Upon exiting the appointment, you should retrieve your trip pass and return it to your control booth officer.

Passes are subject to be checked by an FCCW employee or DOC employee at any time. When asked to present your pass, you are required to do so. Failure to do so may result in a disciplinary charge.

NOTE: Any time you are outside of your housing unit other than for Mass Movement, your name must appear on a Master Pass List or you must have an individual trip pass identifying your destination.

You are expected to cooperate with your housing unit officer and make sure you have the required authorization and documentation every time you leave your housing unit.

DRESS CODE

WEARING OF INMATE HAT AND HEAD COVERING

Inmates may wear approved state issued (orange ball or stocking cap), personal (orange ball or stocking cap), and religious head coverings anywhere inside the facility. Inmate must remove head coverings for search purposes when requested by security personnel. Inmate may wear head coverings in VCE shops. Plant managers may recommend prohibiting the wearing of headgear (state issued, personal, or religious) on a specific machine based on safety reasons and all such prohibitions must be approved by the VCE Chief Executive Officer. Inmate kitchen workers may wear clean state issued, personal, or religious headgear into the kitchen work area. A hair net must be worn over the headgear while working. All headgear is to fit securely on the head. Inmate may not wear any head coverings (state issued, personal, or religious) on external transportation. Inmate may wear state issued, personal, or religious head coverings to outside work assignments. No head coverings will cover the face. Maximum size for Hijab is 48" x 48". May receive a donated Hijab from MCSVA or may order it through Keefe. Refusal to comply with orders to remove headgear for search purposes, are subject to receive disciplinary infraction under 861.1.

ATTIRE

“AUTHORIZED ATTIRE” is defined as being fully clothed in state issue or approved personal jeans, shirts and shoes.

Authorized attire is required in the housing unit's day room and any time you leave the housing unit. Chambray shirts must be buttoned up, except the very top button. Jeans may not be rolled up. Pants must be at the waist, not pulled down. Waist band must not be rolled over. Authorized attire is acceptable attire for cell inspections. If it is determined that your pants are too small or too large, you will be sent to property for a replacement.

Housing unit day room attire may be the full uniform (worn only as authorized), sweat pants, jeans with sweat shirt, t-shirt (with or without thermal top underneath; colored t-shirts). Thermal tops must be worn under a t-shirt. Wearing a nightgown in the dayroom is prohibited. Wearing a robe in the dayroom (except when going to and from the shower) is prohibited. Housing unit day room attire is acceptable attire for cell inspections.

UNDERGARMENTS – Undergarments must be worn any time you exit your cell, unless specifically exiting your cell to shower, wearing your robe. Your robe must cover your body at least to knee length.

Inmates are permitted to own two (2) pair of matching earrings, not to exceed 1" in diameter, but they can only wear one pair at a time. Additional pairs will be confiscated and you will be charged under Operating Procedure 861.1, Inmate Discipline.

HAIR CARE

Cosmetology is located in Building #7. For general population, hair care will be provided Tuesday through Thursday. Inmates who desire cosmetology services at nominal fees may fill out a disbursement form located in their housing units. Appointments will be scheduled on the Master Pass List. Services will be provided in order of sign-up. Inmates must have a pass to enter the cosmetology area.

GROOMING STANDARDS

Operating Procedure 864.1 establishes uniform personal grooming standards for Inmates assigned to state facilities. Highlights of this policy are:

- ◇ FCCW will be conducting a nail compliance check every Friday on the evening shift before lockdown. Remember, all Inmates must be in compliance with Operating Procedure 864.1. Failure to comply may result in being charged with offense #133 – Refusal to obey an order to comply with the Department’s grooming standard – Operating Procedure 861.1.

Please refer to the following guidelines:

- ◇ Inmates are expected to maintain good personal hygiene to promote a safe and healthy environment for themselves and others.
- ◇ Personal hygiene items will be made available to all inmates for purchase through Keefe. Identified indigent inmates will be provided personal hygiene items in accordance with Operating Procedure 802.2.
- ◇ Fingernails must be trimmed to extend no more than 1/8 inch beyond the tip of the finger or thumb.
- ◇ Fingernails will be rounded, not filed to a point.
- ◇ Inmates are permitted freedom in personal grooming. Hair styles that could promote identification with gangs or create a health, hygiene, or sanitation hazard are not allowed.

A copy of this policy is available in your housing unit. Failure to comply with the provisions set forth in Operating Procedure 864.1 will result in disciplinary charges under Operating Procedure 861.1.

BUSINESS OFFICE

INMATE TRUST FUND

Your account is set up immediately upon your processing into the Department of Corrections. Your name, Inmate number and the date you were received into the system are entered into a database. The Business Office does this automatically—you do not have to do anything. Someone outside of DOC must handle commercial bank accounts for you.

If you are transferred to FCCW from another DOC institution, your money will be forwarded from your previous account and placed on account at this institution. Moving your account from one institution to another institution takes a while. If there is a delay greater than 2 weeks, you should write your last institution and request that your account be sent to the Accounting Department of FCCW. A loan of \$10.00 can be requested if funds at the previous institution can be verified by the FCCW Business Office.

If you are new to the Virginia Department of Corrections (from a jail or another state/system), the money you brought with you will be placed into your account. You will not be eligible for loans.

You will be issued an account statement each month. In addition, you will receive receipts for any deposits or withdrawals to your account. It is your responsibility to maintain a running balance of your account. The Accounting Department will not answer daily requests for account balances.

DEPOSITS

Incoming funds are processed in the mailroom and sent to the Accounting Office within 2 business days. The Accounting Department will then apply the funds to your account within one working day of receipt. Electronic deposits are posted to your account within one working day of receipt. Electronic deposits are posted once verification is received from the bank of clearance.

Acceptable deposits to your account:

There are five (5) acceptable methods of depositing funds into your account. Cash and personal checks will not be accepted at any time. Acceptable deposits include:

- ◇ Wages – Received from institutional work, school or programs.
- ◇ Gifts – Family, friends or attorneys may deposit funds using JPay in the mail, JPay phone in, or JPay online. They can also use MoneyGram at Wal-Mart or CVS locations. You will receive a JPay Deposit receipt.
- ◇ For questions regarding JPay deposits, please have family and friends go to the DOC website as follows:
 - ◆ Go to: www.vadoc.virginia.gov
 - ◆ See the left side of the screen for the link for “Inmates”.
 - ◆ Click on this, and you will be taken to “Inmate Accounts”.
 - ◆ You will then see “JPAY”. Click on the title for instructions.
 - ◆ Do not call the facility.

SENDING MONEY THROUGH JPAY

JPay offers several options for sending money.

www.jpayers.com:

Pay to: Virginia Department of Corrections

FEES

Code, City/State: VADOC/VA

Inmate's ID# and Name

Sender's Information

Download the Mobile App

Send cash by MoneyGram at Wal-Mart or CVS locations.

Receive Code: 5189

By phone at 1-800-574-5729 (JPAY) using a credit or debit card

Send money orders with a completed deposit slip to:

JPay

P.O. Box 278170

Miramar, FL 33027

If you have family members or friends who do not have access to a computer, they can call to request a deposit slip be mailed to them:

Call the Customer Service # at 1-800-574-5729

Hit the “star” key on your phone (last option from menu selection) to speak to a customer service representative and request slips.

- ◇ State & Federal Checks – These checks can be deposited to your account after verification from the issuing agency.
- ◇ Vendor Refunds – Refund checks from approved vendors (ex. Access SecurePak) will be accepted if a vendor has not been able to fill an order YOU paid for by a money order from this institution.

Unacceptable deposits include: cash, money orders, personal checks, international checks, and Supplemental Social Security checks. Cashier and Certified Checks are no longer accepted as of July 1, 2014. You may not receive money from other Inmates, their family members, and/or their visitors.

NOTE: Effective 1/1/2012, Code of Virginia 53.1-43.1 requires the Department of Corrections to withhold 10% of all incoming funds, until \$1000 is accumulated, to be paid to the Inmate upon release.

Mailing Address: Gifts, State & Federal Checks, and approved vendor refunds must be mailed to the following address:

Fluvanna Correctional Center for Women
PO Box 1000
Troy, VA 22974

WITHDRAWALS

Commissary – Your commissary order forms must be filled out and deposited into your Commissary Order Box by 7:00AM the morning of the business day before your scheduled shopping day. The forms must be deposited in the appropriate mailbox outside of the chow hall. The commissary will coordinate your spending information with the Business Office and a withdrawal will be made from your account the day before your scheduled shopping day in order to pay for your items.

Personal Property at Commissary – Your Personal Property order forms must be filled out and sent to Personal Property 7 business days prior to the shopping day listed on the schedule. The commissary will coordinate your spending information with the Business Office and a withdrawal will be made from your account the day before your scheduled shopping day to pay for your order.

Money Withdrawals – Personal Property Money withdrawal forms may be requested from your building officer and used for:

- ◇ Orders from approved vendors
- ◇ Sending money to individuals (must indicate the relationship-not able to send to another inmate)
- ◇ Donations to charities

For your protection, after you have completed the form, it must be signed in the presence of a building supervisor. There will be a \$.99 charge to your account for each money order processed. The maximum amount per money order is \$500.00. In addition, everything necessary to mail the money order must be attached to the Money Withdrawal form. This includes a pre-addressed envelope with a stamp. There must be \$10.00 remaining in the Inmate’s account after completion of the money order. There will be no cancellations or changes allowed after the Money Withdrawal form has been processed by the Business Office.

All money order requests must be approved by the Unit Manager or Designee prior to processing.

- ◇ Medical Co-pay – Fees to be determined by the medical department. Co-Pay logs are generated and sent to the Business Office daily.
- ◇ Cosmetology – Fees to be determined by the cosmetology department and must be approved by the Cosmetology Instructor.
- ◇ Fines and Restitution– As determined and signed by the Hearings Officer.
- ◇ ID card replacement – Replacement cost for an inmate ID is \$2.00.
- ◇ Postage Charges – Inmate must pay for regular postage, all costs of certification, and/or all costs of return receipt mail based on U.S. Postal Service rates.
- ◇ Copy Charges – On a request basis, \$.10 per copy. Must be signed by a counselor.
- ◇ JPay Media Requests – On a request basis. There must be \$10.00 remaining in the Inmate's account after completion of the request.
- ◇ GTL Requests – Processed once a month on the 20th. If the 20th falls on the weekend or state holiday, the request will be processed the prior business day. Must be signed by a Unit Manager.
- ◇ Savings Transfer Requests – Must be signed by the Unit Manager.

TRANSFERS

If you are transferred to FCCW from another DOC institution or unit, your money will be forwarded from your previous account and placed on your account at this institution. If you are transferred to another institution from FCCW, your money will be forwarded to your new location.

MONTHLY STATEMENTS

Your account statement will show all activity on your account for the month and is sent out approximately the first of every month. This statement will have separate sections in which your financial information will be listed.

For example:

- ◇ The Inmate Spend Account (511) will show you how much money you have to spend.
- ◇ The Inmate Hold Account (512) will retain a maximum of \$25.00 that will be available to you when you are paroled/discharged.
- ◇ The Inmate Savings Account (513) which can accumulate up to \$1,000 that will be paid when you are paroled/discharged. You may add additional funds to this account.
- ◇ The Court Obligation Account (519) will reflect your annual accrual. This account is paid to the courts once a year and upon parole/discharge.

Account Inquiries: To inquire about your financial account, fill out an Inmate Request form and send it to the Business Office. We do not answer requests in regard to your balance or receipts; it is your responsibility to maintain accurate records. Statements are provided monthly. Any questions regarding charges and refunds must be addressed to the appropriate department (ex. questions about commissary charges and/or refunds must be addressed to Keefe, questions about a medical charge and/or refund must be addressed to the Medical Department). If a refund is warranted, a refund request will be sent to the Business Office for processing.

COMMISSARY

Keefe, Inc., is a private company that operates the commissary at FCCW.

COMPLAINTS/REQUESTS

Inmate complaints and requests that concern the commissary must be addressed to the Keefe Commissary Manager on an IMS Form. Before the Business Office will accept a complaint/request form, the Keefe Commissary Manager must have had an opportunity to respond to the request or concern through the IMS procedure. If you are not satisfied with the response or resolution you receive from the Keefe Commissary Manager, you may forward the complaint/request form with the Keefe Commissary Manager's response to the FCCW Business Manager to review. Delays may occur if this procedure is not followed.

COMMISSARY ORDER PROCEDURE

- ◇ The commissary product list is posted, as well as distributed to Inmates. To help you with the new ordering process, we have listed some tips to keep in mind when you fill out your commissary order form:
 - ◆ Only use a #2 pencil, a black pen, or a blue pen when completing the form. Do not use pens that soak through or leave stray marks. If this happens, your order may not be processed.
 - ◆ Do not bend, fold, mutilate, staple, tape or alter the form in any way. These forms will be fed into a reader that will reject any forms with problems.
 - ◆ Completely fill in the bubble corresponding to the numbers you have written in. The reader does not read the hand written numbers.
 - ◆ Do not fill in multiple bubbles in the same column. This will cancel that item.
 - ◆ Make sure you write in your Inmate Number in the top left corner and fill in the corresponding bubbles.
 - ◆ Complete the information on the top right hand side of the form and sign where indicated.
 - ◆ Begin your form with item number 1; fill in the item code, and then the quantity under the QTY column. (NOTE: The QTY column has increments up to 15 and then goes by units of 5. Do not put two bubbles in the QTY area. If you do, it will cancel this item.) If you want 16 of the same item, you must complete two different item boxes.
 - ◆ You can prioritize your order by listing the items you want the most in the first item boxes you fill out.
- ◇ The order forms are processed through a scanner, and the system will not permit your order to exceed your spend limit. Therefore, if you order more than your spending limit, you will only receive the items listed in number order. Any items listed that exceed your spend limit will not be charged to you, and you will not be permitted to receive the items.
- ◇ Inmates should drop their Commissary Bubble Sheet in the Commissary Box outside the Dining Hall before 7:30 AM according to the Commissary calendar.
- ◇ Each Inmate will usually be scheduled to order and receive commissary 4 times per month according to their housing assignment. The commissary schedule for each building will be posted appropriately. Schedules may change, and there may be circumstances when the commissary will be closed.
- ◇ You are responsible for verifying that the items you receive from commissary are accurate. If the commissary is out of a product, a substitution of equal or less value may or may not be offered. It is the Inmate's decision to accept or refuse the substitution. If the substitution is refused, a Keefe employee will write a notation of the credit on the commissary sale receipt. If you should receive a credit, make sure that the credit notation is written prior to signing the commissary sale receipt. This is your

documentation in case an error is made on your trust account. You must notify commissary of missing items prior to leaving the commissary window.

- ◇ Electronics are under a thirty-day (30) warranty from the day the product is received from and signed for in the personal property office. NOTE: Not all items are under warranty.
- ◇ Each Inmate will be scheduled to order personal property one time per month. The commissary calendar will denote when the personal property order form must be turned into Property for approval and an officer's signature. Personal Property order forms go in the IMS box, not the Commissary box.
- ◇ Keefe commissary will deliver all personal property orders to FCCW Personal Property Unit for distribution to the Inmates.
- ◇ All complaint/requests concerning your personal property order must be written on an IMS request form and forwarded to the Keefe Commissary Manager. The FCCW Personal
- ◇ Property officers are not responsible for answering complaints/requests concerning your individual personal property orders.
- ◇ ALL SALES ARE FINAL for Commissary and Personal Property. There will be a \$4.00 shipping/processing fee for items that need to be returned for a different size if it is the result of an Inmate error. This must be indicated during the time you are receiving your personal property from the Property Officer (Once you leave property or commissary items may not be returned). You must fill out the personal property return authorization form, and your signature is required.

