

MAINE DEPARTMENT OF CORRECTIONS
MOUNTAIN VIEW CORRECTIONAL FACILITY



Resident Handbook

Jeffrey Morin
Warden

Randall Liberty
Commissioner

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The mailing address is:

John Doe (MDOC#)
Mountain View Correctional Facility
1182 Dover Road
Charleston, Maine 04422

The phone number is:

207-285-0880

Directions

From the North:

Via – Town of Dover-Foxcroft take Route 15 South out of Dover Foxcroft, travel approximately 11 miles until you get to a very large hill. Mountain View Correctional Facility is on the right-hand side.

From the South:

Via – I-95 – Take Broadway Exit (Bangor)– Route 15 North towards Charleston – travel approximately 20 miles. DO NOT TAKE SIGNS TOWARD CHARLESTON. Stay on Route 15, we are on the left-hand side when you get to a very large hill.

From Newport:

Via – I-95 - Follow Routes 7/11 into Corinna approx. 15 minutes. In Corinna veer right toward Exeter Route 43, continue on Route 43 until you reach Corinth. At flashing light take a left, stay on Route 15 DO NOT TAKE SIGNS TO CHARLESTON. We are on the left-hand side of a very large hill.

The Resident Handbook provides information about the Department of Corrections, the operation of the facility, the services that are available and what is expected of you. You are responsible for familiarizing yourself with the contents of the Resident Handbook. The information contained in this Handbook is intended as a guide and may periodically be updated or may contain errors. It is not intended to provide all the answers to the many questions that may arise. If you have questions please refer to the Resident Communication Contact List and address them to the appropriate Correctional Staff. You are subject by law to the authority of the Department of Corrections. Even if you have not been sentenced, you are expected to comply with the rules of the facility. Staff will enforce the rules.

Facility Programming:

We are dedicated to helping each Resident develop the skills and judgment that will allow them to be successful and make a positive contribution to society. Programs and services offered promote each Resident’s growth toward mature thinking, decision making, realistic understandings of themselves and others, and the knowledge and competence to deal well with problems and challenges encountered in daily life.

A comprehensive treatment program is provided in a structured, safe and supportive environment. Objectives of the treatment program include: Assisting Residents to accept responsibility for behavior, helping Residents develop pro-social skills, increase Resident's self-awareness of the consequences of poor decisions, enhance ability to empathize with victims, enabling Residents to employ more adaptive thinking patterns and utilize effective problem-solving strategies. The overall program goal is to focus on a treatment and educational foundation that will support you with future life goals as well as increase the likelihood that you use these skills in your personal life, both within and outside the facility.

Substance Use Treatment Program at Mountain View Correctional Facility

Program Goals & Objectives

- “ Enhance motivation and skills to reduce/eliminate substance use and antisocial behaviors that lead to relapse and incarceration
- “ Learn healthy emotion regulation and social skills for effective reintegration
- “ Address co-occurring medical or mental health needs in recovery through collaboration of services
- “ Learn strategies to replace unhealthy thinking and control impulses
- “ Address risk of relapse through planning for success

Outpatient Services:

The purpose of Outpatient Programs is to reduce recidivism through the implementation of evidence-based practice in Substance Use Treatment. The methods, techniques, and curricula used in treatment have demonstrated effectiveness in working with the criminal justice population. Clinicians support individuals in identifying goals through treatment planning and offer opportunities to use tools learned in the program to be successful. Typically individuals with 6 months to 1 year left on their sentence are prioritized for substance use treatment; however, all are eligible to submit a sick call slip for further information.

Treatment Methods

The primary treatment interventions include motivational interviewing, cognitive-behavioral, client-centered, strengths based, and trauma informed approaches. Behavioral health staff are part of a multi-disciplinary Unit Team that provides comprehensive care for all individuals in MDOC custody. Individuals who complete groups are provided with a certificate of completion.

- **Group Services:**

8-12 people per group, such as:

- Cognitive Behavioral Interventions for Substance Abuse (CBI-SA)
- Living in Balance
- Relapse Prevention

- Seeking Safety

- **Individual Services:**
Additional support may be available to work with a clinician individually.

Individuals who complete group treatment will receive a certificate of completion. Those who are required to attend substance use treatment to remain case plan compliant will be allowed privileges consistent with their current level. Attendance and participation in substance use treatment will be one element considered by the unit team in level advancement.

Residential Services:

The Residential Substance Use Program is located within MVCF serving inmates with moderate to severe substance use disorders. The RSU serves clients who have at least 12 months left on their earliest release sentence date. This program also addresses other possible areas of need such as anger management, thinking errors, domestic violence and parenting. Case plans are adapted to individual needs. Select staff and inmates have been trained as Peer Recovery Coaches.

At the core of this program is a sense of “community.” As you focus on your accountability and growth you will also be a support to others in the community. The overall goal of this program is to remain crime free and sober in the community. Residents who are actively participating also earn good time. Residents have the opportunity to be eligible for transfer to a work release facility depending upon whether their specific circumstances allow them to do so. Residents who are unable to transfer may still attend an after-care group and serve as role models to those in the dorms they might live in.

MAT Services: Groups Recover Together and Day One assist the MDOC by providing continuity of care services for residents participating in Medication Assisted Treatment Services, linking each client to MAT providers in local communities. Additionally, residents releasing receive a prescription for Naloxone (and associated training). MAT Services are available to:

- New Admissions (from County Jail or the community) who are currently receiving MAT Services will be continued on MAT Services while in MDOC’s custody.
- Current MDOC residents who are within six months of discharge will be eligible for MAT Services.

Sexual Behavior Treatment:

The Sexual Behavior Treatment program uses the CBI-SO curriculum (*Cognitive Behavioral Intervention for Sexual Offending*). The treatment model teaches strategies for avoiding sexual offending and similar behaviors. The program focuses on skill building activities to improve

cognitive, social, emotional and coping skills development. The goal is to increase the value participants place on pro-social thoughts and choices.

Assisted Living:

Mountain View Assisted Living provides an opportunity for Residents to have additional staff support in addressing their physical and medical needs. This housing area is dedicated to providing safe and dignified assistance for Residents to manage throughout their day. CNAs are available to assist with hygiene, dressing, laundry, meals, and cleaning of rooms etc.

Young Adult Offender Program (YAOP):

The Mountain View Young Adult Offender Program provides short and medium- term, 18-26 year-old young adults held under provisions of the Maine Statutes with treatment specific to developmental landmarks associated with youthful offenders.

Additional Programming Offered:

Thinking for a Change: This is a 12-week program targeting three areas of thinking; cognitive self-change, social self-change and problem-solving skills. Cognitive self-change teaches a concrete process for self-reflection while assisting Residents in uncovering anti-social thoughts, feelings and attitudes. The social skills aspect of the program helps Residents engage in more pro-social interactions based on self-reflection and understanding of how their behavior impacts others. Problem solving skills integrate both concepts in order to address real life situations that inmates will face in the community and in everyday living.

Reasoning and Rehabilitation 2: Offenders are taught how to manage their thoughts, feelings, consequential thinking and how to recognize the thoughts and feelings of others. This program fosters neural and social development.

Cognitive Behavioral Interventions for Interpersonal Violence (CBI-IPV): UCCI CBI-IPV is designed for individuals with a recent pattern of interpersonal violence who score moderate to high risk on a general risk assessment. Using social learning and cognitive-behavioral approaches, the curriculum teaches individuals how to identify and manage high risk situations related to interpersonal violence, with particular emphasis on emotion regulation.

SAFE – Stopping Abuse for Everyone: This program keeps participants focused on their change efforts. Participants engage with the core material through self-recognition and skill development exercises that explore how past influences, high-risk beliefs and maladaptive thinking led to abusive behavior. Participants use this information to develop positive and prosocial skills, leaving the program with a personalized plan for stopping abusive behaviors and creating healthier relationships.

Inside Out Dads: This is a fatherhood program for incarcerated fathers to help reduce recidivism rates by reconnecting incarcerated fathers to their families.

Educational/Vocational Programming:

Opportunities for you to earn your HiSet, be involved in college classes, vocational studies and/or job readiness. HiSet, WorkReady, and Library Services and College Courses are offered to both the medium and minimum units.

A description of each of these programs is below:

College Programming: MVCF has several different College programming offerings through partnerships with the University of Maine Augusta (UMA), Washington County Community College (WCCC), and Massachusetts Institute of Technology (MIT). There is also financial aid assistance available through Second Chance Pell, etc. and in a lot of cases this aid can result in College participation with no out-of-pocket costs to the Resident. To learn more about College programming and financial assistance, please send a request to the Education Department.

HiSET: This course is designed to prepare you to pass the High School Equivalency Tests. When all five tests are successfully completed you will receive a High School Equivalency Diploma from the Maine Department of Education. This rigorous program helps you gain lifelong skills and establish the foundation for attending college classes.