FINANCES

- ◇ The total of your commissary and personal property orders will be deducted from your Inmate trust account the day Keefe receives and scans your order forms.
- ◇ All credits will be issued by the Keefe Commissary Manager and forwarded to the Business Office within two business days after your scheduled commissary date. The Business Office will post the credit to your account within two business days.
- ◇ It is your responsibility to keep all of your receipts from commissary. This receipt will serve as your documentation if you are charged incorrectly or do not receive a credit. If you should receive a credit, prior to signing your commissary sales receipt, make sure the credit is marked on the receipt.
- ◇ Please review your monthly statements to make sure all charges and credits are correct. If you find a discrepancy relating to a commissary or personal property order, please complete and Inmate Request form and forward it to the Keefe Commissary Manager. The Keefe Commissary Manager will contact the Business Office to make needed corrections, as well as respond back to you informing you of their actions.

COMMISSARY RULES

- ◇ Do not ask unit staff or commissary about your account.
- ◇ No sitting.
- ◇ No eating.
- ◇ No sexual conduct.
- ◇ No giving items to other Inmates.
- ◇ Each Inmate will be given an opportunity to go to the commissary once a week. It is the Inmate's responsibility to go to the commissary as soon as they are called and not take a chance on missing last call.
- ◇ NO ID – NO COMMISSARY – Unless escorted by a Corrections Officer with an Inmate face card.
- ◇ Only one Inmate is allowed at each window. Please wait until your name is called before you come up to the window.

- ◇ There will be no additions or changes at the window.
- ◇ Substitutions will be made at the commissary discretion in regards to out of stock items if a similar product is available. You have the choice to accept this substitution, or you may elect to receive a credit.
- ◇ After receiving your commissary, you must leave the commissary lobby.
- ◇ Commissary orders must be transported in commissary bags only.
- ◇ You will receive a new commissary sheet when you pick up your order. Blank commissary sheets will not be available in your building.

NOTE: Failure to adhere to these rules may result in your commissary not being issued as scheduled and a possible disciplinary infraction.

COMMISSARY LIMIT

- ◇ There is a maximum spend limit of \$150.00 per commissary visit. The \$150.00 limit does not include personal property.
- ◇ It is the Inmate's responsibility to purchase only quantities allowed per Operating Procedure 802.1. Remember all items, less state issued TVs and fans, must fit in your property locker.
- ◇ Excessive items will be confiscated and disposed of in accordance with Operating Procedure 802.1.
- ◇ There is a limit of five (5) bars of soap from commissary or institution in your possession at any given time.
- ◇ The commissary reserves the right to limit any item purchased to meet the product demand and availability or for security reasons.

ACCESS PACKAGES

The Department of Corrections (DOC) will allow you to receive Access Securepak orders for special food packages, which will be delivered four times a year. Families and friends of Inmates may participate in this program by placing their orders with Access Securepak subject to the following conditions:

- ◇ Inmates assigned to Intake will not be eligible to participate.
- ◇ Inmates assigned to Special Housing will not be eligible to participate. If a Securepak is ordered and you are in Special Housing when it arrives, the package will be returned to the company.
- ◇ Inmates may place an order or their family/friends can complete the order form and mail it to Access Securepak with proper payment. You may request copies of the Access handout to mail to family and friends.
- ◇ Dates will be announced for purchase deadlines.
- ◇ Access packages will be packaged separately with your name and DOC number clearly marked on the box. It is important that you notify your family/friends of your Inmate number and housing location. Inform them that it is critical for them to write it correctly on the order form.
- ◇ Fees, limits, and product availability will be shown on the order form.

When your order is received, you will inventory it and sign a receipt for your package. Any damages or shortages must be reported on the packing slip Damage/Shortage portion of the form at that time.

- ◇ Any problems that arise with ordering or delivery should be addressed with Access Securepak. The Department of Corrections is not involved in this process.
- ◇ Packages will not be allowed from any source other than Access Securepak.

CONTACT INFORMATION FOR ACCESS SECUREPAK

By Website: www.virginiapackages.com

By Mail: Access Securepak (VA)

10880 Lin Page Place

St. Louis, MO 63132

By Phone: (800) 546-6283

INMATE PAY SYSTEM

Inmates are paid by the hour for working and attending academic education or vocational programs. Per state policy, Inmates are limited to a maximum of 30 hours pay per week for work/school/vocational program involvement. Inmates are not paid for hours not physically worked, to include during lockdowns. Any job that requires more than 30 hours pay per week must have the approval of the Warden.

- ◇ An Inmate's rate of hourly pay at Fluvanna Correctional Center is determined by the work assignment. Inmates will not start a work program prior to the approved start date and posting on the Job Roster. When an Inmate is assigned a job, the Inmate will be expected to work and be paid for a maximum of 30 hours per week. Inmates are expected to work the scheduled hours for the position, which is generally 30 hours, unless the position has been approved for over 30 hours as approved by the Warden or his designee. All Inmates participating in Division of Education classes and working will be paid for school hours at the same rate as their work hours, not to exceed \$0.45/hr up to a maximum of 30 hours total per week (120 hours per month for CCU and VCE workers) for school and work per Operating Procedure 841.2.
- ◇ In the event of a pay discrepancy, contact the work supervisor and request an Exception Report be submitted to the Business Office to authorize the adjustment of pay.
- ◇ Work assignments and assignment changes are accomplished through the Treatment Office. The Business Office cannot pay Inmates unless the Treatment Office has posted changes and the assignments into CORIS.
- ◇ Inmate pay will be processed by the last working day of the month into the Inmate Accounts. Each Inmate who has worked during the pay cycle will receive an Inmate Pay Statement.
- ◇ In order to get paid for a work assignment, Inmates must sign the 5% court ordered obligation withholding form. If this form is not signed, the Inmate will not get paid.

All jobs have been assigned a pay level in accordance with state policy. The hourly pay scale is:

Grade I – Unskilled: .27/hr

Grade II – Semiskilled .35/hr

Grade III – Skilled: .45/hr

School Assignment .23/hr (Unemployed students will be assigned a pay level of 0.23 per hour)

Inmates working for Enterprises will be paid at a rate to be determined by the Virginia Correctional Enterprises.

To receive additional pay per hour, you must promote or transfer to a higher skill level job. Promotion to a higher pay level is determined by vacancies, your skills, and your foreman's recommendations. An Inmate's rate of hourly pay at FCCW is governed by the work assignment. Inmates will not start a work assignment prior to the approved start date.

COURT OBLIGATION ACCOUNT

Code of Virginia §53.1-41(B) requires the Department of Corrections to withhold funds from Inmate pay to be applied toward any court imposed fines, costs, forfeitures, restitution, or penalties the Inmate may owe. Once the Hold Obligation has been met, each Inmate that owes fines, costs, forfeitures, restitution, or penalties will have 5% of the pay from work, treatment, and education withheld to be paid to the sentencing court annually or upon release from incarceration.

HOLD ACCOUNT

10% of an Inmate's pay will be withheld until \$25.00 is accumulated, to be paid to the Inmate upon release, in accordance with Operating Procedure 802.2, Inmate Finances.

SAVINGS ACCOUNT

10% of all incoming funds, including pay, will be withheld until \$1,000.00 is accumulated, to be paid to the Inmate upon release, in accordance with Code of Virginia 53.1-43.1. Any facility loans or charges will be deducted at this time. Inmates can transfer funds from their spend account to their savings account if they choose to do so.

MAIL—INCOMING/OUTGOING CORRESPONDENCE

INCOMING INMATE CORRESPONDENCE (Effective April 17, 2017)

- ◇ All Security Level 2 and above Institutions. All incoming Inmate general correspondence (including the envelope at Security Level 2 and above Institutions) will be photocopied in the institutional mailroom and a maximum of three black and white photocopied pages (front and back) will be provided to the Inmate.
 - ◆ The original envelope, letter and all enclosed contents will be shredded in the institutional mailroom. Exceptions to this requirement include but are not limited to official legal, government and court ordered documents such as military records (i.e. DD214), court documents (i.e. divorce decrees, name change orders), etc. Before any action is taken on these documents, facility management staff must be consulted. Personal Identification Documents will continue to be forwarded to the facility Records Office for processing.
 - ◆ Inmates will be limited to receiving a maximum of three, 8 ½ x 11, black and white photocopied pages front and back (include the photocopy of the envelope). Each item in the envelope i.e., photograph, newspaper clipping, drawing, each side of a letter, etc. will be considered one photocopy.
 - ◆ Enclosed items (photographs, greeting cards, newspaper articles, etc.) will not be manipulated to print multiple items on a single photocopied page. Items that exceed the established size limitation will not be manipulated to fit on a single or multiple 8 ½ x 11 photocopy pages.
- ◇ The entire correspondence and all enclosed items that exceed the established photocopy or size limit will be returned to the sender with the *Notice of Unauthorized Correspondence* 803_F2 advising the sender of the reason for the return.
- ◇ Individuals will still be permitted to send Inmates secure messages, photographs, and other attachments through the JPay system as is currently authorized. Additionally, Inmates will be permitted to take pictures during visitation in accordance with Operating Procedure 801.6, *Inmate Services*.
- ◇ Incoming legal correspondence and special purpose correspondence will be processed in accordance with the current procedural requirements as provided in Operating Procedure 803.1, *Inmate Correspondence*.

Any general correspondence containing more than 6 items, including the envelope, will be returned to the sender. Any general correspondence containing items larger than 8 ½ x 11 will be sent back to the sender.

There will only be one item copied per side of each page, up to three pages (i.e. **1.** Envelope, **2.** Letter side 1, **3.** Letter side 2, **4.** News clipping, **5.** Picture, **6.** Drawing). There will be no “puzzle-piecing” multiple items to one side of a page. All copies, including pictures, will be made in black and white. After the items are copied, all originals will be discarded. Originals will not be sent back to the sender after they are copied.

All incoming mail will be processed within 48 hours following receipt, unless circumstances such as weekends, holidays, or emergencies prevent this from occurring.

Mail delivery is conducted Monday through Friday.

The Troy Post Office does not accept COD mailing. Incoming personal mail weighing over one ounce is returned to the Post Office unopened. This does not include legal, educational, religious or approved vendor mail. If it determined that unauthorized item(s) are contained, the correspondence is prepared for return to the sender. The envelope is re-closed and stamped with the reason for the return. You will receive a “Notice of Unauthorized Mail.”

NOTE: Appeals should be made within five (5) days or the disapproved correspondence will be returned to the sender or disposed of in accordance with current policy.

When mail is distributed in the dayroom, you must be seated at the dayroom tables, not on the tiers. You must present your ID to receive your mail.

You may receive one to five photographs which do not exceed 4” x 6” in size. All photographs will be photocopied in black and white. Originals will be discarded. Nude or partially-nude photos are not permitted.

You may receive individual article clippings. No packs of clippings or pages from books will be approved. They will be returned to sender. Any packets or folders of clippings or pages from books received from a clipping service must be pre-approved and be ordered directly from a vendor.

Magazines and newspapers must be sent directly from the vendor.

Legal mail is logged on the date it arrived at the institution. You will be called to the Visiting/Custody Building where an Officer will give out this mail, Monday through Friday, within 24 hours of its receipt. You must present your ID and sign for legal mail.

Approved religious mail, vendor mail, and mail order packages are processed through the Personal Property Officer.

Publications can be purchased by family members and friends and forwarded to the institution, but the Inmate is responsible for completing the proper paperwork for approval. Magazines will not be continued from the jail. If you transfer, magazines will only be forwarded for 60 days from Fluvanna. It is your responsibility to contact the publisher with your change of address. Magazines are reviewed for content and sent to the Publications Review Committee. This will delay some issues. You order magazines at your own risk.

Positions/Titles that are recognized as Legal are defined as:

Attorneys (verified)	Magistrates
U.S. Attorney General or Assistant	State Attorney General or Assistant
Commonwealth Attorney or Assistant	Division of Risk Management (tort claims only)
Clerks of Court	Court Reporters

The return address is our only indication of whether a document is to be processed as regular mail or legal mail. If we open correspondence that we believe to be regular mail and discover that it might be legal mail, we will process the correspondence as regular mail.

OUTGOING CORRESPONDENCE

- ◇ Regular Mail: A letter or card to any addressee with postage stamp, complete address, and complete return address.
- ◇ Free Mail: (For verified indigent Inmates) One (1) letter only, regular, legal, or special purpose mail per week. You must go through your counselor to get a free letter.
- ◇ Legal Mail: Correspondence sent to or received from verified attorneys, officers of state, federal, and local courts, the Virginia State Bar, and tort claims filed with the Division of Risk Management. Outer envelopes and contents must be clearly identified as legal correspondence. Legal mail is not free. If you are without funds, you may apply for a loan with the Business Office for your legal correspondence. To identify legal mail, write "LEGAL MAIL" at the bottom left hand corner of your envelope.
- ◇ Special Purpose Mail: Correspondence sent to and/or received from the Department's Director, Deputy Directors, Assistant Directors, Inspector General, Regional Directors, Central Office Ombudsman Administrator, Central Office Health Services, Virginia Parole Board, Federal and State executive offices. All incoming special purpose correspondence will be opened and searched for contraband. Legitimate special purpose correspondence will not be read for content.
- ◇ Certified Mail: The cost to certify a letter is \$3.35 per letter plus postage. You pay this special handling fee. It does not come out of free mailing. You may mail a certified letter any day, Monday-Friday. The word "CERTIFIED" must be marked on the envelope with a postage withdrawal form signed and attached.
- ◇ Certified/Returned Receipt Mail: The cost to certify a letter is \$3.35 and to get a return receipt is an additional \$2.75 plus postage. You pay this special handling fee. It does not come out of free mailing. You may mail a Certified/Returned Receipt letter any day, Monday through Friday. A postage withdrawal form must be signed and witnessed by your Unit Manager before sending it to the mailroom.
- ◇ Tort Claims: Inmates are authorized to send Tort Claims/Return Receipt at state expense.
- ◇ JPay: Service stops on weekends and holidays. E-mails follow the same policy as regular mail.

FORWARDING OF MAIL

When you are released to the community or transferred to another institution, first class letters and packages will be forwarded for 60 days.

Non-first class mail (i.e. catalogs, advertisements, etc.) will be returned to the Post Office.

PERSONAL PROPERTY ORDERS

All packages must have prior approval in accordance with OP 802.1. Below is a brief outline on the ordering process:

STEP ONE

- ◇ Ask your building officer for a Personal Property Add/Drop form, in addition to Inmate Trust System – Withdrawal Form.
- ◇ Fill in the required information in the top half of the form. Ensure all calculations and information are correct and complete
- ◇ Forward the following items to Personal Property for review and processing:
 - ◆ Personal Property/FCCW Cash Withdrawal Request Form.

- ♦ Vendor correspondence/order form placed INSIDE an unsealed stamped envelope addressed to the vendor.

STEP TWO

Personal Property will review and approve. (Non-vendor Personal Property/FCCW Cash Withdrawal forms are processed directly by the Business Office, after approval by the Unit Manager. Personal Property officers (PPO) review your request.

- ♦ If the order is approved, the PPO forwards the approved request to the Business Office.
- ♦ If the PPO disapproved the order, it is returned to you.

STEP THREE

The Business Office...

- ♦ Verifies whether you have sufficient funds in your account to cover the requested money order. NOTE: You must have \$10.00 balance left in your account after your order is processed.
- ♦ If you have sufficient funds, the Inmate accountant (or designee) will issue a money order made out to the vendor.

NOTE: If you do not have sufficient funds, the Business Office will return your paperwork to you.

- ♦ Places the money order in the stamped envelope (which contains the order form) and mails it.
- ♦ Sends the canary copy of approved request to you.
- ♦ Sends a copy of the approved request to Personal Property, where it is filed until your order arrives.

STEP FOUR

Mailroom staff...

- ♦ Picks up the package from the Post Office, if it comes by U.S. Postal Service.
- ♦ Delivers the package to the Warehouse for search.

STEP FIVE

Personal Property staff...

- ♦ When the package arrives, mailroom personnel log the receiving date. The package is then sent to Personal Property Office.
- ♦ If the approved request form is on file, the PPO will schedule you to come to Personal Property to get your order.
- ♦ If there is no approved request form on file, the package will be returned to the vendor.

CANCELING AN ORDER

Per 802.1, Cash Withdrawal & Personal Property Forms cannot be canceled by an Inmate once they have been received by the Business Office.

DISCIPLINARY HEARINGS

It takes commitment and attention to detail by both Inmates and staff to create and maintain a safe, orderly, efficient and clean environment in which Inmates can live and staff can work. This is best accomplished when there is framework or boundaries – otherwise referred to as rules and regulations.

Just as the outside community has laws that provide boundaries about what we can and cannot do without sanction, the FCCW community has rules and regulations about what can and cannot be done without

sanction. When Inmates routinely observe the rules and regulations, they can focus their time and energy on constructive pursuits such as program involvement, school, work, etc. When Inmates observe the rules and regulations, staff members can focus on providing services in a timely and efficient manner. We hope each Inmate chooses to do her time without violating any Department/Facility rules and regulations. However, should an Inmate choose to violate institutional rules/regulations/State law while at FCCW, the following process may be utilized. Rule infractions will be dealt with as informally as is reasonable given the circumstances of the violation. If an Inmate meets certain criteria as outlined in Operating Procedure 861.1, Inmate Discipline, an Informal Resolution may be offered which will include a penalty of selection 1-4 as specified in OP 861.1. This offer will be at the discretion of the officer in charge (OIC) and if accepted, will not be reflected on the Inmate's permanent record.

If the Informal Resolution is refused, a Penalty Offer will then be served by midnight of the following business workday. A Penalty Offer is mandatory for every offense, but its acceptance by the Inmate is voluntary. All Inmates have 24 hours after the charge is served to decide whether or not to accept the penalty. Once an Inmate accepts the penalty offer, it will not be reversed. The Penalty Offer's degree of severity will depend on (1) the nature of the offense, and (2) the accused Inmate's prior institutional offense history. If you need an advisor to assist you with a decision of the Penalty Offer, the serving officer will be your advisor.

If you enter into a penalty agreement, you are admitting guilt to the charge. The charge will be placed in your institutional record. Again, once acceptance of the Penalty Offer has been noted, this option cannot be reversed. If you decline the penalty offer, you will appear before an Institutional Hearings Officer (IHO) and be afforded a full disciplinary hearing with all due process rights afforded under Operating Procedure 861.1.

During service of a charge, failure to respond or indicate a preference constitutes a waiver of the first three rights: the right to a staff or Inmate advisor at the hearing, the right to request witnesses, and the right to request documentary evidence. Refusal to appear at the Disciplinary Hearing is an admission of guilt, acts as a waiver of witnesses, and waives the rights to a disciplinary hearing.

It is the responsibility of the accused Inmate to complete the following forms:

- ◇ Witness Forms
- ◇ Documentary Evidence Forms
- ◇ Reporting Officer Response Forms.

Upon completion of service of the charge, forms may be requested from the officer serving the charge. Forms are available in each housing unit, and must be requested by the Inmate. Only current forms will be accepted and processed through the Hearings Office.

All forms must be completed properly and routed to the IHO within 48 hours of the charge being served. Each document will be carefully reviewed for relevancy. Paperwork received in the Hearings Office outside of the 48 hour time frame will not be accepted or forwarded for a response. All evidence will be reviewed, testimony will be heard, and a decision regarding your guilt or innocence will be made. If you are found guilty, your penalty will be imposed based on the seriousness of the offense and your prior institutional record, as well as your demeanor at the hearing. If you disagree with the decision, you may appeal the decision following instructions in Operating Procedure 861.1.

Each Inmate signs for and is given a copy of the Operating Procedure 861.1 Handbook. Please read it and keep it for future reference.

Please keep in mind there are some things which were permissible to do in the local jails that are not okay at

Fluvanna (i.e. three-way calls, visiting in other Inmates' rooms, etc.). If you are unsure about an action, behavior or process, please ask staff or write the Hearings Officer BEFORE the act, not after.

NOTE: The electronic signature of the reporting officer is authorized, since disciplinary offense reports are generated by the CORIS computer system.

HOW TO FILE A DISCIPLINARY APPEAL

After completion of the Institutional Review by the appointed official, you will receive and sign for a copy of the disciplinary offense report and all supporting documents permitted for Inmate possession. You will have fifteen (15) calendar days from the date you sign for the appeal copy to submit the appeal to the Warden.

The following points are critical:

- ◇ No appeal may be filed until the Inmate has signed for the appeal copy of the disciplinary packet containing the completed Disciplinary Offense Report.
 - ◇ All appeals and supporting documents must be written in English.
 - ◇ Do not attach any other forms with your appeal. All documents are available in CORIS.
 - ◇ Appeals must be submitted on the Disciplinary Appeal Form and Disciplinary Form Continuation. Since designated staff can access the disciplinary documents in VACORIS, the only document that will be accepted for review and consideration is the Disciplinary Appeal Form.
 - ◇ Appeal paperwork is NOT to be placed in the Hearing mailbox or sent to the Hearings Office. It is to be sent through the Institutional Mail and labeled: **ATTENTION: WARDEN / Disciplinary Appeal**
- Your Level I Response should be provided within 30 working days of receipt.

LEVEL II APPEALS

Category I Offenses (100 series offenses) can be appealed to Level II within fifteen (15) calendar days after receipt of the Facility Unit Head's response. All appeals must be submitted on the Disciplinary Appeal Form which is attached to the Disciplinary Offense Report Copy that the Inmate signs for and additional copies of the form are available in your housing unit or from the Hearings Officer. Level II Appeals must be mailed to the following address:

Inmate Discipline Unit
Department of Corrections
P.O. Box 26963
Richmond, VA 23261

Do not attach any additional documents with your appeal! All documents are available for review in VACORIS. Category II convictions cannot be appealed to the Regional Administrator unless at least one of the following applies:

- ◇ The Facility Unit Head has declined to respond to the Inmate's appeal due to the Inmate failing to submit the appeal within the specified time limit.
- ◇ The Facility Unit Head has exceeded the time frame to respond to the Inmate's appeal.
- ◇ The Facility Unit Head has failed to address each issue raised in the Inmate's appeal. Only those issues not addressed by the Facility Unit Head will be considered by the Regional Administrator. If the Facility Unit Head has failed to address each issue raised in the Inmate's appeal, the Regional Administrator may return the appeal to the Facility Unit Head for an amended response to the Inmate within 20 working days.
- ◇ The conviction is for offense code 218 or 236 if the penalty imposed includes restitution.
- ◇ The Facility Unit Head is the Reporting Officer; Regional Administrator is the first level of appeal.

New appeal issues will NOT be considered at this level. Within 60 working days following receipt of an Inmate's Appeal, the Regional Administrator must review the case and render a decision. The Inmate will be informed of the decision in writing. The decision of the Regional Administrator is final and no further appeals are available to the Inmate.

MEDICAL SERVICES

GENERAL

Per Operating Procedure 720.1-4.1, medical services will be provided to all Inmates assigned to FCCW, regardless of ability to pay. FCCW provides medical and dental services to inmates assigned to this institution. Medical care is given in a non-judgmental manner. Medical staff needs your cooperation to provide the best care. Here are a few pointers to help you help yourself:

- ◇ Know the medical policy detailing how to secure medical/dental services (emergency and non-emergency).
- ◇ Sick call slips are used to request medical services. Inmate Request forms are used for questions and concerns.
- ◇ Provide a brief but complete description of your medical symptoms.
- ◇ Keep all medical appointments and report for your medical appointments on time.
- ◇ Regular sick call is scheduled Monday through Friday, 8:00AM to 4:30PM in Building 2. Emergency sick calls on off hours are provided in the housing units by the housing unit nurse.
- ◇ Follow the medical staff's instructions for dietary needs and take all medication as directed.
- ◇ Advise medical staff of any problems with your treatment as soon as you detect any problems.
- ◇ Allow medication a chance to take effect or to work.

Complete compliance with the advice given by medical staff will go a long way toward ensuring your medical well-being while you are here. Complete disclosure of your medical history will give the medical staff the information necessary to provide you with the best medical treatment services. Please observe the rules posted in the medical waiting area. The Infirmary is for the sickest Inmates and only a provider can admit an Inmate to the Infirmary. Building 1 is the Intake housing unit. Inmates must be medically cleared prior to being placed in a permanent housing unit.

SICK CALL PROCEDURE

- ◇ If you require medical services that are not an emergency, get a Sick Call slip from your building officer.
 - ◆ Fill this form out completely and place it in the box marked "SICK CALL" located in the front of Building 7. (REMEMBER: Provide a brief but complete description of your symptoms or problems on the Sick Call slip.)
 - ◆ Your form will be picked up on a daily basis. Requests will be triaged within 24 hours of receipt.
 - ◆ Your name will be placed on the sick call list to be seen within 72 hours (96 hours if it falls on a weekend).
 - ◆ You will be called over to Building 2 by the nurse in the morning. You will be seen by the nurse, who will determine if a referral to the Medical Doctor or Nurse Practitioner is necessary.
 - ◆ In Building 8, the nurse picks up the sick call slips when she does rounds and triages them within 24 hours. You will be seen by a nurse within 72 hours (96 hours if it falls on the weekend). The nurse determines if a referral to the Medical Doctor or Nurse Practitioner is necessary. If a referral is necessary you will be seen by a provider within 2 weeks of your referral.

- ◇ Make sure you have your ID card with you when you go to Medical. Medical services cannot be provided without your identification card.
- ◇ Nursing staff will initially evaluate all medical problems. Any Inmate needing further evaluation will be referred to a provider by the nursing staff.
- ◇ Sick Call is held Monday through Friday.

PILL CALL

The schedule for dispensing medication will be noted in the housing unit. It is the responsibility of the Inmate to report to Pill Call unless circumstances outside the control of the Inmate are present.

KOP MEDICATION (KEEP ON PERSON)

The KOP program participation is based on type of medication and the Inmates' ability to be responsible to participate in the program. Inmates that are identified by medical as able to participate will be asked to sign a KOP agreement/contract.

Information Sheet to Women at Fluvanna Correctional Center About the Settlement of Medical Care Lawsuit

On February 5, 2016, United States District Court Judge Norman Moon approved an agreement to settle *Scott v. Clarke*, a class action lawsuit concerning medical care at the Fluvanna Correctional Center for Women (FCCW). Five women at FCCW, filed the lawsuit in July 2012. They said the inadequate medical care at FCCW violated the 8th Amendment to the U.S. Constitution's ban on cruel and unusual punishment. The Defendants were the following: Virginia Department of Corrections (VDOC) officials Harold Clarke, VDOC Director; David Robinson, Chief of Corrections Operations for VDOC; Fred Schilling, Health Services Director for VDOC; and the FCCW Warden. The VDOC agreed in September 2015 to change its Operating Procedures to ensure that the medical care at FCCW meets constitutional standards.

This Information Sheet describes (1) the lawsuit; (2) the standards agreed upon for provision of on-going medical care; (3) the name and role of the Compliance Monitor, and how to contact him; and (4) how to contact the lawyers for all the women at Fluvanna. This Information Sheet does not address all of the Settlement Agreement. Copies of the whole Settlement Agreement are or will be kept in the libraries at FCCW for your review. If you need help reading this Information Sheet, then you may ask your counselor to help you.

1. Background on the suit.

The lawsuit asked the federal court to order VDOC to provide adequate medical care under the U.S. Constitution. The lawsuit did not involve money damages, so no woman received money from VDOC as a result of the Settlement.

The lawsuit and settlement cover only issues of medical care.

The class. Judge Moon approved the case as a class action. The class is all women at FCCW, now or in the future, who have asked for or will ask for medical care for serious medical needs. Because you are a class member, you are covered by the Settlement Agreement.

2. The Court-approved Settlement. The VDOC and the women who filed the lawsuit agreed on specific changes to make the medical care at FCCW meet constitutional requirements. Judge Moon carefully reviewed the changes and approved the Agreement. This means the Agreement is a federal court order. A summary of the Settlement Agreement follows:

A) VDOC will provide constitutionally adequate medical care.

B) VDOC's Operating Procedures about medical care at FCCW have changed. VDOC has agreed to changes in the medical Operating Procedures for FCCW as recommended by the women's and VDOC's medical experts. Highlights of the changes are:

- I. **Medical staff** will be adequate to provide timely evaluation, diagnosis and treatment.
- II. **Intake** screening will be done so that urgent health needs are met. Patients on medicine for acute or chronic conditions at the time of intake will have continuity of medication.
- III. **Sick call** requests for non-emergency care will be screened for urgency within 24 hours. Women with urgent problems or worsening chronic conditions should see a physician or nurse practitioner in no more than 72 hours.

IV. Co-pays. All medical co-pays were temporarily suspended on February 5, 2016.

V. Diagnosis and Treatment. Access to medical care will include adequate pain management for acute and chronic conditions. Guidelines for treatment of Hepatitis B and C, soft tissue infections (MRSA) and urinary tract infections have been updated. Physical Therapy will be available on-site or off-site, as prescribed by the patient's physician.

You may speak confidentially with medical providers at FCCW. If you go to an outside medical appointment or are in the hospital security staff will keep you in their direct line of sight. They shall maintain the confidentiality of doctor-patient communications by keeping an appropriate distance from you, and the medical providers, absent some exceptional security reason for closer proximity.

VI. Medicines will be given on time. Continuity of medicines and renewal of prescriptions will occur when clinically appropriate. Pill line will occur indoors during bad weather. Morning pill call will be no earlier than 5:30 a.m.

VII. Chronic Care patients with conditions such as hypertension, diabetes, cancer and other diseases will be monitored every 6 months if their condition is controlled and stable. If not, they will be monitored at least every 3 months.