WorkReady: The *WorkReady™* Credential Program is a 60-hour education course that teaches the “soft skills” that are needed to be successful in the workplace. The program is designed to help individuals who are having trouble getting or keeping a job. The WorkReady Program developed the following seven standards from input from Maine employers and the Comprehensive Student Assessment System (CASAS) Workplace-Related Competencies List to prepare a person’s success in the workplace:

- The WorkReady student identifies personal motivations and challenges to employment (including self-esteem, personal issues, appearance, attitudes and behaviors, time and stress management).
- The WorkReady student develops a plan for employment (including self-awareness, interest and skill inventories and begins initial exploration).
- The WorkReady student understands how to communicate effectively (including verbal and non-verbal, oral and written communication, interpersonal relationships, anger management and conflict resolution).
- The WorkReady student demonstrates effectiveness in working with other people (including team work, diversity and problem solving).
- The WorkReady student understands the basic principles of getting a job (including applications, résumés, cover letters, interviews, and basic employment forms and searching for jobs).
- The WorkReady student understands wages, benefits, taxes and employee organizations (including basic employee information needed to be successful at work).
- The WorkReady student can interpret and understand work-related safety issues.

WorkReady participants, who successfully complete the 60-hour curriculum, demonstrate proficiencies in the program standards, and pass a CASAS assessment in reading and math are awarded a Credential from the Maine Department of Education (MDOE). This Credential is

recognized by many employers in Maine and some guarantee a job interview to WorkReady graduates.

National Center for Construction and Education (NCCER): NCCER training will be based on the NCCER Core Curriculum. This class is an eighty (80) hour course requiring testing with 70% minimum passing grades. There is an application and selection process. The NCCER mission is to build a safe, productive and sustainable workforce of craft professionals.

Apprenticeship Programs: Apprenticeship Programs are overseen by the Maine Department of Labor. Maine Apprenticeship Programs assist in setting up structured, yet flexible training programs designed to meet the specific needs of Maine employers, employer associations, or labor/management groups that can hire and train in a working situation.

Wood Harvesting Apprenticeship: Available to Residents who have completed the NCCER Program, although exceptions will be looked at on a case-by-case basis. Participation in this program requires a one-year minimum commitment in order to receive credentials for program completion. This program follows the Certified Logging Professional curriculum and ends with Residents being able to take the Certified Logging Professional exam.

Carpentry Apprenticeship: Available to Residents who have completed the NCCER Program. Participation in this program requires a one-year minimum commitment in order to receive credentials for program completion. This program follows the NCCER Level 1, 2, 3 Carpentry curriculum and teaches Residents many skills that will be needed in order to work as a productive member of a carpentry crew. Upon successful completion, Residents will earn a certified credential from the Maine Department of Labor.

Culinary Arts Apprenticeship: Available to Residents who have completed the NCCER Program, though exceptions will be looked at on a case-by-case basis. Residents must first complete the ServSafe Program, then they are eligible to participate in the Culinary Arts Apprenticeship Program.

Material Handler: Material Handler apprentices will earn an OSHA Forklift Operators certification and are trained in warehouse operations such as order picking, stock rotation, packing, shipping, ordering, Purchase Order use, invoicing, and more.

Culinary Arts: This course teaches introductory vocational skills that can be applied either at home or in a professional capacity. You'll learn to work as a team to achieve a common goal of collaborative and quality work as you produce a diverse menu each day. You are required to maintain a professional appearance, wear a proper uniform each day and follow culinary safety and sanitation rules. You'll learn basic knife and cooking skills that are used by professional chefs. As well as basic cooking techniques such as baking and braising and will have the opportunity to prepare refreshments or host a major gathering. You will have the opportunity to earn a ServSafe certification which is recognized throughout the restaurant industry.

Computer Literacy: This course is designed for students who have never used or have limited knowledge of a computer. Students in this class complete Computer Literacy entry and exit

assessments on the topics of Computing Basics, Internet, E-Mail, Windows/Macintosh operating systems, and Office applications (Word, Excel, and PowerPoint). After completion of the entry assessments, instruction is differentiated to meet your needs based on the entry assessment results.

In addition to basic instruction, topics also covered in class may include: Keyboarding, Computing History, and New Media exploration (i.e. Digital Music, PhotoShop, CAD, Gaming, etc.). Accommodation and modification of the curriculum is made to meet individual students' needs.

Upon successful completion of the course you will receive nationally-recognized Digital Literacy Certificates in Basic Computer Use, Windows 7 (or above), and Microsoft Word 2010 (or above). You will also be provided a Mavis Beacon certificate reflecting your typing speed.

Building Trades: This course is a multi-staged vocational program ranging from entry level to intermediate. The program provides hands-on experience in the various skills within the building trades industry. Primary goals include proper safety procedures and the correct use of carpentry tools found on today's job site. In addition, you will learn materials estimating, basic wood construction and assembly skills, along with finishing techniques. Building projects within a specified budget and time schedule is emphasized. This course provides you the job skills necessary to enter a carpentry field at the apprentice level. Mastery of the specific skill areas is determined by demonstrating proficiency through the completion of various projects.

Small Engine Repair: This introductory vocational program is designed to teach you shop safety with basic hand tools and also specialty tools required for the workforce or being self-employed. The program teaches you basic operation of two and four stroke engines. You'll learn the design differences in each type of engine. Basic maintenance and repair of small engines are key components of this class. You will be doing hands-on work on all different types of engines which may include lawnmowers, snow blowers, motorcycles, four wheelers, outboard motors and weed trimmers. Mastery of skills in small engine repair are assessed through the repair of equipment and/or demonstrations.

Automotive Repair: The course prepares residents to take the Maine State Inspection Mechanic Test.

Library Services: The Facility Libraries have a varied selection of books, magazines and newspapers and is open during the posted hours. Current newspapers and magazines are for use in the libraries and are NOT to be taken out without permission.

Books that are currently not available in our library, can be borrowed through the interlibrary loan program. See the teacher/librarian for details.

Legal resources are available electronically in the library through West Law. Contact the teacher/librarian for specific details and scheduling.

The Department's Policy and Procedures Manual is located in the Library. Contact the teacher/librarian to schedule a time when you may visit the library to review the manual. The manual may not be removed from the library.

Rights and Responsibilities

1. You have legal rights, which include reasonable access to:
 - a. Confidential visits with your attorney and representatives of legal advocacy organizations, as set out in policy 21.4 Resident Visitation
 - b. Confidential telephone calls with your attorney and representatives of legal advocacy organizations, as set out in policy 21.3 Resident Telephone System
 - c. Confidential correspondence with your attorney and representatives of legal advocacy organizations, as set out in policy 21.2 Resident Mail.
 - d. Legal materials, as set out in policies 15.1-15.4 – Special Housing, and 24.4 Library Services, General Guidelines
 - e. Courts to challenge the legality of your convictions or sentences or the conditions of confinement, as set out in policy 21.2 Resident Mail
2. You have a right to be treated respectfully, impartially, fairly and with dignity.
3. You have the right to be informed, in writing, of the rules and the sanctions for violation of the rules, policies and procedures and schedules concerning the operation of the facility. Provided such information does not jeopardize the safety of persons, security, or orderly management of the facility.
4. You have the right to not be subjected to corporal punishment, harassment, intimidation, physical, psychological, sexual or verbal abuse, threats, assault or humiliation by other Residents or staff.
5. You have the right to be supervised by trained staff and/or trained volunteers only.
6. You have the right to participate in religious services and religious counseling on a voluntary basis, subject only to the limitations necessary to protect the safety of persons, security or orderly management of the facility. You shall have access to clergy, religious publications and related services that assists you to adhere to your religious practices, subject only to the limitations necessary to protect the safety of persons, security, or orderly management of the facility.
7. You have the right to nutritious food in adequate quantities.
8. You have the right to adequate professional medical care and adequate professional mental health care, which does not include medical treatment or mental health treatment requested by you (the client) that the facility's treating physician or treating psychologist determines unnecessary.
9. You have the right to living conditions in which there is an acceptable level of sanitation, ventilation and light.
10. You have the right to a reasonable amount of sleeping space per person.