VIII. Medical Equipment/Supplies (prostheses, wheelchairs, adult diapers, bandages, etc.) will be provided in working order, and supplies will be ordered, maintained and provided for daily use, as medically necessary.

IX. Medical Emergency response will be timely. Emergency medications, supplies and equipment will be maintained and readily available.

X. Infirmary care will include infectious disease control; sanitation and hygiene; privacy; heat and hot water; functioning medical equipment; and adequate staffing. Infirmary patients should have access to recreation and programming, unless limited by their medical conditions.

XI. Referrals to specialists will be timely. New referrals should happen within 30 days. If it takes more than 30 days to get an appointment, a physician will examine the patient at least monthly. Any decision to refuse to follow or to amend the outside specialists'/ consultants' recommendations regarding course of treatment will be explained in writing and will be placed in the medical record.

XII. Access to Medical Information. Women will timely receive written results of laboratory and diagnostic tests and the recommendations of consulting doctors, including after hospital treatment. The first copy of results will be provided free of charge.

Women have access to the changes in written medical standards agreed to in this Settlement, including the VDOC Operating Procedures, except when they are designated non-public under Virginia law or regulation. Women will have access to the Guidelines and the Compliance Monitor's tools for measuring performance, once established. Copies will be available in several places at FCCW, including the Prison Libraries, where they will be clearly labeled and displayed in an accessible location.

XIII. Changes to the Medical Grievance Process will include logging of grievances and regular analysis of the number and topics filed grievances to identify trends or systemic problems. Staff will respond to grievances in a meaningful and timely manner.

XIV. Accommodations for Disabilities. FCCW will make reasonable accommodations for women with physical and mental disabilities. These will include medical and mental health care, physical plant accommodations, medication, and protection from heat injury, skilled nursing care, and programming. Women with disabilities will have access to medical services in Building 2 and wheelchair access in dining halls.

Staff will not discipline women for their disabilities. Women will be provided toilet access, consistent with their medical needs as determined by a medical practitioner.

Medical profiles for use of bottom bunks will be available to pregnant women and others whose physical disabilities or illnesses make climbing to an upper bunk infeasible.

XV. Terminally-Ill women will have a program at FCCW to address their needs including palliative care, pain management, and voluntary hospice care. Staff will recommend transfer or early release where medically appropriate.

XVI. Mortality Reviews. Within 30 days of a death, the Medical Director will complete a review of the care provided, including whether the death was preventable and how the care might have been improved.

3. A Compliance Monitor will measure compliance with new standards.

Dr. Homer Venters is the Compliance Monitor. He will periodically review health care at FCCW and report on whether it is adequate. He will visit FCCW regularly to evaluate whether the medical care meets the agreed upon standards. He will examine all elements of medical care at FCCW, including medical records and grievances. He can meet with you, or medical and security employees.

You may speak confidentially with the Monitor. Correctional staff may observe from an appropriate distance unless the Monitor requests otherwise.

You may not be retaliated against because of speaking with or writing to the Monitor.

Write or speak with the Compliance Monitor. You may write confidentially to Dr. Venters at:

Dr. Homer Venters
FCCW Compliance Monitor
P.O. Box 792
Port Washington, NY 11050-0792

You may ask to speak to Dr. Venters when he visits the prison by indicating your desire to do so when you write to him. Your writing or talking with the Compliance Monitor about any medical problem shall not substitute for your complying with the Grievance Procedure.

Compliance Monitor's reports: The Compliance Monitor will write a report about the status and quality of the medical care following each of his visits to FCCW. He will rate the medical care as non-compliant, partially compliant, or fully compliant with the standards. Your privacy will be protected in the reports.

The Monitor will give a draft report to the lawyers for the women and to VDOC. Each side may make suggestions for changes in the draft. The Monitor's final reports will be public information. You may read the reports at the FCCW Libraries, where copies will be maintained on file.

4. A class may enforce the Agreement in the U.S. District Court. If the Compliance Monitor finds any

aspect of the medical care to be constitutionally inadequate, he will give VDOC 30 days to fix the problem. If the women notify their lawyers of deficient medical care that the lawyers believe to be unconstitutional, the women's lawyers may also give VDOC notice in writing. Then VDOC has 30 days to fix the problem.

If VDOC does not fix a problem in 30 days, whether it was brought to VDOC's attention by the Monitor or by Plaintiffs' lawyers, then the women's lawyers may ask the Judge to order VDOC to comply with the Constitution and/or the Settlement Agreement, or to hold VDOC in contempt of court, or both.

If a medical emergency poses a substantial threat of immediate harm, then the women's lawyers do not have to give VDOC 30 days' notice before going to court.

Agreement terminates. The Agreement will be in effect for at least 3 years unless the parties determine otherwise. After that, it will end when the Monitor finds that VDOC has provided medical care which is constitutionally adequate on a consistent basis for at least 1 year.

5. Obtaining Information.

You may contact the women's lawyers to report on any issues or concerns you have regarding medical care, to request advice, or to request more information about the lawsuit and/or the Settlement Agreement. To seek assistance, contact:

Legal Aid Justice Center
Attn: Shannon Ellis
1000 Preston Avenue, Suite A
Charlottesville, VA 22903

Upon request, Legal Aid will send you a copy of the Settlement Agreement.

MENTAL HEALTH SERVICES

Mental Health services are available to all Inmates at Fluvanna Correctional Center and are provided free of charge. Services offered include reception/intake assessments, outpatient treatment in the general population, monitoring in segregation, supervised living in the Residential Mental Health Unit, hospitalization in our Inpatient Psychiatric Unit, emergency services, and community release planning. Psychological and psychiatric services for the general population are generally focused on immediate mental health symptoms, whereas treatment in the units is geared toward longer-term stabilization of severe mental health problems. Mental Health services are contracted through Armor, while Psychiatry services are provided by Department of Corrections agency staff.

There are limits of confidentiality per policy, meaning a Department of Corrections Qualified Mental Health Professional (QMHP) may share information related to the mental health status and/or treatment needs of an Inmate without the Inmate's consent in the following circumstances:

- ◇ In the event that the QMHP considers the Inmate to be a danger to herself or others;
- ◇ If the QMHP considers that Inmate to be a risk to the safe and effective operation of the correctional setting;
- ◇ In the event of suspected or reported abuse, neglect, or exploitation of a child under age 18 or an incapacitated adult;
- ◇ In the event of suspected or reported sexual abuse or sexual assault of another Inmate;
- ◇ In the event of court ordered evaluation or other court orders;
- ◇ As required for the purposes of sexually violent predator evaluations; and
- ◇ As required by state or federal law

Questions may be asked and appointments requested by completing and sending an IMS/Inmate Request to the Mental Health Department. When completing the IMS for an appointment, be sure to provide a brief yet complete description of your issue so that you will be scheduled for the appropriate service (incomplete or ambiguous request forms may be returned for clarification). Additionally, any DOC staff member may make a referral to Mental Health if she/he has concerns about an Inmate's well-being. You will be notified of your scheduled appointment and must attend it since it is reserved for you. The QMHP with whom you meet will make a decision based on your specific issue whether to refer you for further evaluation or treatment (groups, individual therapy and/or psychiatric care).

If you are taking psychiatric medications, the psychiatrist will see you at least every 90 days in order to monitor your condition. Again, your attendance at these appointments is necessary in order for you to receive proper care. If you do not attend these appointments and/or if you do not take your medication regularly, the medication may be discontinued. If this occurs, it may be necessary for you to wait to have your medication needs re-evaluated by the psychiatrist.

It is not uncommon for Inmates to struggle with feelings of anxiety or sadness. There are Qualified Mental Health Professionals at FCCW for Inmates to work with on these issues. If you are concerned that another Inmate may attempt to hurt or kill herself, you can encourage her to reach out to Mental Health services for help.

Warning signs of suicide among Inmates may include the following:

- ◇ Expression of hopelessness or helplessness
- ◇ Withdrawal from family, friends or normal activity
- ◇ Statements focusing on death, suicide or self-harm
- ◇ Changes in eating, sleeping, recreation, concentration, interests

- ◇ Getting affairs in order (saying good-bye, writing a will, etc.)
- ◇ Giving away personal possessions

Additionally, you can send a request form to Mental Health to express your concerns, and this can be anonymous. If you feel this is an immediate problem, please let any staff member assigned to your housing unit know right away.

We will make every effort to keep you and others safe while you are here. In addition to routine emergency services, the Mental Health Department responds to any and all reports of PREA-related incidents by providing assessment, referral, and treatment services as indicated. If you experience an incident of sexual assault while at Fluvanna Correctional Center, follow the PREA reporting guidelines (of which you will be or have been informed during the reception process). Although it is your right to agree or to decline an interview with a QMHP following a PREA-related incident, please know that you will be provided that opportunity and, potentially, further available mental health services if appropriate.

DINING HALL / FOOD SERVICE

The Dining Hall is open Sunday through Saturday:

Breakfast	6:15 AM – 8:00 AM
Lunch	12:15 PM – 2:00 PM
Dinner	4:00 PM – 5:30 PM

At meal call, each housing unit has approximately 5 minutes to clear the building to go to the dining hall. You must be appropriately dressed (see “PROPER DRESS” section) and be ready to exit the housing unit when mealtime is called. Weekly menus are posted in the dining halls and e-mailed to the buildings. Inmates are not provided with personal menus.

Please know...

- ◇ You may not carry any personal property, food or drinks into or out of the dining hall.
- ◇ You may only enter the dining hall properly dressed.
- ◇ You must have your ID to enter the dining hall.
- ◇ You must speak quietly and refrain from the use of profanity at all times while in the dining room.
- ◇ You are to remain orderly at all times while entering or leaving the dining hall.
- ◇ You are to line up in a single line upon entering the hall.
- ◇ You may not cut in the serving line.
- ◇ You are only allowed to pick up your own tray, unless you have been assigned as a paid aide to another Inmate.
- ◇ There is to be no talking through the serving window, UNLESS you are requesting your special diet meal or the alternate entrée.
 - ◆ Special diet meals must be pre-approved and documented by medical personnel.
 - ◆ If you must have a special diet, you must put in a request to medical.
 - ◆ Inmates eating a special diet must show ID.
- ◇ You will be seated at tables as directed by staff.
- ◇ You may only leave your seats after being seated to refill drinks.
- ◇ You may not return to the serving line once seated.
- ◇ You are permitted to eat only one meal.

- ◇ Menu items can be exchanged with other Inmates at your assigned table only. Inmates on Medical/ Common Fare diets are NOT allowed to exchange menu items at any time.
- ◇ Check your tray before leaving to ensure everything is correct before leaving the window.
 - ◆ Trays are prepared with all menu items on the tray to expedite the serving line.
 - ◆ If you have problems regarding food items, please advise the Security Supervisor in the dining hall who will direct your comments to the Food Operations Manager.
- ◇ Visiting from table to table is not permitted.
- ◇ Conversation is permitted with other Inmates at your immediate table only.
- ◇ Upon completion of the meal and/or when instructed by staff, you will place your tray, cups and utensils in the tray room window. No talking with Inmate workers in tray room is permitted.
- ◇ Once finished eating, you should immediately leave the dining area or follow the exiting instructions given by staff.
- ◇ You may be searched upon exiting the dining hall. Refusal to submit to a search may result in disciplinary action.
- ◇ You are not to congregate on the courtyard while going to or returning from the dining hall.
- ◇ You are to proceed in a forward movement in single file, or as directed to your assigned building. Going to buildings other than your assigned building will result in a disciplinary charge.
- ◇ Yelling across the courtyard is not permitted.
- ◇ Keep your hands to yourself.

DISCLAIMER NOTE: The above list is not meant to be a totally inclusive list.

PROGRAMS / TREATMENT CENTER

The Programs/Treatment Center is located in Building 4. The following staff offices are located in this area.

- ◇ Institutional Program Manager
- ◇ Counselors
- ◇ Recreation Supervisor
- ◇ Chaplain

COUNSELING SERVICES

Once you have completed the classification process, you will be assigned to an institutional counselor who will provide basic counseling and case management services to you. The counselor will be available for emergency assistance as needed and for individual counseling as time permits. To make an appointment to talk with your counselor, complete an Inmate Request form and place it in the Mailbox. The counselor has up to ten (10) working days to respond to each request. Job applications must be placed in the institutional mail and will be forwarded to your assigned counselor for processing. If you meet the qualifications for a job, your application will be forwarded to the work supervisor.

Counselors offer one-on-one counseling services and some specialized group counseling. See your counselor for a list of treatment programs that are currently offered.. Counselors will meet with their caseload a minimum of once every 30 days.

Counselors are at the institution during normal business hours, Monday through Friday. All counselors work at least one late night per week.

DOC Directives, Operating Procedures, Local Operating Procedures, and Implementation Memorandums are

available in the housing units and library, if accessible to Inmates. If you need clarification or additional information on these procedures or you need something notarized, your counselor or Unit Manager can assist you.

INMATE INSTITUTIONAL PROGRAMS

Much of your Case Plan will include your participation in groups/programs. Counselors will review Inmate's program enrollment annually to determine which programs are appropriate based on each Inmate's individual risks and needs. This will be completed at your annual review.

In addition to the Evidence Based programs that are utilized by VADOC, Fluvanna Correctional Center for Women also offers additional groups which are developed based on the needs and interests of the inmate population. Enrollment for these programs are offered when available and sign ups would be posted in each housing unit with a brief description of program.

CASE PLAN

After the reception process and annually thereafter, every Inmate will have a Case Plan prepared for her by her counselor. After thoroughly reviewing your file, your counselor will work with you to identify needs on which you will be expected to work on while at FCCW. The counselor will recommend program participation that will assist you in addressing your problem areas. Your input and cooperation in developing a case plan for your needs will increase your chance for successful program participation. Institutional Classification Authority (ICA) and the Central Classification Services Unit frequently base their decisions concerning you on your efforts in and progress towards completing the recommendations noted in your Case Plan. Your Case plan is an important document, since non-compliance can adversely affect your good time earning level, security level and institutional assignment. It is in your interest to comply with it to the best of your ability.

GOOD CONDUCT ALLOWANCE AND EARNED SENTENCE CREDITS

Good Conduct Allowance is defined as time earned in one of four classes with rates ranging from 0 to 30 days earned per 30 days served, which are applied to reduce the Inmate's maximum amount of time in confinement. A rate equal to one half of the credit shall be applied to reduce the parole eligibility date. GCA is earned if you have been convicted of an offense that was committed between the dates of July 1, 1981, and December 31, 1994. Earned Sentence Credits are approved to offenses that were committed after January 1, 1995.

REVIEW OF GOOD CONDUCT ALLOWANCE AND EARNED SENTENCE CREDITS

Each Inmate in the Virginia Department of Corrections will be reviewed annually to determine the appropriate ESC earning rate. The date of the annual review is determined according to the month the Inmate initially entered the DOC, or the month the Inmate was 'Returned from Parole' (had Parole revoked prior to 2/06) or the month the Inmate was initially classified.