11. You have the right to a reasonable opportunity for physical exercise.
12. You have the right to a reasonably secure area for the maintenance of permitted personal effects. You have the right not to be subjected to intentional destruction of or damage to permitted personal effects by other Residents or staff.
13. You have the right to a reasonable opportunity to visit with relatives and friends, in accordance with departmental policies and institutional procedures, provided that the department may restrict or prohibit visits when the restriction or prohibition is necessary for the security of the institution.
14. You have the right to access Departmental and Facility policies, with the exception of confidential policies.
15. You have the right to correspond with others, as outlined by Policy 21.2, Resident Mail.
16. You have the right to equal access to facility programs and services without regard to race, religion, national origin, gender, age, sexual preference, disability, or political views.
17. You have the right to access a process for reporting of any problems you have while at the facility, without penalty or threat of penalty (see policy 29.1, Grievance Process and 29.2, Grievance Process, Medical and Mental Health Care).
18. Programming may be offered on a gender specific basis only in terms of content (e.g. personal hygiene) (except for female Residents with unique needs such as pregnancy). However, in this case, comparable programs shall be afforded to both males and females.
19. Male and females housed in the same facility shall be housed only with Residents of the same gender.
20. Reasonable access shall be provided between you and the media, pursuant to departmental policy (see policy 1.23). Limitations may be imposed to protect the safety of persons, security, or orderly management of the facility.
21. Foreign nationals shall have access to the diplomatic representative of their country of citizenship. The facility shall facilitate access with diplomatic representatives by assisting you with contacting diplomatic representatives and by permitting access.
22. You have the right to register and vote by absentee ballot in state and national elections. Your assigned Case Manager can assist you in this process.
23. You have the right to be free from discrimination. Discrimination based on sex, race, color, religion, ancestry or national origin, age, marital status, genetic information, physical or mental disability, sexual orientation or whistleblower activity; is unacceptable and will not be tolerated.
24. If you have a disability, you have the right to adequate and reasonable accommodations to the extent possible at the facility. Anyone who believes he or she has been discriminated against under the Americans with Disabilities Act, or Departmental policy may use the

grievance process or may contact the Department of Corrections Equal Employment Opportunity Coordinator, at Department of Corrections, Human Resource Division, Statehouse Station 111, Augusta, ME 04333-0111.

INFORMATION FOR RESIDENTS – SEXUAL MISCONDUCT

Prison Rape Elimination Act PREA Reporting Number is 1-855-279-4763

Maine Coalition Against Sexual Assault Crisis and Support Number is 1-800-871-7741

To: All Adult and Juvenile Residents

From: PREA Coordinator

Date: March 10, 2021

Re: Resident Safety from Sexual Misconduct

The Maine Department of Corrections has a zero tolerance policy for sexual misconduct.

Sexual misconduct from any source **will not** be tolerated at any Department facility.

All sexual conduct, including consensual sexual conduct, is against the Department's rules and considered to be sexual misconduct.

Sexual Misconduct

Any sexual conduct between staff and a resident is **NOT ALLOWED**.

Any sexual conduct between residents is **NOT ALLOWED**.

A resident can **NEVER** agree to any type of sexual conduct with any person who works or volunteers at the facility.

NOTE: It is not sexual misconduct when security staff is doing a physical search or medical staff is doing a medical examination according to approved departmental policies.

While you are in custody, **NO ONE** has the right to pressure you to engage in sex.

Things to remember:

1. Do not accept gifts or favors from others. Most gifts or favors come with strings attached.
2. Do not accept an offer from another resident to be your protector.
3. Be alert! Do not use contraband substances such as drugs or alcohol.
4. Be direct and firm if others ask you to do something you don't want to do.
5. Stay in assigned areas of the facility.
6. Choose your associates wisely.
7. Stay involved in positive activities.
8. Trust your instincts. If you sense that a situation may be dangerous, it probably is.
9. You may discuss any concerns with staff with whom you feel comfortable.
10. If you fear for your safety, report your concerns to staff immediately.

What do you do if you are a victim of sexual misconduct?

1. **Report it immediately to staff.**

Staff will protect you from further sexual misconduct. You do not need to name the person to get help, but we do want you to name that person if possible. The person can only be disciplined and/or prosecuted if we know who he or she is.

2. Seek Medical Attention if you have been sexually assaulted

- It is **VERY** important that you do not smoke, drink, eat, brush teeth, shower or go to the bathroom right after a sexual assault.
- Please do not change your clothes.
- You may be checked at a hospital for the presence of physical evidence. If so, a medical professional will perform a **FREE** medical examination to find physical evidence from the assault. This evidence may help in identifying the person who hurt you and will be helpful should you choose to pursue a criminal investigation.
- This **Free** exam will be conducted privately and professionally at the hospital.

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- You should seek medical help if you have been sexually assaulted or had sexual relations with others to determine if you have been exposed to the HIV virus or other sexually transmitted diseases.
- A sexual assault advocate is available to you to support you during a medical procedure.
- Female residents may be tested for pregnancy when appropriate.

3. Seek Counselling Services

If you have been the victim of sexual misconduct, you will be referred for counseling and/or advice from a licensed clinician. **Free** crisis counseling, coping skills, suicide prevention, and mental health counseling are all available to you. Often, people may require help to recover from the emotional effects of sexual assault. You have the right to request an advocate from the local sexual assault support center to either meet with you in person or talk to you on the phone.

4. Professional staff are available to help you at any time for any sexual assault you may have suffered at any time in your life before your time at this facility. Support is also available via the statewide sexual assault crisis and support line.

Who do you tell if you are a victim of sexual misconduct?

1. You can tell any person who works or volunteers at the facility
2. You can call The Prison Rape Elimination Act Hotline at **1-855-279-4763**
3. You can also report by writing to any person who works at the facility or by a letter addressed to: PREA Coordinator, Dept. of Corrections, State House Station 111, Augusta, ME 04333.
4. You may also tell a friend or family member who can report for you.
5. You can file a grievance with the facility Grievance Review Officer. If you choose to do so, you are **NOT** required to attempt to resolve the grievance informally or to tell the person you are grieving about the grievance. There is also no time limit to submit a grievance about sexual misconduct. If you believe you are at a substantial risk of being a victim of imminent sexual misconduct, you can file a grievance that is clearly marked as an emergency grievance, and it will be reviewed immediately.
6. You can call the Maine Sexual Assault Crisis and Support Line at 1-800-871-7741 to request an advocate from your local sexual assault support center to either meet with you in

person or talk to you on the phone. In person meetings or phone calls with an advocate will be confidential.

What happens if you report an incident of sexual misconduct?

A report of sexual misconduct will be reviewed by one of the Department's correctional investigative officers (detectives) or other staff who have received specialized training in handling sexual misconduct allegations. A report made in good faith will **NOT** be considered lying. No punishments of any kind will be taken against a resident for good faith reporting of sexual misconduct. However, if it is found that a resident knowingly filed a false report, he or she may be criminally charged with falsely reporting an incident and/or may be subject to disciplinary action.

Confidentiality: Information concerning the identity of the person reporting sexual misconduct, and the facts of the report itself, will only be shared with staff who need to know the information in order to make decisions concerning your welfare. If a case is forwarded for prosecution, certain information may have to be shared during the court proceedings. However, if you choose to speak to an advocate from the local sexual assault support center, your discussions with that advocate will remain confidential.

The Department of Corrections has a zero-tolerance policy for sexual misconduct of any kind.

PREA Reporting Number is 1-855-279-4763.

Maine Coalition Against Sexual Assault Crisis and Support Number is 1-800-871-7741.

Resident with Disabilities

In accordance with the Americans with Disabilities Act no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or denied the benefits of the services, programs, or activities of the Department of Corrections. Services, programs and activities include, but are not limited to: academic and vocational education, exercise and recreational activity, work programs, mail, telephone, visiting, library, religious services and programs, reception and orientation, classification, food service, sanitation and hygiene, health care, social services, release preparation and discharge, disciplinary and grievance procedures, access to media, courts, counsel and law library, commissary/canteen, volunteer programs and mental health services.

The department shall ensure that facilities are accessible to residents and other individuals with disabilities.

The Department shall make reasonable modification to practices and procedures in order to ensure equal access to programs and services.

The Department shall administer its programs and services in the most integrated setting appropriate to the needs of qualified individuals with disabilities, unless a separate setting is

necessary to ensure equal opportunity or for safety or security reasons. An “integrated setting” enables individuals with disabilities to interact with non-disabled persons to the fullest extent possible.

Equal Opportunities for Communication

1. Residents with disabilities shall have the means to communicate as effectively as non-disabled Residents. The Department shall take steps to ensure a disabled Resident’s communications with staff are as effective as those of non-disabled Residents.
2. The Department shall provide auxiliary aids and services required to enable Residents to have equally effective communication. Such auxiliary aids and services may include providing qualified interpreters, TTY/DD service, visual aids and any other means of ensuring adequate communication for Residents with disabilities.
3. When determining what services or auxiliary aids or equipment are necessary to ensure equally effective communication, consideration shall be given to those measures requested by the Resident.

Unit Management

The facility is structured using Unit Management to include a medium custody unit and a minimum custody unit. Unit Managers are responsible for the overall management of the Units. The Unit Team includes a Unit Manager, Correctional Officer(s), Case Manager, and Unit Sergeant(s) or Program Supervisor.

Upon entry, you will receive a comprehensive evaluation and an **Individualized Case Plan** designed to address specific criminogenic risk and needs. The Individual Case Plan is driven by the LSI-R score which addresses the areas of risk that led to your incarceration. The case plan is developed by you and a Case Manager and moves with you as you transfer from one facility to another. If you have not had a case plan developed upon entry to the Department then one will be developed soon after your arrival at Mountain View Correctional Facility. Compliance with the case plan is expected and will impact other opportunities, privileges and earning of good time at this facility.