AREAS OF PERFORMANCE RESPONSIBILITY

ESC level is determined by the total number of points scored on the Class Level Evaluation Sheet. There are three (3) areas of an Inmate's individual adjustment, performance, and/or responsibility that are evaluated to determine or adjust her GCA/ESC class and score. The three (3) areas are:

Infractions	Maximum Score	-40 points
Case Plan	Maximum Score	-40 points
Work	<u>Maximum Score</u>	<u>-20 points</u>
	Maximum Total	-100 points

GOOD CONDUCT ALLOWANCE AND EARNED SENTENCE CREDIT LEVELS

There are four (4) GCA/ESC levels that differentiate the amount of GSA/ESC earned per 30 days served. The GCA/ESC level is determined in part by the total point score on the Inmate's Class Level Evaluation Sheet. The four (4) levels are:

	<u>GCA</u>	<u>ESC</u>
Class I	85-100 points earns 30 days for every 30 days served	4.5 days
Class II	65-84 points earns 20 days for every 30 days served	3.0 days
Class III	45-64 points earns 10 days for every 30 days served	1.5 days
Class IV	0-44 points earns 0 days for every 30 days served	0.0 days

Per Operating Procedure 830.3, any Inmate can have her numerical score and subsequent Class Level rejected by the ICA based on one or more of the following overrides:

- ◇ A point score in one area of evaluation is inordinately high or low affecting the Class Level.
- ◇ Seriousness of institutional charges warrants a decrease in Class Level.
- ◇ A significant recent decrease in an area of evaluation warrants a lower Class Level.
- ◇ Extraordinary improvement in one or more areas of evaluation warrants an advance in Class Level.
- ◇ Lack of program availability inordinately affects Class Level.
- ◇ More information is needed (i.e. under investigation, longer period of adjustment needed).
- ◇ According to Code of Virginia 53.1-32.1, refusal/failure to participate in a Therapeutic Community program will result in loss of good time earning level. Refusal to participate in or removal from an assignment to the Adult Basic Educational or GED program, any job, and/or any Treatment, Academic or Vocational Program should also result in an automatic override to Class Level IV.

AN OVERRIDE CANNOT BE USED TO MOVE AN ABE/GED ELIGIBLE INMATE INTO CLASS LEVEL I IF SHE IS NOT PARTICIPATING IN THE ABE/GED PROGRAM.

The ICA will review each Inmate received into the Virginia Department of Corrections annually. The annual review will include, but is not limited to:

- ◇ Class Level
- ◇ Security Level
- ◇ Transfer Request
- ◇ Case Plan

An Inmate may be re-scored during each subsequent Annual Review. Interim interviews for Class Level, custody, and transfer will be done **ONLY** upon the recommendation of the Administration. Any questions you have concerning this scoring system or your Class Level assignment should be directed to your counselor.

CUSTODY ASSIGNMENT

All Security Level assignments are determined by the use of an objective scoring sheet. The final score places an Inmate in a Security Level based on the scale listed below.

Security Level Classification for female Inmates:

- Level 3 (maximum) 18+ points or above
- Level 2 (medium) 13 points to 17 points
- Level 1 (minimum) 0 points to 12 points

Per Operating Procedure 830.1, the Security Level of an Inmate can be overridden based on the following information:

A HIGHER security level may be assigned based on one (1) of the following restrictions:

- R1. More than 20 years remaining to serve (level 3)
- R2. 1st Degree Murder (Level 2 or higher), Sex Offense, Kidnap, Escape and Abduction
- R3. Convicted of 100-108 infraction within the past 24 months
- R4. Felony or Immigration Detainers
- R5. Scored level

Or may be assigned based on one (1) of the following overrides:

- H1. Assaultive prior institutional conduct
- H2. Serious prior criminal record indicates caution
- H3. Severity of current offense
- H4. Serious escape history/risk
- H5. Recent pattern of poor institutional adjustment
- H6. The need to establish stable adjustment
- H7. Other

A LOWER level of security may be requested based on one (1) of the following overrides:

- L1. Exceptional institutional conduct
- L2. Singular nature of incident
- L3. Prior success at lower level
- L4. Other

An Inmate may be re-scored during each subsequent annual review cycle or at the recommendation of the administration.

Any questions you have concerning this scoring system or your custody assignment should be directed to your counselor.

TRANSFERS

Transfer requests are reviewed during the annual review process. Refer to Operating Procedure 830.5.

Two to four weeks prior to your annual review, request transfer consideration in writing to your counselor if you meet the following criteria:

- ◇ You have been at FCCW at least one (1) year.
- ◇ You are Class Level I, II, L-I or L-II.
- ◇ You are Security Level 1 or 2.
- ◇ You must not have been convicted of any facility infractions within the past twelve months. Refer to Operating Procedure 830.5 for total listing of eligibility criteria.

The ICA will review your request and either approve it or deny it. Transfers normally will be approved only if you meet all minimum eligibility requirements and if the transfer would be consistent with your treatment plan.

Transfer requests are then forwarded to the Central Classification Services (CCS) for appropriate action. Requests are subject to considerations such as available space and security issues. CCS's approval of a transfer request does not guarantee immediate transfer.

INSTITUTIONAL CLASSIFICATION AUTHORITY (ICA)

On a weekly basis, the ICA will review various classification issues including, but not limited to:

- ◇ GCA/ESC
- ◇ Security Level
- ◇ Transfers
- ◇ Case Plans Program Participation
- ◇ Outside Work Assignment
- ◇ Commonfare

The ICA is an experienced senior staff preferably functioning in a supervisory status.

The ICA reviews each Inmate annually. To be reviewed between annual reviews, you need to see your counselor and explain your reason for wanting an ICA review. If the Unit Manager determines that you are eligible for the requested review, she/he will submit your name to be added to the ICA docket. You will be notified of the ICA's decision concerning your case in writing.

RELIGIOUS SERVICES

We have a full-time chaplain assigned to FCCW. Employed by Grace Inside, the Chaplain coordinates the religious programs/activities at this institution, counsels with individual Inmates, teaches classes, preaches and oversees the religious volunteers. The Chaplain's office is located in Building 4.

If you desire an appointment for pastoral counseling with the Chaplain or one of the qualified outside volunteers (lay chaplains), please send an IMS to the Chaplain's Office.

You may sign up for religious classes every quarter, or immediately upon transferring into the facility. If a program is not listed, it is not offered. Make your selections on the Request to Attend Religious Services form and submit to the Chaplain's Office during the next Open Enrollment.

Religious services are done on a quarterly basis. You will be placed on the Master Pass List for a religious class or religious service that you have been approved to attend.

Chaplain's Library day is Monday. Inmates are called by building to attend the Chaplain's Library. Inmates are also called by buildings to attend church. All movement will be placed on a Master Pass list.

If you request a special clergy visit with someone who is not an approved volunteer, you should have the clergy person contact the Chaplain by mail or phone. You may also submit a Special Visit Request to the Chaplain with the name and address of the clergy or religious leader and requested visit date to the Chaplain. Once the requirements of policy are met, the Chaplain will notify you when your clergy will visit.

If you would like the Chaplain to consider a new religious program, please forward your request (IMS) to her or to the Institutional Program Manager.

Information and the regulations regarding marriage ceremonies are outlined in Operating Procedure 801.5. The Chaplain is no longer involved in the process of pre-marital counseling. The Inmate must consult with her counselor.

While religious activities are occurring, Inmates need to be mindful of the following rules and understand they will abide by the provisions of Operating Procedure 861.1.

- ◇ Be cooperative and appropriate in your behavior (no inappropriate contact).
- ◇ Behave in a respectful manner toward volunteers as well as each other (no talking while the leader is talking).

- ◇ Remain in the area designated for the duration of the religious program (no bathroom or water cooler trips).
- ◇ Aid in maintaining the cleanliness of the area (no eating of anything not provided in the service).

CHAPLAIN OPTIONS

If an incident occurs regarding inappropriate behavior, the Chaplain may suspend or remove the Inmate from all religious programs for up to (90) days and /or file formal written charges. Incident(s) may be referred to the Chief of Security for investigation and disposition.

RELIGIOUS VENDORS

Inmates may come to Chaplain's library to see what literature has been donated for personal property distribution. Inmates may purchase religious material (in keeping with policy) from any number of approved religious vendors.

RELIGIOUS SCHEDULES & PROGRAMS

A schedule, which includes religious programs and activities, is posted monthly. Please refer to it if you are interested in attending or contact the Chaplain for additional information.

MARRIAGE WHILE INCARCERATED

While incarcerated in a Virginia facility, Inmates are not eligible to marry other incarcerated Inmates. The intended spouse must be able to appear at the jurisdictional Court (within Virginia only) to provide information for the license and pay the required fees to obtain the marriage license. The Department of Corrections will not transport Inmates to the jurisdictional Court to provide a signature for the license.

LAW LIBRARY SERVICES

The Law Library is located in the Programs Building (Building 4). Requests to use the Law Library are made by sending an IMS to the Law Library Supervisor. The Inmate's name will be entered into a logbook according to the date of arrival in that office. All appointments for the Law Library will be placed on the Master Pass List daily. All books and reference materials must be used in the Law Library.

The Law Library's schedule is:

Monday through Friday: 8:00 AM – 11:00 AM
 12:30 PM – 3:30 PM
 6:30 PM – 8:30 PM

Closed on all State Holidays

Segregation, Intake and Medical/Mental Health Inmates may receive assistance with Law Library materials through their counselors. Please advise the counselor, in writing, of materials needed. Copies will be made and provided on a checkout basis.

If there is a need for further assistance, you may write directly to one of the Institutional Attorney whose addresses are posted on each wing and in this handbook.

INMATE WORK PROGRAM

JOB ASSIGNMENTS

Job Assignments/Removals will be made in accordance with Operating Procedure 841.2, Inmate Work Program. Upon arrival to general population, you may request a Job Application form from your building

counselor. These forms are also located in the vestibule area in your assigned building. Work areas include, but are not limited to Food Service, Housekeeping, Recreation, Academic Tutors, Inside and Outside Maintenance, and Building and Grounds Crews.

Once an Inmate is hired for a position, they may request reassignment after they have been in a specific job for six months, depending on the specific job assignment.

Please note that all jobs require interviews by the appropriate work foreman/supervisor. In addition to the personal interview, the work foreman/supervisor considers the Inmate's initial job assignment work performance reports to determine such things as:

- ◇ Did she demonstrate a solid work ethic?
- ◇ How well did she follow directions? Did she work well with others?
- ◇ Was she dependable and reliable?
- ◇ How well did she follow institutional and work rules/regulations?

After considering all available information, the work foreman/supervisor submits his/her recommended candidate to the Treatment Department. The Program Assignment Reviewer (PAR) then evaluates the recommended candidate's eligibility and suitability for the job prior to approving or disapproving the recommended candidate for the position. The PAR's decision is the final step in this process.

Eligibility and suitability factors considered by the PAR are:

- ◇ Level of Risk to Public, Staff, and Other Inmates
- ◇ Security and Good Time Level
- ◇ Medical Work Code
- ◇ Current and Prior Felony Convictions
- ◇ Escape History
- ◇ Detainer Status
- ◇ DCE Education Status
- ◇ Probation/Parole Violations
- ◇ Length of Sentence/Time to PED and MPRD
- ◇ Performance/Attitude/Behavior Observations
- ◇ Availability of Institutional Jobs
- ◇ Institutional Disciplinary Record
- ◇ Institutional Job History
- ◇ Counselor or Work Supervisor Recommendation

EDUCATION DIVISION

The Education Division offers a variety of academic and vocational programs for the Inmates at FCCW.

In the academic arena, one would find three Adult Basic Education (ABE) classes and one Special Education class. Participation in ABE classes provides students with instruction at their level and provides a pathway to earning a GED.

In the vocational area, the student who qualifies may participate in one of the following classes:

- ◇ Building Maintenance and Repair
- ◇ Business Software
- ◇ Cosmetology
- ◇ Electrical
- ◇ HVAC

- ◇ Optical Lens
- ◇ Digital Imaging and Printing
- ◇ Custodial Maintenance
- ◇ Computer Literacy

Apprenticeship programs include:

- ◇ Building Maintenance and Repair
- ◇ Cosmetology
- ◇ Electrical
- ◇ Plumbing

Other Offerings by the Education Division include:

- ◇ College Prep – for college bound students needed a refresher in the areas of math and writing
- ◇ OSHA Safety Certifications
- ◇ Darden Entrepreneurial Program
- ◇ Business Leadership Capstone
- ◇ Financial Capability
- ◇ PVCC Courses

COLLEGE COURSES OFFERED BY FCCW

The Education Division offers college courses onsite and through paper correspondence. You can earn anything from a certificate to a master's degree. The onsite college courses are offered through Piedmont Virginia Community College (PVCC).

Classes are offered Fall, Spring and Summer semesters. The classes offered are determined by the needs identified from placement testing and also the General Studies associate degree. Placement tests are given in the Spring and Fall for Piedmont.

Correspondence Courses are handled by the Inmate and their college of choice. Inmates do not need approval for these courses and can obtain a form from the College Placement Coordinator.

There is limited scholarship/grant funding available to Inmates who might be interested but cannot afford to pay.

Self-pay students are welcome to take classes.

Please contact the College Coordinator for additional information on scholarships, PVCC, or correspondence college information.

DOC Programs:

- ◇ Transitional education – an 80 hour pre-release curriculum with an employment focus
- ◇ Parenting – Moms, Inc.

Other available services at Fluvanna include a full service Library with over 10,000 print volumes, periodicals, newspapers, videos, multimedia computers, audiotapes, and compact discs. Intake services include required Test of Adult Basic Education.

RECREATION DEPARTMENT

Recreational services and activities provide opportunities for Inmates to maintain a healthy lifestyle through individual and team activities.

The Recreation Department may offer the following activities:

- ◇ Aerobics
- ◇ Volleyball
- ◇ Softball
- ◇ Basketball
- ◇ Kickball
- ◇ Exercise Equipment
- ◇ Board Games
- ◇ Movies
- ◇ Pictures

The recreational facilities at FCCW include an indoor gymnasium and an outdoor recreational area. Each Inmate is encouraged to actively participate in recreation activities. Segregation/Special Housing – Privileges are taken away when on special status. Within the resources available to the facility, unless security or safety considerations dictate otherwise, Inmates in special housing have access to education services, commissary services, library services, social services, counseling services, religious guidance, and recreational programs.

GRIEVANCE PROCEDURE

The Virginia Department of Corrections adopted the Inmate Grievance Procedure (Operating Procedure 866.1 and Implementation Memorandum to OP 866.1) in order to provide prompt, fair decisions and actions in response to Inmate complaints (grievances). Fluvanna makes every effort to manage the Inmate grievance procedure in a way that fosters productive communication between staff and Inmates and to resolve problems at the lowest possible level. Inmates at FCCW are encouraged to use the grievance procedure for legitimate complaints.

The grievance procedure is not to be used as a request system. FCCW has an Inmate request system in place for that purpose. Grievances should not be submitted as a form of retaliation against staff or other Inmates.

Although our facility's Implementation Memorandum gives specific instructions on how to file a formal grievance, here are a few things to remember:

- ◇ OP 866.1 with Implementation Memorandum is located in all housing units for your use upon request.
- ◇ Emergency Grievance forms, Regular Grievance forms and Informal Complaint forms are located in all housing units and are available to you upon request.
- ◇ Prior to submitting a formal grievance, the Inmate must demonstrate that she has made a good faith effort to resolve the issue informally. This is accomplished by submission and acceptance of an Informal Complaint Form. The logged Informal Complaint Form must be attached to the Grievance Form to be considered for logging.
- ◇ Inmates should submit only one issue per grievance.
- ◇ Grievances are legal documents and are to be written in black ink only.
- ◇ Grievances are to be filed within 30 calendar days from the date of occurrence/discovery of the incident at the institution where the issue originated.