Your Case Manager is the person you should consult for day-to-day concerns, problems and questions. To see your Case Manager, complete and submit a **Request for Services**. If your Case Manager is unavailable and it’s an emergency have the Unit Officer contact another Case Manager. If no Case Manager is available, then direct your question to the Unit Sergeant. Otherwise it is best for you to wait until your Case Manager becomes available.

Classification System

Classification: The Department of Corrections and the Mountain View Correctional Facility uses a Classification System that supports staff efforts to identify, evaluate and appropriately determine risk factors as well as the appropriate care and treatment of Residents. Classification is an ongoing process of collecting and evaluating information to determine risk and need level

for the purpose of deciding the facility or unit where you will be housed, your treatment needs and suitable programs.

Unit Management Team: The Unit Management Team consists of staff members that make decisions about classification status, job placement, needs assessment, risk evaluation, program participation, etc. The Unit Management Team is comprised of unit staff and is chaired by the Unit Manager or designee.

Appeals of Classification decisions are to be sent to the Director of Classification at 111 State House Station, Augusta ME 04333-0111

Transfer: Decisions involving a transfer are initiated by the CAO and approved at the central office level. To be considered for a transfer, initiate a Transfer Request in writing to your Unit Management Team and your request will be reviewed.

Resident Records: The facility maintains a record of the status of your sentence (including any pending charges) and overall performance. Questions about information in your Record should be directed to your Classification Officer.

Sentence Computation and Credits: The Department of Corrections is responsible for the computation of sentences. The Classification Officer will issue a Good Time Sheet in April for good time through March and then quarterly thereafter, which will provide information about the computation of your sentence(s). Any questions regarding your sentence or good time should be forwarded to the Classification Officer on a Request for Services form.

Pre-Sentence Detention Time (Jail Time): It is your (the Resident) responsibility to write to the Jail Classification staff in the county from which you were detained to receive credit for any Jail time served.

Resident Performance Reports (PPRs): PPRs are negative reports that can be filed monthly regarding your performance either around Conduct and/or Work/Educational/ Programming performance. PPRs result in you not earning a portion of your good time for a given month due to unsatisfactory behavior.

PPRs are separate from the disciplinary process. A PPR can be filed for unsatisfactory behavior even if there was no discipline or even if a discipline was dismissed.

PPRs result in not “earning” or accruing good time in a given month. Because the good time was never earned, it cannot be requested back or returned at any time for any reason. PPRs are not punishment; they are a lack of a reward due to unsatisfactory behavior.

Residents under the 1983, 1995, or 2004 sentencing codes all are eligible to earn good time each month under two general categories. Conduct good time refers to a Resident’s behavior and ability to follow facility rules and interact respectfully with others within a given month (excluding 1983 Code). Work/Education/Programming good time refers to a Resident engaging in their assigned work, programming, or educational assignment within a given month. The

specific amount of good time accrued for each category depends on the good time code that you were sentenced under (refer to MDOC policy 11.5 for more information).

You may receive a PPR for Conduct by your Unit Team related to poor conduct within a given month. This conduct can be any violation of the Resident disciplinary policy regardless of whether discipline was initiated or not. Additionally, anyone found guilty of a formal discipline will have a PPR submitted for the month the disciplinary violation occurred. PPRs for Conduct will result in you not accruing any of your eligible conduct good time for that month.

Housing Unit PPR may be submitted by the Housing Unit Supervisor for conduct in the Housing Unit. You may receive a PPR for Work/Education/Programming from any work or program supervisor if your behavior was unsatisfactory during a given month (by having an unexcused absence, failing to follow work/program rules, failing to satisfactorily complete a mandatory component of the work/program assignment, etc.) or if you were terminated from or refused a recommended work or program assignment. PPRs related to Work/Education/Programming will result in you not accruing any of your eligible Work/Education/Programming good time for that month. If you were absent from a Work/Education/Programming assignment through no fault of your own (court, medical restriction, facility lock-down, etc.), you will receive a prorated amount of good time for the given month based on the number of days that you were present (refer to MDOC Policy 11.5 for more information).

Refusing or getting terminated from case-plan recommended programming can result in a PPR being filed every month for up to 6 months. Refer to MDOC Policy 11.5 Calculation of Resident Release Date or speak to your Case Manager for more details.

PPRs cannot be appealed. All sentence calculation issues (including PPRs) may be grieved in accordance with MDOC Policy 29.1 Resident Grievance Process, General.

Access to Resident Records: To review or receive copies of documents in your record (other than medical, mental health or substance use treatment records) you must submit a written request to the Classification Officer. Copies are made at the Resident's expense (\$.25 per page).

Access to Medical, Mental Health or Substance Use Records: A written request to review must be submitted to the contracted provider. Copies of Medical Records are charged at \$5.00 for the first page and \$.50 per page after that.

Medium Unit Level System: Mountain View Correctional Facility has a graduated level system that awards privileges based on behavior, program compliance, interaction with staff and others, the absence of misconduct and other relevant factors for the purpose of adjusting a Resident's level. To progress in the level system you need to comply with your individualized case plan. This includes achieving and maintaining positive behavior, meeting specific treatment and program goals and demonstrating increased capacity for pro-social behavior. When you believe you have met the criteria and minimum time frames to advance to the next level, you may complete and submit a request for level advancement to the Unit Team using the

Resident Request for Level Change Form. The Unit Team shall make a determination regarding advancement. You may also have a privilege level reduction if you do not maintain

compliance with the criteria for your current level.

Specific Information governing these policies can be found in Departmental Policy title: Classification and Case Management, Chapter 23, Policy Number 23.1 and 23.6 located in the library.

Mail:

Resident Mail, General:

1. Incoming letters and return address for outgoing mail must include your name and MDOC # and be addressed as follows:
Resident Name MDOC #
Mountain View Correctional Facility
1182 Dover Road
Charleston, ME 04422
2. Incoming mail must include a verifiable name and return address. If it is missing a name and/or address it may delay or prevent delivery.
3. You will **not** be allowed to send or receive mail from the following; victims of your crime, those prohibited by court order, by a condition of probation including any condition of probation that is currently in effect, is to become effective at a later date, or is no longer in effect as the result of a current probation revocation. You may request a waiver by writing to VICTIM SERVICES, 111 STATE HOUSE STATION, AUGUSTA, ME 04333.
4. Mail will be collected from the Dorms/Units by 7 a.m. and distributed to you by 6:30 p.m. - Monday through Friday excluding holidays. Mail may take up to 48 hours to be delivered to you after arrival at the facility.
5. You will be offered free postage for up to two (2) one-ounce letters per week, which may not be carried over from week to week. Free Mail will be collected at 11:00 p.m. on Wednesday for the minimum unit and 11:00 p.m. on Monday for the medium unit.
6. Designated staff will open and inspect all incoming general correspondence to check for money orders, checks, or contraband. Cash received in the mail is contraband. It will NOT be credited to the Resident's account and will be handled according to Department Policy.
7. If incoming mail is contraband because it is on colored paper or has a foreign substance, designated staff shall photocopy any correspondence or greeting card and then immediately dispose of the original mail. You shall be provided the photocopy and notified in writing of the action that was taken. No foreign substance is to be put in or on any incoming mail. This prohibition includes, but is not limited to, perfume, cologne,

lipstick, powder, paint, finger-paint, crayon, colored pencil, glue, glitter-glue, adhesive, stickers, tape, body fluids, etc. It does not include the postage used to send the mail or a return address label affixed to the envelope that has only the required adhesive.

8. Mail should not contain contraband or any item intended for any person other than the addressee, including letters intended for another person. Any mail in violation of these requirements will be secured for use in administrative or court proceedings.
9. Designated staff will inspect each outgoing envelope to ensure that a Department of Corrections disclaimer appears on the envelope and to check for possible contraband. Mail will not be sent out that does not include this disclaimer.

******DISCLAIMER******

THIS CORRESPONDENCE IS FORWARDED FROM MOUNTAIN VIEW CORRECTIONAL FACILITY. THE CONTENTS HAVE NOT BEEN EVALUATED AND MOUNTAIN VIEW CORRECTIONAL FACILITY IS NOT RESPONSIBLE FOR THE SUBSTANCE OR CONTENT OF THE ENCLOSED COMMUNICATION.

Privileged Correspondence

1. **Privileged correspondence** is correspondence concerning a legal matter or official government business involving attorneys, Judges and Clerks of Courts, appointed and elected federal, state, tribal, and local government officials, special Advocates of other Government Agencies and/or Legal Advocacy Organizations. Also included are incoming and outgoing voter ballots.
2. Outgoing privileged correspondence will meet the same requirements and be handled in the same manner as outgoing general correspondence except that you need to write the words "**Privileged Mail**" on the front of the envelope.
3. If you qualify as indigent, you will be provided free postage for outgoing privileged correspondence.
4. Any abuse of the privileged correspondence process will result in restriction(s) as determined by the Chief Administrative Officer or designee.
5. Incoming correspondence shall be treated as privileged if it is in an official envelope with a verifiable return address that clearly indicates it was sent from a privileged correspondent.
6. Incoming privileged mail shall be handled in the same manner as incoming general correspondence, except that it may not be opened without you being present, unless the privileged correspondence is from the Commissioner of Corrections, in which case it

may be opened outside your presence. If incoming privileged mail is inadvertently opened outside the presence of the Resident, that shall be noted on the envelope. Designated staff will open and inspect privileged correspondence in your presence to check for money orders, checks or contraband. You will need to sign a receipt for the privileged correspondence unless it is from the Commissioner of Corrections.