- ◇ Regular grievances are to be placed in the mailboxes located in front of Building 7.
- ◇ Be sure to sign and date all grievance and informal complaint forms.
- ◇ If complaint forms or grievance forms are returned for insufficient information, you must rewrite the form, including all additional information requested and resubmit the form.
- ◇ Excessive filings or habitual misuse of the procedure hinder other Inmate's access and impede staff's ability to investigate and resolve complaints within specified time limits. Misuse and excessive filing will result in you being placed on limitation status.

GRIEVANCE PROCEDURE FOR SEXUAL ABUSE/SEXUAL HARASSMENT

There is no time limit on when you may file a grievance regarding an allegation of sexual abuse or sexual harassment. You are not required to resolve an incident of sexual abuse or sexual harassment with staff or submit the grievance to the staff member who is the subject of your sexual abuse or sexual harassment allegation. Grievances regarding sexual abuse or sexual harassment will not be referred to the staff member who is the subject of the grievance. You will not be charged for filing a grievance regarding sexual abuse or sexual harassment unless it is determined that you filed the report in bad faith.

EMERGENCY GRIEVANCES

Emergency Grievances are for situations which may subject the Inmate to considerable risk of serious sexual and personal injury or irreparable harm and are not to be used for situations that do not meet this definition.

Operating Procedure 866.1 specifies that the following matters are not grievable:

- ◇ Disciplinary hearing decisions, penalties and/or procedural errors, which may be appealed in accordance with Operating Procedure 861.1, Inmate Discipline
- ◇ State and Federal court decisions, laws, and regulations
- ◇ Policies, procedures and decisions of the Parole Board of Corrections or the Virginia Department of Transportation
- ◇ Other matters beyond the control of FCCW and VADOC.

For further explanation of the Grievance Procedure, please read Operating Procedure 866.1 and the Implementation Memorandum to OP 866.1. If you need assistance please send an IMS through the institutional mail to the Grievance Office explaining your need. A copy of OP 866.1 and the Implementation Memorandum is included in your orientation folder.

The key to conflict resolution is cooperation and good communication.

TIPS FOR WRITING YOUR INFORMAL COMPLAINT:

- ◇ Do not write on the back of the complaint form.
- ◇ Do not write below the center line of the complaint form.
- ◇ Keep your complaint brief. Write your issue in the space provided on the informal complaint form.
- ◇ Do not use notebook paper. Use a second complaint form if needed.
- ◇ Write legibly.

TIPS FOR WRITING YOUR GRIEVANCE:

- ◇ Carefully follow the directions on the back.

- ◇ Not all grievances will be accepted if directions are not followed.
- ◇ Be aware of the deadlines.
- ◇ Be sure to only write one issue per grievance.

SAFETY OFFICER INFORMATION

IN CASE OF A FIRE OR OTHER EMERGENCY EVACUATIONS, FOLLOW SECURITY STAFF'S INSTRUCTIONS!! YOU WILL BE TOLD WHERE TO GO AND WHAT TO DO.

In all living areas, EXIT signs are displayed over doors that will be used in case of an emergency. Please take time to review the evacuation route displayed at the entrance of your living area.

GENERAL RULES TO FOLLOW DURING AN EMERGENCY EVACUATION

- ◇ Follow the Officer/Employee's instructions.
- ◇ Walk – DO NOT RUN – to the nearest exit.
- ◇ Stay cool, calm, and collected – keep order!
- ◇ Remain quiet – do not push, shove, scream or yell.
- ◇ Cooperate during the evacuation procedure.
- ◇ Do not break windows or block doors/exits.
- ◇ Leave all personal property/belongings behind.
- ◇ If there is smoke or if you experience breathing problems, get in a low crouched position, and quickly proceed to the nearest exit.

SAFETY AND FIRE SAFETY DRILLS

Fire/evacuation, Hurricane, and Tornado drills will be conducted regularly at FCCW. All drills performed are designed to ensure your safety during an emergency situation. Some drills will require evacuation, taking cover, or other necessary instruction. Drills performed will assist us in proper evacuation procedures if an emergency occurs. To ensure your safety, we encourage you to follow instructions during any safety drill as if this was an actual emergency situation.

CHEMICAL SAFETY

To ensure your personal safety, always read the SDS (Safety Data Sheet) before using chemicals. A Safety Data Sheet is an information sheet provided for each chemical you work with. This document helps us to understand any hazards or first aid needs that may be presented during chemical use.

Hazard Identification (SDS Section 2)

Most of the chemicals you will work with will have a hazard rating of 0 to 1. This means that the hazard to you is very low in using this chemical.

- ◇ Most SDS sheets will not have a picture (pictogram) and will state in Section 2 (Hazard Identification):

These products do not have hazards as defined by the OSHA Hazard Communication Standard 29 CFR 1910.1200. However, this Safety Data Sheet (SDS) contains valuable information critical to the safe handling and proper use of these products.

- ◇ Some SDS sheets will have a picture (pictogram) in Section 2 (Hazard Identification). Example:

This picture means WARNING. You will want to read section 2 and section 4 of this chemical SDS for your safety. Different pictures (pictograms) mean different things. If you see a picture with a red diamond on a chemical that will be used and you don't understand what it means ask your supervisor.



read section 2 and section 4 of this chemical SDS mean different things. If you see a picture with a red diamond on a chemical that will be used and you don't understand what it means ask your supervisor.

First Aid Measures (SDS Section 4)

- ◇ First Aid Measures include what to do if you get the chemical in your eyes, on your skin, breath it in, or swallow it.
- ◇ Please read this section in the SDS sheet of all chemicals you are working with to know what to do in case of an emergency.

Before starting any job involving chemicals:

- ◇ Always read labels and warning signs on containers.
- ◇ Check with Supervisor before handling any container with which you are not familiar.
- ◇ Only use chemicals as directed and follow the directions on the container.
- ◇ Protect your skin by being fully clothed and protect your eyes by wearing safety glasses.
- ◇ Understand how to use protective equipment. Ask questions if necessary.
- ◇ Communicate with your supervisor on what is needed for the job.
- ◇ Read SDS sheet Sections 2 (Hazards Identification) and 4 (First-aid Measures) of chemicals you are working with in case of emergency.

While you are working with chemicals:

- ◇ Check container condition before using. Always keep containers out of walkways/hallways when not in use.
- ◇ Always use chemical in accordance with directions on container. Use precautions as required to protect yourself and others from injury.
- ◇ Never eat, drink or smoke while using chemicals. Never use unlabeled containers until identified with a label.
- ◇ Always ensure that you are using all necessary protective equipment/clothing as needed.
- ◇ Never mix cleaning agents. Never horseplay while working.
- ◇ Please use chemicals only in well ventilated areas.
- ◇ Always use your wet floor signs when mopping or when there is any type of liquid on the floor that could result in a slip, trip, or fall.

After completing job:

- ◇ Report any problems encountered to Supervisor.
- ◇ Use cleanup procedures per container directions.
- ◇ Clean work area and dispose of excess chemical as recommended per container label.
- ◇ Always return chemicals to storage area when finished using.
- ◇ Store chemicals properly and always tightly secure tops.
- ◇ Wash hands after handling any chemicals and before doing other task.

INJURIES

PREVENTING SLIPS, TRIPS, AND FALLS

- ◇ Put all materials and tools away after use.
- ◇ Dry any spills or wet floor areas to prevent slipping.
- ◇ Close all drawers and cabinets when not in use.
- ◇ Keep cords and power cables out of walkways.
- ◇ Step over or around obstructions (CAREFULLY) instead of on them.
- ◇ Clear stairways-never leave objects lying on steps.
- ◇ Practice extra caution when walking and:
 - ◆ Carrying items- make sure you can see your path ahead.
 - ◆ On wet surfaces—AVOID when possible.
 - ◆ Your path is dimly lit.

PREVENTING BACK INJURIES

Following proper lifting techniques may prevent back injuries:

- ◇ Keep feet shoulder width apart.
- ◇ Bend your knees and squat down while keeping your back as upright and straight as possible.
- ◇ Grip the load at opposite corners.
- ◇ Keep the load close to your body to lessen back stress.
- ◇ Do not twist your body while carrying a load.

Know your limits. Do not attempt to lift more than you are capable of lifting. Ask for help.

Blood borne Pathogens

Communicating Basic Information about Blood borne Pathogens

WHAT ARE BLOODBORNE PATHOGENS?

- ◇ OSHA 1910.1030 defines bloodborne pathogens as pathogenic microorganisms that are present in human blood and can cause disease in humans.
- ◇ Bloodborne pathogens are communicable and capable of being passed from one person to another.
- ◇ By the Universal Precautions definition all blood and potentially infectious materials are treated as if they are infectious regardless of the source.
- ◇ The three main routes by which bloodborne pathogens can enter the body are airborne (transmission through air), direct body contact (sores, cuts, acne, blisters, mucous membranes, etc.), or indirect body contact (soiled sheets, contaminated needles, etc.)
- ◇ Bloodborne pathogen examples include but aren't limited to: HIV, Hepatitis A, Hepatitis B, and Hepatitis C.

TO REDUCE THE RISK OF INFECTION BY BLOODBORNE PATHOGEN

- ◇ Wear and use Personal Protective Equipment (PPE) as recommended
 - ◆ Gloves
 - ◆ Safety Glasses
 - ◆ Respirator
- ◇ Dispose of contaminated PPE in bag with Biohazard label. Example:

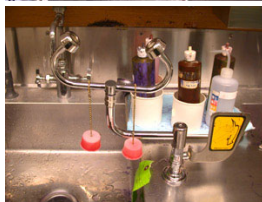


- ◇ Use hygiene practices after contact with potentially infectious body fluid
 - ◆ After proper glove removal wash hands with soapy water. Then use hand sanitizer if available.
 - ◆ Use eyewash if direct contact with the eye.
 - ◆ Shower immediately after strenuous physical activity.
 - ◆ Avoid whirlpools, saunas, common tubs or sharing towels, razors, or shoes after direct contact.
 - ◆ Use Work Practice Controls include use of good housekeeping and personal hygiene practices to minimize exposure and use of common sense. Some of these include:

- * Hand washing facilities



- * Eye wash stations



- * Sharps disposal containers



IF EXPOSED TO BODILY FLUID

- ◇ The exposed site must be washed immediately.
- ◇ If a needle stick, cut, scrape or puncture wound, allow the wound to bleed freely and wash with soap and water.
- ◇ For eye splash, use eyewash to flush eyes for 15 minutes.
- ◇ For exposures to skin or other mucous membranes, wash with soap and water.
- ◇ Examine skin and clothing for possible contamination. If clothing is soiled, remove clothing, wash skin, and replace with clean clothing.
- ◇ Inform supervisor
- ◇ Seek prompt medical attention for evaluation, surveillance, and treatment.

INFORMATION ON VARIOUS BLOODBORNE PATHOGENS

- ◇ HIV – Anyone can get HIV. HIV causes AIDs. A woman with HIV can infect her baby. Do not use shared or reuse needles, syringes or any other drug equipment. Use a condom during sex to protect yourself. The AIDs hotline is 1-800-342-2437.
- ◇ Hepatitis A– Anyone can get Hepatitis A. Hepatitis is a virus that infects the liver. There are various ways to become infected with Hepatitis A including touching, eating, drinking polluted water, unprotected sex, blood, sharing needles, and group living conditions (like prisons, military installations, nursing homes, etc.) A vaccine is available that requires boosters.
- ◇ Hepatitis B and C – Anyone can get Hepatitis B or C. The main method of infection is through contaminated needles, unprotected sex, or contact with contaminated blood.

HOW TO USE A BODILY FLUID SPILL KIT

- ◇ Put on disposable apron, goggles, gloves, shoe covers, and face mask.
- ◇ Sprinkle Clean-up Absorbent pack over spill.
- ◇ Scoop up the absorbent gelled from spill. Dispose of in Biohazard bag.
- ◇ Pour diluted chlorine solution over spill and let sit for 10 minutes.

- ◇ Wipe up bleach solution using disposable towels.
- ◇ Dispose of all items (including gloves) in the Biohazard bag.
- ◇ Use antiseptic hand towel to clean hands and discard into the biohazard bag.
- ◇ Dispose of Biohazard bag in designated area.

HIV/AIDS INFORMATION

The following general information regarding HIV/AIDS is being provided for your education and should be kept for future reference as needed.

WHAT IS AIDS?

AIDS stands for Acquired Immune Deficiency Syndrome. It is a condition that destroys the body's ability to fight off infection. AIDS is caused by HIV (Human Immunovirus).

You can get HIV by having unprotected sex or by sharing needles or syringes. A person with HIV infection may live for many years before developing full-blown AIDS. At present there is no cure for AIDS, and the death rate is high.

WARNING SIGNS

Many warning signs of AIDS also can be signs of other illnesses like cold or flu. AIDS symptoms last much longer and make you feel worse. These symptoms include:

- ◇ Being very tired for a long time for "no reason"
- ◇ Fever, chills, or soaking night sweats
- ◇ Weight loss of more than 10 pounds in a month without trying to lose
- ◇ Swollen glands in your armpits, under your chin or in the pubic/groin area for more than two months
- ◇ Frequent diarrhea lasting more than two weeks
- ◇ White spots in the mouth or mouth sores
- ◇ A dry cough if you don't have a cold or the flu
- ◇ Being unable to "catch your breath"
- ◇ Pink, purple, or brown spots or bumps that are darker in color than the skin surrounding the spots. The spots can also be in the mouth, nose, rectum, or on the eyelids. They look like bruises, but don't go away and are often hard.

If you notice any of these symptoms, contact the Medical Department.

WHAT ABOUT TESTING?

You may have HIV and not know it. If you think there is a chance you might have HIV, you may contact the Medical Department.

Virginia State Law requires that the names of people who test positive for the HIV antibody be reported to the Health Department. As with other sexually transmitted diseases, this information is used for disease control information only. These test results are confidential medical records and your identity will be protected.

Research indicates that the best ways to avoid HIV/AIDS are...Don't have unprotected sex and don't shoot drugs!

TELEPHONE PROCEDURES

Upon arrival at Fluvanna, you will receive a four-digit PIN (Personal Identification Number). Your PIN will allow you to start processing your 15-number Call List.

The system that allows you to add/delete numbers or check the status of the number you have added to your list is called #44. After you dial #44, you will need to follow a series of prompts. This initiates the Global Tel Link approval process.

The system that allows you to check on any phone challenges is called #21. The following are some examples of assistance you can receive by dialing #21:

- ◇ Block information
- ◇ Copy of PIN number
- ◇ Copy of phone list

Collect Call Only Phones are located in each Housing Unit. The phones are available for use when the dayroom is accessible/open to Inmates, with the following exception:

- ◇ Phones are turned off 15 minutes before each count
- ◇ Phones are turned back on after each count clears

Please note that all telephone calls originating from Inmate telephones are monitored and recorded. By using the Inmate telephone system, the Inmate consents to the monitoring and recording of the telephone call.