7. Per Department Adult Facility Policy 21.2, which governs resident mail, residents are required to hand deliver to (deposit with) designated collecting staff all outgoing mail to any court on a schedule determined by the Chief Administrative Officer, or designee. The schedule does allow for the deposit of such mail by residents on a daily basis, including Saturdays, Sundays, and holidays. Staff collecting outgoing mail to the courts will document the name of the court the mail is addressed to, the name and MDOC # of the resident, the date of deposit (i.e., the date of hand delivery to collecting staff), and the name of the collecting staff. The collecting staff will ensure that the resident signs for the deposit and that the document is maintained.

Publications

1. For more information about approved publications please refer to Policy 21.2 Resident Mail and October 4, 2016 memo from Commissioner Fitzpatrick regarding approved book distributors. This policy and memo are included in this handbook.

Approved Book Distributors	Address	City	State	Zip
Amazon.com	All Amazon orders must be shipped directly from Amazon.com – not a third party that sells through Amazon.			
Books N Things Warehouse, Inc.	PO Box 7330	Shrewsbury	NJ	07702-7330
Hamilton Books	PO Box 15	Falls Village	CT	06031-0015
Prison Legal News	P.O. Box 1151	Lake Worth	FL	33460
Shutterfly, Inc.				

2. Audio CDs or Play Station 2 game CDs must be received sealed in their original packages, are subject to media review (no mature ratings) and must be from an approved vendor. They will be opened and marked with your name and MDOC number. Specific information on approved vendors are posted in the housing units.
3. You are not allowed to have possession of personal DVD's.

Specific Information governing the Resident Mail policy can be found in Departmental Policy Title: Resident Mail, Chapter 21 policy number 21.2 located in the library or this handbook for

your convenience.

Telephone System

All of your telephone calls will be placed through the Resident telephone system, unless otherwise authorized by the Chief Administrative Officer or designee.

You will not be permitted to make collect calls, use credit or debit cards, call forwarding, three way calling, or conference calling. You will not be allowed to make calls to toll free numbers.

Mountain View Correctional Facility will make available specialized services or equipment for providing telephone access to anyone in need of reasonable accommodation due to a physical disability. Specialized services or equipment may include but are not limited to TTY and translations.

In the event of an emergency involving a member of your family, and if staff can verify that the emergency exists by contacting the appropriate agency, your Case Manager or other designated staff will notify you and may allow a special phone call unless one of the circumstances set out in the **Telephone Call Process** is known to exist.

You should check the bulletin boards in your Housing Unit for the telephone schedule. All telephone calls placed through the Resident telephone system will be made during the authorized time. Except for a Resident in Administrative Status, or disciplinary segregation, the number of phone calls that you may make will not be limited unless staff determines it is necessary to allow other Residents reasonable access to the Resident telephone system. Be respectful of others wanting to use the telephone.

Mountain View Correctional Facility will not be responsible for calls made through the Resident telephone system, regardless of whether a call is successfully completed or not. If you experience any problems completing a phone call, submit a **Request for Services Form** to designated staff.

The Chief Administrative Officer or designee will determine telephone privileges for all Residents who are housed outside of the Mountain View Correctional Facility i.e. in hospitals, nursing homes, half way houses, etc.

To use the telephone for the first time at Mountain View Correctional Facility, allow time to be assigned to the facility in the CORIS database.

You will receive a direct, initial call (10 minutes) upon arrival to the facility. All others are through the telephone system at your expense.

Using another Resident's telephone PIN will result in disciplinary action.

No communication is permitted between you and prior Residents either by mail or by phone. Violations may result in disciplinary action.

You are not allowed to receive incoming calls and unless it is an emergency situation, staff will

not pass on messages. In cases of emergency, the Unit Manager, Case Manager, or on duty Captain should be contacted.

Call to professionals such as Lawyers, Probation Officers, etc. can be made directly from your phone account. Submit a request in writing, if assistance is needed.

Telephone Call Process

The Resident telephone system no longer has the capability to make collect phone calls. If you do not receive deposits into either your facility account (trust, phone) you may submit a Phone Call Allowance Application in order to call immediate family members. Applications will be processed as quickly as possible. A written notification will be sent to each Resident informing them of the approval or denial of the applications. An application must be submitted to your Case Manager. Individuals that have more than \$10.00 on their facility accounts are not eligible for the Phone Call Allowance.

Approved Residents will have up to \$2.50 each week placed on their phone account (\$5.00 bi-weekly), capped at a maximum of \$10.00 in the account at any one time. The obligation to repay these funds will remain active for six (6) months and will be paid from money received in either your phone or trust account. After six (6) months, the charge shall be deleted from your facility account. New charges shall continue to accrue. You may only select immediate family members to call for this allowance program. Immediate family members are spouse or domestic partner, parents, child, sibling, grandparent or grandchild, whether the relationship is natural, adoptive, foster or through marriage.

A specific number may be blocked from your authorized telephone list and the number may be blocked as necessary when any of the following circumstances are known to exist:

- If you are convicted of or otherwise known to have committed a sex offense or child abuse against a minor.
- When contact between you and another person is prohibited by court order (i.e. custody order, protection order).
- When your parental rights have been terminated.
- When contact between you and another person is prohibited by a condition of probation of either person.

You may be prohibited by the Chief Administrative Officer or designee from making a phone call to any other person when there is reasonable suspicion that allowing a call would facilitate criminal activity or violation of facility rules or would create a risk to the safety of persons, security, or orderly management of the facility.

The Chief Administrative Officer, or designee, may prohibit you from making phone calls to any other person, when there is reasonable suspicion that you or other person has violated or will violate the telephone procedures.

Termination of Calls and Suspension of Telephone Privileges

Your call may be terminated at any time for reasons of safety, security, or good orderly management of the facility.

The Chief Administrative Officer, or designee, will determine whether to impose a suspension or restriction of telephone privilege due to your conduct that caused the termination of your phone call.

You will be notified in writing of a suspension or restriction of telephone privileges.

Legal Calls

A legal phone call is a call concerning a legal matter between you, your attorney or a legal advocacy organization, including but not limited to: the American Civil Liberties Union, Maine Equal Justice Partners, Maine Civil Liberties Union, Disability Rights Center, and the NAACP Legal Defense Fund.

Legal calls are confidential. Submit these numbers to your unit team for verification. The length of the legal phone calls will not be limited unless staff determines it necessary to allow other Residents access to the Resident telephone system. All other rules governing Resident phone calls will apply.

Monitoring of Calls

Your telephone conversations are subject to being recorded or listened to, with the exception of legal calls. Conversations, which violate the Policy and Procedures of the Department of Corrections, may be basis for criminal or disciplinary action.

Visits

Visits will be scheduled as follows:

Saturdays	02:00 p.m. – 03:30 p.m.	Medium Unit Visit Room
Saturday	07:00 p.m. – 08:30 p.m.	Medium Unit Visit Room
Sundays	02:00 p.m. – 03:30 p.m.	Medium Unit Visit Room
Sundays	07:00 p.m. – 08:30 p.m.	Medium Unit Visit Room

Designated Staff will receive calls every weekday from 9:00 a.m. to 10:30 a.m. to schedule visits (207-285-0816). No calls will be accepted on the weekends or on holidays. Visitors may also visit the following website to schedule a visit:

http://www.maine.gov/corrections/facilities/ccf/MVCF_VisitRequest.htm

1. Visits may not be scheduled in person.
2. Visits must be scheduled for the same week and at least two business days in advance of the

visit date. Any exceptions to this must be approved by the Chief Administrative Officer or designee.