TELEPHONE TROUBLESHOOTING TIPS

Having a challenge reaching your party? Ensure that you are remembering to punch “0” before entering other numbers, ensure that you are punching in the correct area code, and ensure that you are punching the numbers slowly.

OTHER CONNECTION CHALLENGES

“This number is restricted and will not accept collect calls.”

If this occurs, write the person you are trying to contact and inquire if their line is restricted or has a collect call block. If they state no restrictions or call block exits, dial #21.

“ID not accepted.”

This means your Inmate ID number is not in Global Tel Link’s computer system. Ask for Enrollment Form from your counselor.

“Call cannot be completed at this time.”

This means no one is home to accept the collect call, the line is busy, or there is line trouble (i.e. outage, etc.). Call this number at a later time.

The Inmate phone system will NOT accept:

- ◇ Phone cards
- ◇ Pay phone numbers
- ◇ 800 numbers
- ◇ International numbers

Three-way calls are NOT ALLOWED! The system is programmed to automatically detect and disconnect a three-way connection. Attempting to make a three-way call is an 861.1 violation (Misuse of Telephone System). A conviction could result in the loss of your phone privileges.

SPECIAL HOUSING TELEPHONE CALLS

General Detention and Segregation: Access will be limited to two telephone calls per month. These calls are limited to 20 minutes each.

DIALING INSTRUCTIONS

- ◇ Pick up the phone.
- ◇ Press 1 for English; Press 2 for Spanish.
- ◇ Press #55 to leave a message for PREA.
- ◇ Press *44 (Star 44) to manage your personal allowed number list.
- ◇ Press 0 to place a Collect Call.
- ◇ Press 1 to place a Debit Call.
- ◇ Dial the area code and the phone number you wish to call.
- ◇ If you press *44 (Star 44) to manage your personal allowed number list:
 - ◆ Enter your state ID and PIN.
 - ◆ Select from the Main Menu:
 - * To add phone numbers to your call list, press 1.
 - * To remove phone numbers from your call list, press 2.
 - * To check the status of a phone number on your call list, press 3.

Note: If you attempt to call a number not in your allowed number list, the system will attempt to gain the called party's consent in real-time if you have not exceeded your max number of allowed numbers and the number is not blocked.

- ◇ If the called party consents to the number being added to the call list, the call will be processed and the number added to your list of allowed numbers.
- ◇ If the called party does not respond, the phone number will be added to the outbound call queue to gain called party consent to be added to the list.
- ◇ If the called party denies being added to the call list, the call will end. You must wait 15 days before attempting to add the phone number to list of allowed numbers.
- ◇ If you need assistance with the Inmate Phone System, you can dial the GTL Inmate Hotline using #21 following the instructions below.
 - ◆ Pick up the phone.
 - ◆ Press 1 for English; press 2 for Spanish.
 - ◆ Press 0 to place a Collect call.
 - ◆ When asked to dial the area code and phone number you wish to call press #21.

There is a portable TTY phone available for use by hearing impaired Inmates. Additionally, hearing impaired Inmates have access to the video phone service.

NOTE: BEING ABLE TO USE THE TELEPHONE IN A CORRECTIONAL SETTING IS A PRIVILEGE, NOT A RIGHT. PLEASE BE MINDFUL OF THE RULES AND REGULATIONS REGARDING PHONE USE.

VISITATION RULES AND REGULATIONS

Visitation (Effective April 22, 2017)

- ◇ Inmates will be permitted a minimum of one hour and a maximum of 4 hours per visiting day, if approved, with visitors on those days designated for the Inmate to visit. On a case-by-case basis and as approved by the Facility Unit Head or their designee, Inmates may request approval in advance for an extended visit based on special circumstance or need, such as infrequent visits and extreme travel distance.
- ◇ Vending machines located in the visiting area for Inmates and their visitors will be restricted to selling beverages, candy bars, granola bars, and crackers (non-bag).

Inmate Visitation Searches (Effective April 22, 2017)

- ◇ All Inmates will be strip searched prior to a contact visit. After the strip search has been conducted, Inmates will be required to change into a state issue jumpsuit that zips up the front, a pair of state issue socks, and state issue shoes. Following the strip search, female Inmates will be permitted to change back into their original bra and underwear.
- ◇ Visitors who need to use the restroom during visitation will exit the visiting area and access the restrooms designated for visitor use. Any visitor who returns to the visiting area will be required to comply with the search requirements of Operating Procedure 445.1, *Employee, Visitor, and Inmate Searches* and Operating Procedure 851.1, *Visiting Privileges*. Minor visitors who need to use the restroom during visitation must be accompanied by their adult parent or legal guardian.
- ◇ Inmates who need to use the restroom during visitation shall be processed from the visiting room but will no longer be returned to the housing unit to access the restroom. Inmates will be required to exit the visiting room and be escorted to a separate location where they will be strip searched prior to and after use of the restroom. The Inmate will be allowed to return to the visitation area after the strip search has been completed. Inmates will only be permitted to exit one time during the visit.
- ◇ At the conclusion of visitation, the state issue jumpsuits, sock and shoes will be collected from the Inmates and appropriately laundered, prior to being re-issued to other Inmates for use during visitation.

Operating Procedure 851.1 covers the rules and regulations that govern visitation.

GENERAL

All visitors will be required to submit a visitation application online at the following website: <http://www.vadoc.virginia.gov/Inmates/visitation>. Processing of an on-line, in-state visitor applications may take up to 30 days. On- line, out-of-state applications may take up to 90 days for processing. Visitors may be approved to visit multiple Inmates only if the Inmates are immediate family members.

All visitor applications (new or previously approved) expire 36 months (3 years) after the date of approval. A new or updated visitor application must be submitted online at least 30 days before expirations to continue uninterrupted visitation. The Virginia Department of Corrections may conduct an annual record check on each visitor. Prior visitation approval does not guarantee approval continuation.

Inmates required to register on the sex offender registry must receive prior approval before receiving a visit with a minor. The evaluation/approval process would need to be completed prior to the minor visiting.

Applicants should allow 30 days for on-line applications to be processed. Out of state applicants should allow up to 90 days for processing. To avoid delays in processing, all information requested on the application must be accurate and complete. A response will be sent to the e-mail address provided by the applicant. Approved visitors must still bring valid picture identification that matches the information provided on the application. Visitor applicants that do not have an e-mail account and/or access to a computer may submit a paper application. Paper applications will require longer processing times. Paper applications are available at your facility and must be mailed to:

Visitor Registration
Virginia Department of Corrections
P.O. Box 2696
Richmond, VA 23261-6963

All visitors 18 years of age and older must have a picture ID on order to visit. Please tell your prospective visitors about this requirement as soon as possible.

All visitors under the age of 18 must be accompanied by their legal guardian who is 18 years of age or older and must appear on the approved visitor list. This individual must remain with the minor visitor for the duration of the visit. A legal guardian should have written proof of legal custody in their possession or on file at the facility. An adult other than the parent or documented legal guardian, who brings a minor child to visit an Inmate, should bring written notarized permission from the parent or legal guardian. Any person bringing a minor to visit an Inmate must be on the Inmate's approved visiting list and otherwise comply with visitation approval and entrance requirements for adult visitors.

Routinely, all visitors receive a frisk search prior to entering the visiting area. In some instances, partial or complete strip searches are requested. However, these searches are conducted only with the written consent of the visitor. If the visitor declines to be searched, he/she will not be permitted to visit that day. There is a possibility that his/her visiting privileges will be suspended for a period of time to be determined by the Warden.

Note: Questions regarding the application process or approval must be submitted to the Visitation Unit.

VISITATION FOR GENERAL POPULATION AND MEDICAL INMATES

Inmates in general population and medical may visit with persons between 8:30 AM and 3:00 PM on Saturdays, Sundays, and State Holidays. The cut off time for visitation registration is 2:30 PM. Additionally, no visitors will enter the institution between 10:30 AM and 11:30 AM, which is the facility count time.

The Inmate's state number determines visitation days. If the state number is an "even" number, visitation will be on "even" dates. If the state number is an "odd" number, visitation will be on "odd" dates. Since Christmas is always an "odd" date, odd/even visitation will rotate annually (2017 – odd, 2018 – even, etc.). In the event the 31st and the 1st are on the same weekend, the 31st will remain "odd" and the 1st will become "even".

Special visitation requests must be processed through your counselor.

The visiting room is located in Building 9. Inmates assigned to medical may be limited to visitors based on the physician's orders, and the location of the visit may be determined based on the health of the Inmate.

Limitations on the length of your visit are imposed when the visiting area is full. Visits are terminated

according to “first in” – “first out”, as we note the time each visit begins.

GENERAL POPULATION NON-CONTACT VISITATION

Visitation for Inmates in general population requiring non-contact visitation shall be in the Segregation Unit on Wednesday between hours of 8:30 AM and 10:30 AM. Visitors will not be processed after 10:00 AM.

VISITATION FOR SPECIAL MANAGEMENT/MENTAL HEALTH INMATES

Segregation: An Inmate in segregation may have a maximum of one (1) visit per week for one hour between the hours of 1:00 PM and 3:00 PM on Wednesdays, with no more than three (3) persons. These visits are non-contact and are held in the Special Housing Unit. The last visitor will be processed at 2:30 PM.

Medical and Mental Health: Medical visitation will be conducted in the Medical Unit. Prior approval and arrangements will be made. Medical visits are only authorized and ordered by the attending physician or therapist (for Mental Health Unit).

ALLOWABLE ITEMS FOR VISITORS

- ◇ One (1) vehicle key. No “keyless” keys will be permitted.
- ◇ Thirty (\$30) dollars in coins (quarters, dimes and nickels only), per each visitor for the vending machines and a small change purse. No visitor will be permitted to return to the front lobby for change after entering the visiting room.
- ◇ Visitor Pass
- ◇ Infant blanket and change of infant clothing
- ◇ One (1) clear plastic baby bottle
- ◇ One (1) diaper
- ◇ Religious head covering
- ◇ Coat, jacket, and raincoat when dictated by weather conditions. The institution will assume no liability for loss, theft or damage.
- ◇ A reasonable amount of heart medication
- ◇ Asthma inhalers

ALL OTHER PROPERTY MUST BE SECURED/LOCKED IN THE VISITOR’S VEHICLE!

- ◇ Please observe all traffic and parking regulations of our facility. Cars will be towed away at the owner’s expense if they are improperly parked.
- ◇ Park only in the parking lot designated for visitors.
- ◇ Roll up windows.
- ◇ Remove the keys from the vehicle.
- ◇ Visitors are permitted to carry their vehicle keys with them into the visiting room.

FLUVANNA CORRECTIONAL CENTER FOR WOMEN ASSUMES NO RESPONSIBILITY FOR LOST OR STOLEN PROPERTY OR PROPERTY LEFT AT THE FACILITY UPON COMPLETION OF THE VISIT.

BEHAVIOR IN THE VISITING ROOM

General:

Handshaking, brief embracing and a light kiss will be permitted only at the beginning and end of visits. Staff constantly monitor for excessive physical contact between Inmate and visitor, for the passing of contraband, and for other violations of visitation rules. Any behavior that staff perceives as sexual contact will result in immediate termination of the visit for the day. The visitor will leave the facility and the Inmate will return to the housing area. After an investigation into the incident is made, the Warden will make the decision regarding suspension of visitation. Notification regarding the decision will be made to the visitor and the Inmate in writing. Inmates must sit in the designate chair facing the security officers. The Inmate must sit opposite of visitors. Neither excessive noise nor vulgar language is permitted.

Supervision of Children:

Each visitor is responsible for the behavior of any minor who enters the institution with the visitor. Children must be supervised at all times.

Movement in the Visiting Room/Area:

Unless going to the restroom or snack/beverage machine, once visitors are seated, they are to remain in the visiting area with the Inmate they have been approved to visit. Once the Inmate has left to use the bathroom, the visit is terminated.

NOTE: The Inmate cannot handle cash or go to the vending machines!

PENALTIES FOR CIRCUMVENTING VISITING RULES

Any effort to circumvent or evade the visitation regulations established by FCCW may result in the denial of future visits. Such activity may require that legal proceedings be initiated against the visitor, in accordance with Code of Virginia, Sections 18.2-473, 18.2-474, and 18.2-274.1.

- ◇ Visitors attempting to give or found to have given to any Inmate, any items may be charged with a Class I misdemeanor in accordance with Section 18.2-474, Code of Virginia, and also have their visit immediately terminated. Such violations may result in loss of visitation privileges.
- ◇ Visitors who in any manner deliver, attempt to deliver, or conspire with another to deliver to any Inmate, firearms, ammunition, explosives or drugs may be charged with a felony as specified in Section 18.2-474.1, Code of Virginia. Any visitor violating Code of Virginia, Section 18.2-474.1 will lose the privilege of visitation.
- ◇ Visitors who attempt to give or convey any item to an Inmate to facilitate her escape, or in any manner attempt to aid an Inmate in escape, either with force or otherwise, may be charged with a felony as specified in Section 18.2-473, Code of Virginia. Any visitors found to have aided or attempted to aid an Inmate(s) in any escape or escape attempt will lose the privilege of visitation.
- ◇ Adult visitors are totally responsible for any minors, whom they bring into the institution, including anything the minor(s) may have on their person. A legal guardian should have written proof of legal custody in their possession or on file at the facility. An adult other than the parent or documented legal guardian, who brings a minor child to visit an Inmate, should bring written notarized permission from the parent or legal guardian. If any minor should attempt to bring any item into the institution, the accompanying adult may be charged with Code of Virginia, Section 18.2-371, Causing or Encouraging Acts Rendering Children Delinquent, etc.
- ◇ Inmates may not receive cash, money, checks, money orders, lottery tickets, or other negotiable items from visitors. Visitors who attempt to give such items to Inmates will have their visit terminated and they may lose their visiting privileges. Visitors may send funds in the form of a money order to be

placed into an Inmate's account through JPAY (with deposit slip) and Send Cash by Money Gram at Wal-Mart or CVS locations (Receive Code: 5189).

SUSPENSION OF VISITATION PRIVILEGES – FAILURE TO ABIDE BY RULES/REGULATIONS

Visitors who fail to abide by the visiting rules and procedures may be refused admission into the facility, have their visit terminated, have their visiting privileges suspended, be removed from the visiting list by the Assistant Warden. Visitors can appeal the decision of the Assistant Warden by writing to the Warden.

- ◇ The Administrative Duty Officer (ADO) may terminate visiting privileges during a visit and have the visitor leave the facility.
- ◇ The Assistant Warden may suspend visiting privileges for up to twelve (12) months. Visitors can appeal the decision of the Assistant Warden by writing to the Warden.
- ◇ Indefinite suspensions and suspensions in excess of one year must be approved by the Regional Administrator.
- ◇ Permanent loss of visiting privileges must be approved by the Chief of Corrections Operations.

Visiting privileges may be suspended if:

- ◇ During the visit it becomes apparent that the visitor and/or Inmate is under the influence of alcohol or other substances.
- ◇ Visitors fail to conduct themselves in an acceptable manner
- ◇ Visitors or the Inmate frequently fail to follow visiting rules, or a serious violation occurs.
- ◇ Children become disruptive, destructive, or interfere with the visits of others and visitor fails to control the child.
- ◇ The visitor or Inmate will not, after a verbal warning, refrain from prohibited physical contact or other prohibited behavior.
- ◇ An Inmate is found to be in possession of contraband during/following a visit.

Appeal of Suspension:

Whenever a visitor has visitation privileges suspended, the visitor may appeal such suspension to the Warden. If the visitor is not satisfied with the Warden's response, the decision may be appealed in writing to the Regional Office. The Regional Office's decision will be final.

VIDEO VISITATION PROGRAM

Assisting Families of Inmates (AFOI) - Video Visitation Program partnered with Global Tel Link (GTL) and DOC offers Video Visitation at all institutions. The Video Visitation Program provides visitors unable to participate in contact visitation with the opportunity to visit with inmates through video.

Visitors must meet the following eligibility requirements in order to participate in video visitation:

- ◇ Must be currently registered as an approved visitor - Visitors who are not yet approved may apply online.

Visitors who engage in inappropriate behavior during a video visit will be suspended from video visitation for a period of one year.

RE-ENTRY PROGRAM

On May 11, 2010, Governor R. F. McDonnell signed an Executive Order establishing the Virginia Prisoner and Juvenile Inmate Re-entry Council. The goal is to help Inmates develop skills and provide support with

transitioning back in to the community.

RE-ENTRY IS NOT OPTIONAL! Building 3 is the designated Re-Entry Building. While in Re-Entry, Inmates will have the opportunity to attend Resources for Successful Living, ServSafe, OSHA classes, “Thinking for a Change” and earn their Career Readiness Certificates. Building 3 is also the location of the FCCW Cognitive Community, a treatment community that promotes, practices, and demonstrates “RIGHT LIVING”. They also participate in peer support groups such as self-esteem, parenting, N/A, A/A, anger management, “Hitting the Books” (For Inmates seeking their GED’s) Personal Finance,

During the first phase of the treatment process, Inmates are encouraged to begin to envision a different way of life – a more disciplined and constructive path. In the quest to go home and get on with their lives, they will have the opportunity to learn some tools that will likely make them better mothers, wives, role models, workers, and productive citizens.

As an incentive, Inmates participating in a VARI Cognitive Community re-entry program while in Class Level IV due to removal from a Therapeutic Community program may be reviewed for award of good time.

- ◇ Such Inmates assigned to a VARI Cognitive Community may have their Good Time Class Level reviewed after 90 days of full and continuing participation in the program.
- ◇ At the discretion of facility staff, an Inmate who had adequately participated for that 90 day period should advance to the appropriate Class Level effective from the date of their re-classification approval. A P override is required to move an Inmate out of Class Level IV.
- ◇ Once a higher Class Level has been achieved, Inmates will be monitored to determine if their behavior continues to warrant the current Class Level and may be adjusted at any time for non-compliant behavior or disciplinary convictions.
- ◇ Any Inmate removed from the VARI Cognitive Community will forfeit up to 90 days accumulated good time and up to 30 days disciplinary segregation.

PRISON RAPE ELIMINATION ACT (PREA)

On September 4, 2003, President George W. Bush signed into law the Prison Rape Elimination Act (PREA). The Act requires ALL Inmates throughout the nation be provided with the knowledge necessary to recognize and prevent sexual abuse and sexual assault while serving their sentence.

All Inmates at FCCW are required to attend PREA training and sign an acknowledgement form during their incoming Inmate orientation.

To report an incident of sexual abuse or assault, you may advise any staff person or dial #55 on the Inmate phone system.

Sexual misconduct is defined as any behavior of a sexual nature between staff and Inmates, volunteers and Inmates, and visitors and Inmates. It is also any kind of contact between two or more Inmates. The following behaviors are of a sexual nature – Sexual Abuse, Sexual Assault, Sexual Harassment, Physical contact of a sexual nature, Sexual Obscenity, and any conversation or correspondence of a sexual or erotic nature.

SEXUAL CONTACT IS PROHIBITED WHETHER OR NOT THE INVOLVED PERSON OR PERSONS AGREES TO IT! REPORT SEXUAL ASSAULT OR MISCONDUCT!

SEXUAL ASSAULT HOTLINE NUMBER: #55

Number is to be used for reporting sexual assault and sexual misconduct only. Misuse will result in disciplinary action.

REPORTING AND EMOTIONAL SUPPORT

In accordance with the Prison Rape Elimination Act (PREA), Fluvanna Correctional Center for Women has zero tolerance for any form of sexual misconduct, sexual assault or sexual harassment, regardless of whether the perpetrator is another Inmate or staff member, contractor or volunteer.

Reports of sexual abuse or sexual harassment may be reported to any staff member, in writing on an Inmate Request Form, Informal Complaint, Regular Grievance or Emergency Grievance. You can also report sexual abuse or sexual harassment by dialing #55 (Sexual Abuse Hotline) on the Inmate telephones. This line is for reporting sexual abuse only and not for any other miscellaneous calls. By reporting such incidents, you will assist staff in the prevention/detection of sexual abuse/sexual harassment. You can choose to report anonymously or have a third party, such as friend or family member, report on your behalf. There is no time limit for reporting sexual abuse/sexual harassment. All allegations must be investigated. Appropriate measures will be taken to protect you from retaliation for reporting or cooperating with a sexual abuse/sexual harassment investigation. Victims of sexual abuse are offered medical and mental health treatment at no cost, to include a forensic medical exam if necessary.

Should you require emotional support following an incident of sexual abuse or sexual harassment, you may dial #55 and select option 2 for emotional support services. Victim advocates are also available for emotional support needs, accompaniment during a forensic exam and investigative interviews.



Institutional Property Matrix - Females						
		RH=Restrictive Housing Unit, Step Down 1, Step Down 2; SHU=Special Housing Unit; JI=Jail Intake				
Item	Description	W/I	2	3	RH/SHU	JI
State Issue - Minimum State Issue						
Identification Card						
Shirt	Outside Workers, Orange Collar	1	1	1	1	
Pants	Outside Workers, Orange Stripe	3	3	3		3
Boots	As needed for work assignments	1	1	1	0	
Shoes, pair		1	1	1	1	1
Undershorts	White (RH/SHU - personal may be allowed at Facility Unit Heads discretion)	3	3	3	1	3
T-Shirts	Orange	3	3	3		
Bras	White (RH/SHU - personal may be allowed at Facility Unit Heads discretion)	3	3	3	1	3
Socks	White	3	3	3	1	3
Pajamas/Gown	SL - 3, Navy only	1	1	1	1	1
Robe	Not allowed in RH/SHU at Level 3	1	1	1	1	1
Cap	Facility Option	1	1	1	0	1
Jacket or Coat	Seasonal	1	1	1		1
Long Underwear	White, Outside Workers, Facility Option	2	2	2		2
Shower Shoes	As needed	1	1	1	1	1
Coverall	Facility Option, As needed for work assignment	1	1	0	0	
Jacket	Outdoor exercise only, seasonal				1	
Clothing	Jump suit or scrubs				1	
Security toothbrush					1	
Security writing pen					1	
Security razor	Issued during shaving only				1	
Linens and Blankets - Minimum State Issue						
Mattress		1	1	1	1	1
Pillow		1	1	1	1	1
Sheets	White	2	2	2	2	2
Pillow Case	White	1	1	1	1	1



Institutional Property Matrix - Females

RH=Restrictive Housing Unit, Step Down 1, Step Down 2; SHU=Special Housing Unit; JI=Jail Intake						
Item	Description	W/1	2	3	RH/SHU	JI
Bath towel	White	2	2	2	1	2
Wash cloth	White	1	1	1	1	1
Blanket	Second blanket Facility option	1	1	1	1	1
Laundry bag	White (SL - 2, may issue 2 as needed)	1	1	1	0	1
Commissary bag	Orange (Facility Option) - maintain upon transfer	1	1	1	0	1
Arts/ Crafts Items						
Consumables	As authorized by Security Level on the <i>Approved Arts and Crafts</i> Items list. Reasonable quantity as determined by facility	RQ	RQ	RQ	0	
Paint Brushes	Reasonable quantity as determined by facility	RQ	RQ	RQ	0	
Pencil Sharpener		1	1	1	0	
Plastic Hook	Reasonable Quantity as determined by facility	RQ	RQ	RQ	0	
Ruler	Maximum 12", Flexible plastic	1	1	1	0	
Scissors		1	1	0	0	
Books/Media						
Books	Total authorized does not include books from facility Library	13	13	13	13	13
Magazines		12	12	12	12	
Newspaper		1	1	1	1	
Clothing (Personal) Personal clothing will substitute for state issue except for outside workers who should be issued an additional 2 state clothing sets (blue with orange strip pants)						
Bathrobe	Solid color, Cotton/ cotton blend, no hood (may be terry or flannel) issue	1	1	1	0	1
Belt	Cloth only, no large belt buckles (MH at SL - 3; Not allowed), Commissary only	1	1	1	0	
Coat/Jacket	Blue Jean type	1	1	0	0	
Cap/Hat/ Sunvisor	Blaze Orange	1	1	1	0	1
Cap (stocking or watch)	Blaze Orange	1	1	1	0	1



Institutional Property Matrix - Females						
		RH=Restrictive Housing Unit, Step Down 1, Step Down 2; SHU=Special Housing Unit; JI=Jail Intake				
Item	Description	W/I	2	3	RH/SHU	JI
Gym Shorts	Gray, Cotton/ cotton Blend	2	2	2	0	2
Handkerchiefs		6	6	6	0	6
Jeans	Blue	6	6	6	0	
Long Underwear, set	White, Cotton/cotton blend, one piece of thermal top and thermal bottom. As sold in commissary	2	2	2	0	2
Pajamas/Gown	As sold in commissary, Previously approved items may be retained	3	3	3	0	3
Poncho	Clear plastic	1	1	1	0	
Shirts	Denim/Chambray	6	6	6	0	
Shower Shoes, pair		1	1	1	0	1
Bedroom Slippers, pair	No longer approved for order. Previous approved items may be retained.	1	1	1	0	0
Socks	White, Pink, Light Blue (Total to include state issue)	9	9	9	0	9
Sweatband	Terry, White or navy only	1	1	1	0	1
Sweatpants	Gray, Cotton/ cotton Blend	2	2	2	0	2
Sweatshirt	Solid purple or gold, Cotton/ cotton Blend. (Previously approved gray sweatshirts may be retained)	2	2	2	0	2
Personal Shoes	Commissary only To include tennis shoes, low quarter tie-up (non-athletic) shoes and work boots in any combination. Tennis shoes must be primarily white (Previously approved tennis shoes may be retained)					
T-Shirts	Purple or Gold (Total to include state issue)	6	6	6	0	6



Institutional Property Matrix - Females					
RH=Restrictive Housing Unit, Step Down 1, Step Down 2; SHU=Special Housing Unit; JI=Jail Intake					
Item	Description	W/I	2	3	RH/SHU JI
Undershorts (Panties)	Full Coverage, or Women's Boxers, or Briefs , White, Black, Cream (Total to include state issue) Previously approved items may be retained (added 6/18/19, changed 1/21/21)	15	15	15	0 15
Bras	White, Black, Cream (Total to include state issues) Previously approved items may be retained	10	10	10	0 10
Work Gloves, pair	Brown	1	1	1	0
Educational/Study Materials					
Other	As authorized by facility				
Electronics					
AM/FM Radio (with earphones, antenna, adapter)	Offender may possess a radio only if they do not possess a listening device with AM/FM capability.	1	1	1	1
Media device/ Cassette/CD Player (with earphones, antenna, adapter)	Media Device is electronically encoded, not to be engraved	1	1	1	1
Batteries	Sufficient to operate authorized equipment plus 1 extra set.	Suf	Suf	Suf	Suf
Calculator	Pocket, Solar or battery.	1	1	1	0
Cassette Head or CD Cleaner	Dry Type	1	1	1	0
Clip-on Reading Lamp		1	1	1	0
Clock	Alarm, Mechanical or battery	1	1	1	0
Cassette Tapes or CDs	Only if offender has a player (No longer authorized for purchase, previously approved items may be retained)				
Fan	Maximum 8", As authorized by facility. (Previously approved fans may be retained)	12	12	12	0
Headphones/Earbuds	In addition to those supplied with TV or other devices	1	1	1	0



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		RH=Restrictive Housing Unit, Step Down 1, Step Down 2; SHU=Special Housing Unit; JI=Jail Intake			
Item	Description	W/I	2	3	JI
TV	Max. 13" screen (diagonal), color or B&W, may have AM/FM radio only (no cassette player) and manufacturer supplied earphones, VHF and UHF antennas (only at facilities that do not have cable/satellite TV service), adapter if needed, sold through the commissary only.	1	1	1	0
Surge Protector					
Adapter					
Headphone Extension					
Coax Cable					
Hygiene					
Battery Razor/Beard Trimmer (added 1/21/21)	May have built-in charger if applicable	1	1	1	0
Curling Iron/Electric Brush/Straightening Comb		1	1	1	0
Blow Dryer		1	1	1	0
Ear/Nose Trimmer		1	1	1	0
Shaver	Level 3, Battery powered only	1	1	1	0
Comb	Plastic shower comb lg. tooth	1	1	1	1
Disposable Razor, 5/pack	Level 3, Security Razor only	1	1	1	0
Ear Plugs		1	1	1	0
Hair Pick		1	1	1	0
Hairbrush	No handle	1	1	1	1
Nail Clippers	2" max. length, No file	1	1	1	0
Tweezers	Plastic (No longer authorized for purchase, previously approved items may be retained)				
Soap Dish		1	1	1	0
Toothbrush (changed 6/18/19)		1	1	1	0
Toothbrush Case		1	1	1	0
Wave Cap	Black	1	1	1	0



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RH=Restrictive Housing Unit, Step Down 1, Step Down 2; SHU=Special Housing Unit; JI=Jail Intake					
Item	Description	W/I	2	3	JI
Hair Rollers	Foam (Black/Pink)	30	30	30	0
Scarf	For hair rollers	1	1	0	0
Cosmetics	Blush, Eye Shadow, Eye Liner, Eye Brow Pencil, Foundation, Face Powder, Lip Stick/Balm, Mascara (added 1/21/21)	10	10	10	0
Fingernail Polish	(No longer authorized for purchase, previously approved items may be retained)	10	10	10	0
Insoles		4	4	4	0
Jewelry					
Earrings	Matching pair must be worn in ears only, only 1 matching pair may be worn at a time, not to exceed 1" diameter. (2" may be retained if already in possession)	2	2	2	0
Sunglasses	Prescription or non-prescription, Not mirrored	1	1	1	0
Watch	Mechanical/electronic, sold through commissary only	1	1	1	1
Rings	To include wedding set and one other ring, no stones except in wedding set. DS wedding set only	2	2	2	2
Linens/Blankets					
Bath Towels	As sold in commissary, Previously approved colors may be retained	2	2	2	0
Commissary Bag	Orange, Facility Option	1	1	1	0
Hand Towels	White, or as sold in the commissary	2	2	2	0
Laundry Bag	White	2	2	2	0
Wash Cloth	As sold in commissary, Previously approved colors may be retained	2	2	2	0
Medical					
Contacts, Pair	With Medical Approval	2	2	2	1
Contacts Lens Case		1	1	1	1