3. No more than three (3) visitors may visit you at any given time. A fourth person may visit, but must be under the age of 6 and must sit on a visitor's lap.
4. A Resident who is convicted of/or otherwise known to have committed a **domestic violence offense against a person** shall not be allowed to contact the victim through mail, telephone, or visits without prior approval of the Commissioner or designee. This supersedes any previously approved Visitor Application.
5. A Resident who is convicted of/or otherwise known to have committed a **sex offense or child abuse of a minor** shall not be allowed to contact the victim through mail, telephone, or visits without prior approval of the Commissioner or designee.
6. Only visitors who are on your approved visit list will be permitted to visit. Any person wishing to visit who has not previously been an approved visitor must submit a visitor application, you will be notified if your potential visitors are approved or denied visitation. Applications can be sent by you or downloaded and printed from the DOC web site at <http://www.maine.gov/corrections/adultfacilities/visitorapplication.pdf>.
7. Visitors may visit only one Resident at a time, unless they receive prior approval in writing from the Warden or designee.
8. Former Residents of the Department of Corrections must have been released a minimum of one year before being considered for visitation. Former Residents who have been released at least one year must obtain advanced approval in writing from the Warden or designee before a visit will be allowed.
9. Special consideration for visitation will be given to your relatives who are former Residents regardless of their release date. Anyone on Probation/Parole must obtain written permission from their Probation/Parole Officer as well as the Warden in order to schedule a visit.
10. Visitors will not be allowed into the Lobby at the Medium Unit until fifteen (15) minutes prior to the start of the scheduled visit period. Visitors must arrive by the start time noted above. Late visitors may not be admitted.
11. Adult visitors are required to present government issued photo identification upon admittance (i.e. a driver's license). Minor visitors may be required to present government issued photo identification (i.e. a State of Maine identification card or other government issued identification, such as a birth certificate) upon admittance to the facility.
12. The Facility reserves the right to search any visitor and/or vehicle it deems necessary under the authorization of the Warden or designee. Residents may be subject to a search, to include K-9 search, for contraband at any time during or after visits, if the need is indicated by any of the officers on duty or the On-duty Supervisor. Car seats or carriers for infants are

also subject to search.

Attending Visits

1. Visits are recorded and monitored via camera and audio recording.
2. Use and/or possession of any cellphone, i-watch or similar device is strictly prohibited. All such items are to be secured in the visitor's vehicle.
3. All visitors must be properly attired. **Acceptable dress:** jeans/slacks, skirts /dresses (knee length or longer), tops/ shirts that are loose fitting and completely cover the upper torso. **Unacceptable dress:** gym shorts, boxer shorts, short-shorts or any items of clothing with revealing holes. Clothing which makes reference to drugs, alcohol, sex, violence or with vulgar or obscene language. Bare midriffs, half shirts, halter tops, tank tops, pajamas, lingerie, or see-through clothing of any kind. No bare feet. Dress code rules may be waived in cases where children (0-10) and senior citizens (60 and over) are involved. In instances where clothing worn by a visitor comes into question, the Visit Officer will notify the Duty Supervisor. Following a visual inspection, the Supervisor will make the determination if the visitor will be permitted to visit. If the visit is not allowed, the visitor will be advised to leave the property. There is no appeal.
4. You must be properly dressed for visits based on your unit uniform standard (shirt tucked in, boots/shoes properly tied, jackets and hats will not be worn in the visit room).
5. You and your visitor may embrace or kiss briefly at the beginning and end of the visit. Holding hands with your visitor(s) is allowed however any petting or sexual contact will end the visit. Hands must be visible at all times. Unless otherwise restricted, you may hold your minor child(ren) in lap. All conduct during visits must be within proper limits of decorum as determined by the visit officer.
6. The on-duty supervisor may choose to assign tables. If there is only one visitor, you must sit across from the visitor. You are required to sit facing the Visit Officer. At the Medium Unit you must sit in the designated chair (different colored chair at the table).
7. Visitors will keep their children under close supervision at all times. Visitors will not be allowed to bring food or drink into the visit room with the exception of infant's nutrition and level 4 family visits. All children must be in the immediate vicinity and under the supervision of their parent or guardian. Children are not allowed to climb on furniture or disturb other visitors in any way, which includes yelling, screaming or throwing things.
8. Nothing will be passed between you and visitors unless it has been cleared by the Visit Officer. If it has not been cleared by the Visit Officer it will be considered contraband. Contraband for the purpose of this section is defined as "a dangerous weapon, any tool or anything that may be used to facilitate a violation of Title 17A, Section 757 (Escape), or any other thing which a person confined in official custody is prohibited, by statute or regulation, from making or possessing. Examples of contraband are: weapons, cutting blades, drugs, marijuana, alcohol, files, money, and tobacco. Persons violating this rule will be suspended from visiting and are subject to criminal prosecution. It is a felony to aide in the escape

of a Resident.

9. Loud or profane language is not allowed. Be respectful of others.
10. Visitors will leave all handbags, suitcases, briefcases and other unnecessary items locked in their automobiles. No property will be allowed to be brought in by visitors. Visitors with infants should have needed supplies in a one gallon clear plastic bag. Visitor's coats/jackets will be stored in the designated area. The Facility will not assume responsibility for any of the visitor's personal effects.
11. Persons suspected of carrying a weapon or who appear to be under the influence of a controlled substance or alcohol will not be permitted to visit. Consuming or possessing alcohol or drugs on State property is a violation of State law.
12. No cameras, cellphones, or cellular accessories are allowed. Visitors will not be allowed to take photographs in or about the Facility. You may request a photo be taken during a visit, by sending a Photo Request. Photos will not be provided to you until proof of payment is provided.
13. You and your visitor(s) must remain seated once visits commence unless you need to speak to the Visit Officer. You and your visitors shall not move about the visit room or visit with other Residents/visitors. Parents with small children may be allowed to be in a designated play area.
14. All items purchased in the canteen machines for you must be consumed in the visit room.
15. *Service Animals*: A visitor who is otherwise allowed to visit and who has a disability and is using a service animal to perform work or tasks related to the visitor's disability shall be allowed to bring the service animal while on a visit, provided performance of the work or tasks might be needed traveling to or from the visit or during the visit, subject to the provisions outlined in departmental policy 21.4, Resident Visitation; Procedure D.
16. You must make prior arrangements with the Property Officer for a visitor to pick up personal property.

Conclusion of Visits

1. All visitors leaving the visiting room must proceed directly to their vehicle.
2. Remain seated at the end of the visit until the Visit Officer directs you to leave.

Video Visits

Schedule:

Tuesdays	19:00, 19:30 (Minimum Unit)
	20:00, 20:30 (Medium Unit)

Thursday 19:00, 19:30 (Minimum Unit)
 20:00, 20:30 (Medium Unit)

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Resident Name & DOC #:	
Resident Housing Unit:	
Date and Time Requested:	
Name of Person(s) to Visit: Be sure to list ALL visitors.	
Relationship:	
Phone Number:	
Email Address of Visitor:	

If any of the above information is missing, the visit will not be scheduled.

Video Visitation Response:

Resident Name & DOC #:	
Resident Housing Unit:	
Name of Person(s) to Visit:	
Date and Time Assigned:	
Signed:	Administration

NOTES:

Other Visit Provisions

1. The Warden or designee may allow special visit accommodations, provided space and staff are available. Some examples of special visits which may be considered are a visitor traveling from out of state, a family making a one-time visit from out of state, more than 3 children (if immediate family) and other special circumstances.

2. Professional visits may be allowed upon approval from the Warden or designee. Professional visitors may include an attorney, a representative of a legal advocacy organization, Department of Corrections' staff from outside of the facility, law enforcement officials, clergy and others, as determined by MDOC Policy & Proc. 21.4. Professional visits shall be provided in an area that affords an opportunity for confidentiality.
3. Failure to comply with the visit policy may result in termination of the visit, as well as suspension of future visit privileges.
4. Any visitor can be prohibited from visiting at the discretion of the Warden.

Hospital Visits

1. You will not be allowed visitors while at the hospital.

Recreation

You will have access to a variety of activities. Activities typically occur in the facility gym, outdoor courtyard or ballfield. Facility staff will enforce proper safety procedures at all times and ensure that all equipment is used properly and in its intended manner.

Recreation rules

1. Remain at recreation until specific callbacks are made. Once you leave during a callback, you cannot return to recreation.
2. Report to the officer on duty when entering the gym and when leaving the area during a callback.
3. Wear sneakers to participate in any activity in the gym. If it is necessary to access the gym from outside, carry your sneakers to the gym. Footwear must be worn at all times.
4. Ensure that musical instruments are stored in accordance with housing and level.
5. If you use the weight room you must ensure that all weights are picked up and put away. After using weight equipment, use the Sanizide and paper towels provided to wipe down the contact surfaces of the equipment.
6. Notify the officer on duty of any injury sustained while engaged in any recreational activity, no matter how minor it may seem.
7. Stop whatever activity you are involved in and stand in place until instructed otherwise, if the assigned recreational officer directs you to.
8. The Recreation Supervisor will establish rules and procedures for each activity:
 1. The assigned recreational officer controls recreational activities and times.
 2. Abuse/misuse of any recreational equipment may result in loss of recreation privileges and/or disciplinary action.
 3. Staff may assign basic cleaning duties prior to your return to the housing unit.
 4. At the minimum unit only two recreation areas will be used at any one time, areas

include:softball field, weight area and basketball court.

Religious Services

Religious services are provided at Mountain View Correctional Facility. If you feel your religious needs are not being met, contact the facility Chaplain. If time is an issue, contact the on duty Supervisor.

A pre-approved list of allowable personal religious items, group religious ceremonial items and recognized group religious ceremonies can be found in Policy 24.3 Religious Services. More specific information regarding religious services can be found in Policy 24.3 Religious Services located in the library.

Special/Religious Diets

Special diets are managed through the medical department in coordination with the Food Service Manager. If you have a special diet, you will receive education concerning your special diet, in order to assist you in making informed decisions.

Submit a "Request for Religious Diet" form to the Food Service Manager who will review and forward to the Chaplain.

Marriages

You have the right to enter into marriage while in the custody of the Maine Department of Corrections. A written request to be married must be submitted to the Chief Administrative Officer. The request must contain the name and date of birth of your intended spouse.

More specific information regarding marriages can be found in Policy 24.7 Resident Marriages located in the library.

Volunteer Services

Mountain View Correctional Facility encourages community volunteer participation in structured supplemental and supportive roles.

Barber Services

The schedule for barber services is posted in living areas. Haircuts are limited to basic designs. No specialty or shaving inserts permitted. This includes one free haircut every eight weeks.

Community Services: *Community Services opportunities available for the Minimum Unit:*

Supervised Community Confinement (SCCP): Enables you to serve some of your sentence in the community under the supervision of a probation officer.

Furlough: The Community Programs Coordinator oversees the furlough program which is designed to re-integrate you back into the community. This gradual re-integration gives you an

opportunity to strengthen family ties. Furloughs allow you to spend time with family outside the facility. First furloughs are up to 12 hours, subsequent furloughs may be extended to full week-ends.

Work Release: Work Release is available for the Minimum Unit to various locations for those who are eligible based upon custody. You are expected to pay room and board (20% of gross income), make payments on any fines, restitution, and/or child support and have a savings account for your release. You are paid at least minimum wage for your work. At a minimum you must be community custody, free of discipline for at least 90 days and have been at the facility for at least 30 days.

1. A Resident is responsible to pay ten (10) per cent of his or her earnings & for room and board, if the Resident is on work release and the Resident pays for private transportation or the employer provides for transportation and deducts the cost from the Resident's pay; or
2. A Resident is responsible to pay twenty (20) per cent of his or her earnings & for room, board, and transportation, if the Resident is on work release and if the employer provides transportation at no cost to the Resident or the DOC provides transportation.

Prior to applying for Work Release, Furlough, or Community Custody – Residents must be at least half way through ALL Core Programming. Core Programming includes Substance Use Treatment, Domestic Violence Treatment, and Thinking for a Change/RNR2.

Prior to applying for Work Release you must be approved for Community Custody. To apply for Community Custody, you must:

1. Have been at the Minimum Unit for 30 days.
2. Have 24 or less months remaining based on current release date.
3. Have resolved any pending detainers.
4. Not have had a C or D write-up within 30 days, or no A or B write-up within 90 days.
5. Have completed all programs listed in your Case Plan and be fully Case Plan compliant.
6. Obtain two I.D.'s, one of which must be a photo I.D.
7. Submit an application to the Unit Team.
8. Applications are available in the dorms.

Off - Grounds Crews

D.O.T. : This unpaid crew is supervised by a Department of Transportation employee. The crew performs bridge cleaning and repair, mows grass, flags traffic, and cleans state-owned rest areas throughout central and northern Maine.

General Maintenance: The unpaid General Maintenance crew's primary function is to perform Public Restitution tasks in the surrounding communities. Examples include remodeling/repairing public buildings.

The Minimum Unit maintains a volunteer firefighting crew that is available to the Forest Service for fighting fires statewide. Crew members are compensated by the Forest Service for their time.

Work Opportunities: If you are assigned to and actively participate with our various CTI work crews, you can gain useful work experiences and skills. The following is a short list of our CTI work crews: Plumbing Crew, Welding Crew, Motor Pool Crew, Boiler Room Crew, Waste Water Treatment Plant Crew.

Community Service: opportunities available for the Medium Unit:

Helping Hands: If you are minimum custody this program provides you with an opportunity to participate in a voluntary “Restorative Justice” capacity.

Health Care Services

Emergency: If you have an emergency health problem or an injury, tell a staff member immediately. Emergency response is available 24 hours every day and you will be assessed by Medical to determine the degree of urgency.

Access to Services: Routine access to Health Care Services is available by submitting a Sick Call Request. The Health Services Request Box (Sick Call Box) is located in your Housing Unit.

Access to Medical, Dental, Vision & Mental Health/Psychiatric Care

1. You have access to medical, dental, vision & mental health/psychiatric services at the Mountain View Correctional Facility through the sick call process.
2. Sick call slips are available in each housing location. The top of the slip must be filled out completely & submitted via the locked sick call boxes located in each housing area.
3. Sick call slips are picked up daily by nursing staff. Each slip is triaged by nursing & referred to the appropriate department for prioritizing & scheduling.
4. Medication pass areas are for delivery of meds only. If you request information or need to be evaluated, you will be instructed to put in a sick call slip.
5. Any time you are in an emergency situation, access to medical, dental, vision or mental health/psychiatric services can be obtained by making the need known to correctional staff, who will notify nursing.
6. At some time there may be a need to provide telemedicine or tele-psychiatric services to continue continuity of care.

7. Advance Directives will be addressed & approved by the Medical Providers.

8. If you suspect you may be infected with a communicable disease you should contact the medical department as soon as possible for a medical examination.

9. You will be seen regardless of your ability to pay. **No one will be denied necessary health care because of a lack of ability to pay.**

Resident Co-Pay: You will be charged a fee of \$5.00 for each visit for medical or dental services and \$3.00 for each prescription, non-prescription medication and prosthetic device.

The following services are **exempt** from the payment of a fee:

1. Services initiated by facility staff
2. Pregnant Residents
3. If you exhibit emotional or behavioral functioning that is so impaired as to interfere with your capacity to remain in a correctional setting as determined by the facility's psychologists or psychiatrist.
4. Follow-up treatment ordered by facility health care staff. A new co-pay charge shall be made if an unrelated problem is presented during follow-up care.
5. Emergency treatment, as determined by facility health care staff.
6. Treatment for an injury, which occurred while performing a work assignment.

If you have less than \$15.00 in your facility account at the time of the provision of the medical or dental service, prescription, medication, or prosthetic device, the fee shall not be collected immediately, but the charge shall remain active in your facility account and will be paid from money received from any source during the six months following the provision of the medical or dental service, prescription, medication, or prosthetic device, regardless of the balance in the account at the time of receipt of the money. After six months, the charges will be deleted from your facility account. New charges will continue to accrue. **No one will be denied necessary health care because of a lack of ability to pay.**

Sick Call: To sign up for Sick Call, put a request in the Sick Call Box. You will be seen as soon as possible; providing, your request is properly filled out, to include your name, MDOC number, Housing Unit, and nature of illness.

Remain in your Housing Unit until notified to report to the designated Medical Area.

If you refuse medical treatment you will need to sign a Refusal of Treatment Form. You are still responsible to go to the Medical Department when called; at that time you will state your refusal of treatment.

Medication: Medical staff will administer medication. You must take the medication in the presence of staff.

If your movements are restricted, you will receive medication in your housing unit.

Medication is dispensed only at Medication Call which will be announced seven (7) days a week at designated times and places.

Keep on Person (KOP): Medical staff will discuss this with you when appropriate. All over the counter medication should be purchased through canteen.

Special Equipment: If special equipment is prescribed for you, you will sign a form, authorizing your possession and use of the equipment, and stating an expiration date. At the expiration, you must return the equipment to the Medical Department. You are responsible for the condition of the equipment while it is assigned to you.

Diabetic Call: If you are Diabetic you will report for treatment at designated times and places.

Informed Consent

You will be provided general information regarding medical, dental and mental health care as part of the Admissions Health Screening Process. You will be provided a general Consent to Treatment form for completion after being provided information to make **Informed Consent**. If you have a legal guardian for health care decisions, the health care staff will contact your legal guardian to obtain consent.

For invasive medical or dental diagnostic or treatment procedures, you or your guardian will be provided information about the condition, the nature and duration, benefits, consequences, and risks of the proposed procedure, any alternatives or options to the proposed procedure, and the consequences of refusing the proposed procedure. After you or your guardian has had the opportunity to consider this information, and if you or your guardian consents in writing, the procedure will be provided.

“Implied consent” is assumed if you requested health care in writing and do not verbally refuse routine recommended care.

General HIV Guidelines

1. Prior to obtaining a blood sample for HIV testing, written consent will be obtained from you.
2. Pre- and Post-test counseling will be made available if you are being tested for HIV.
3. Standard laboratory determinations will be used to confirm your HIV positive status.
4. Confidentiality regarding the HIV/AIDS status will be maintained in accordance with community standards and state regulations.
5. Medical records will not be marked in any way to highlight the HIV status.
6. Educational programs will be offered to the healthcare and correctional staff, as well as you, regarding appropriate protection and other information regarding HIV disease.

7. If you have HIV you may be seen in the Chronic Care Clinic using current disease management guidelines.

Further information regarding health care services (HIV) can be accessed in the Library, by utilizing the MDOC Policy and Procedure Manuals.

Mental Health: Mental Health services are available on a request basis and may also be a part of your case plan. Submit a Sick Call Slip or Request for Services form to access services. In emergency situations see your Case Manager, Shift Supervisor or Mental Health staff.

If a staff member refers you to mental health for a Substance Use & Mental Health Assessment, you will be contacted concerning this assessment.

Following that assessment, treatment recommendations will be made. Those treatment options might be:

1. Short term individual counseling
2. Mental Health education
3. Crisis intervention
4. Psychological evaluation and testing
5. Referral to the staff Psychiatrist

Specific Information governing the HEALTH CARE SERVICES policy can be found in Departmental Policy Title: GOVERNANCE AND ADMINISTRATION, Chapter 18 policy number 18.1 located in the library.

Resident Accounts

Resident Accounts: You will have a Resident Account for deposits of any wages or allowances paid by the facility and any funds received from approved sources outside the facility. Anyone who earns money for work performed shall be required to have a percentage (10%) of earnings placed in a personal savings account.

Incoming Funds: All checks and all money orders are accepted, with a fourteen (14) day hold. A receipt of incoming funds will be provided to you. All checks issued by Government Agencies are subject to verification eligibility by the issuing agency. **We do not accept cash.** If cash is received in the mail it will be mailed back to the sender. Check and money orders must contain the inmate's name and MDOC number along with the sender's name and address; otherwise they will not be processed. Money orders and checks intended for phone usage must note "phone" on the money order or check. If there is no indication, fund will be placed in the Trust account.

Money Deposit Service: Online service that allows friends and family members to make deposits to your general (trust) and/or phone account with the convenience of a credit or debit card. They may do this from any computer with internet access. Friends and family will need to; become a registered user of the service (there is no charge for this and they only need to register once), know your MDOC number and date of birth; have a valid credit or debit card with a Visa or MasterCard logo (prepaid credit cards will not work

with this service), and have a valid email address (if their email changes they will need to update their registration). Deposited funds will become available to you approximately 3 business days following the date of deposit. All activity will be reflected in your trust account statement. Deposits to a phone account can only be used to place debit calls. Monies in this account cannot be transferred to the general (trust) account. Monies deposited to the general (trust) account may be transferred to your phone account. The maximum deposit amount per week is \$100 to the general (trust) account and \$100 to the phone account. Each deposit needs to be made with the same credit/debit card the user registered with. A \$2.40 processing fee will be charged to the credit/debit card of the person making the deposit, for each transaction made using this service. Funds deposited through this service are non-refundable. This service can be found online at www.maine.gov/online/correctionsdeposit/main.cgi.

Outgoing Funds: You may send funds from your Resident account to an approved party. Send a Resident Money Request Transfer form to the officer on duty properly filled out with a pre-addressed envelope and a stamp attached. Resident Accounts will send a statement each week for all transactions made to your account. Allow three business days, after being received in the Business Office (except holidays), for transactions to be posted to your account.

Resident Pay: Resident pay is posted in your account per institutional schedule.

Rules and Procedures for Money Transfers

1. Transfer of funds to others is done via Money Transfer Slips. On this form you state to whom, amount, and purpose of transfer.
2. Money Transfer Requests must be passed directly to the officer on duty who then confirms your identity matches the name on the request.
3. Please note that the Business Office has three days from the day they receive the request to process it. A holiday can delay processing.
4. It is against institutional policy to send money to another Resident, his family or friends, or on another Resident's behalf.
5. You cannot transfer money from your account to the account of any other incarcerated Resident.
6. **NO** financial transactions are permitted between you and staff, or you and volunteers.
7. It is against institutional policy to enter into a subscription contract with a magazine, record club, newspaper, etc. However, one of your two designated money transfer persons can do this for you.

More information can be found in Department Policy 2.12 Resident Accounts.

Indigent Program

A Resident is considered indigent whenever he/she has a zero balance in his/her account at the facility and has no funds in a personal savings account or investment at the time of making a request for free privileged mail, free legal photocopies or free basic hygiene items. Indigent Residents shall be provided these items in accordance with Departmental Policies 17.3, 21.2 and 24.3.

Photos are \$2.50 each. You need to fill out a Money Transfer Authorization form and send it to the business office specifying Recreation Pictures on the form. Approximately two to three days

after the request is sent, the Chaplain should receive the request. Photos are at the availability of the Chaplain. No group photos are allowed only individual photos and you cannot give one of your photos to another Resident. All photos are reviewed by staff for any inappropriate hand gestures or body language anything suspicious will result in the loss of the photo and potential discipline.

Emergency Procedures

Personal Safety

If you believe that your health or safety or that of another person is at risk, immediately report your concerns to any staff member.

Fire Safety

You are responsible for familiarizing yourself with the fire exits and evacuation routes which are posted in all areas of the facility.

State law and institutional regulations prohibit you from tampering with or blocking any locking device, door, fire alarm, smoke alarm, heat sensor, electrical outlet or any other safety device or causing a false alarm.

If you discover a fire notify staff or designate a person to notify them by the quickest means possible.

Minimum Unit: When a fire alarm is activated, **stop** whatever you are doing and **immediately** evacuate the building through the designated exit. It does not matter whether you are playing cards or sleeping. If you are in the shower, grab your clothes, wrap yourself in a towel and get out, don't stop to take the time to get dressed; your safety is of the utmost importance.

Medium Unit: When a fire alarm is activated and you are in a housing unit immediately line up at the recreation yard door. Remain silent and follow the directions of the staff. If you are in any other area, stop and wait for staff instructions.

Other Emergency Situations: During an emergency or a disturbance, follow the instructions of staff.

Also do the following:

In the Corridors: Immediately move to the wall, remain silent and wait for further instructions.

In the Unit: Immediately return to your room and secure/close your door and remain silent. If the disturbance/emergency is in the immediate vicinity of your assigned room, follow the instructions of staff.

In the Dining Hall: If seated, remain seated. If not seated, move immediately to the wall and remain silent. Follow the instructions of the staff.

In the Multi-Purpose Room or Gym: Move immediately to the wall and remain silent. Follow the instructions of the staff.

In School/Vocational Education/Library: Remain seated and remain silent. Follow the instructions of staff.

Chemical Safety

At the time of intake, you are provided with safety information for proper use of all cleaning chemicals. Additional information will be provided as required for different work areas. Failure to abide by all safety information or misuse of any chemical can result in injury and/or disciplinary action.

Personal Hygiene

Personal Hygiene is the responsibility of each Resident. You should take showers at least three times a week. Keep hair, beards, and mustaches trimmed and clean. Personal hygiene items including soap, razors, toothbrush, toothpaste, shampoo, and comb are issued to you. Clean up after yourself in the bathroom, shower and common areas.

Medium Unit: Razors are issued to each Resident. Replacement of razors is on a 1 for 1 exchange basis. Misuse of a razor and/or loss of a razor may result in razor restrictions and/or discipline. Razors will be replaced a maximum of three times per week.

Minimum Unit: Personal hygiene items including soap, razors, toothbrush, toothpaste, shampoo, and comb are issued on Sunday 8:00 am to 9:30 am and Wednesday 8:00 pm to 9:30 pm. You have access to toilet paper at any time from the storage closet in the Housing Unit.

Specific information governing this policy can be found in Departmental policy titles: Sanitation and Hygiene, 17.1 and Personal Hygiene 17.2 available in the library.

Laundry Services

Medium Unit: All laundry is washed and dried in the Central Laundry. This includes all linens and clothing. Clothing is washed Monday through Sunday. Sheets and pillow cases are washed every Wednesday. Blankets are washed on the third Wednesday of each month.

Minimum Unit: Clothing is washed Monday through Friday. Laundry is collected and sent over to the Medium Unit. Linen is washed on Thursdays of each week. Blankets are washed on the 3rd Thursday of each month.

Formal Count

During count, return to your room, and lock in, unless otherwise permitted. Formal counts are at 0600 (must stand or sit), 1200, 1800 (must stand or sit), 2130, 2300, 0100 and 0300.

Contraband and Searches

You are prohibited from having or using contraband. Contraband is anything not authorized to be in your possession or anything used in an unauthorized or prohibited manner. An item is contraband if it has not been issued by the facility, not been approved by staff as incoming property, not been purchased through the Canteen, been altered for other than its intended use, or the amount in your possession exceeds the authorized limit.

Materials, symbols, colors, or pictures involving any Security Threat Group (STG) are contraband, and may result in a disciplinary report and an STG Member Report.

You are responsible for the contents of your room, damage to your room or contraband found in your room. Search your room thoroughly when you move in. If you find contraband, notify the Housing Unit Officer immediately.

You, your room and your property along with all other areas are subject to searches at any time. Searches may be conducted with or without your presence.

Contraband will be confiscated and disposed of and/or used as evidence in accordance with Departmental Policy.

Trafficking in Prison Contraband is a Class C crime, punishable by imprisonment in excess of three years, but no more than five years. You could be found guilty of Trafficking in Prison Contraband if you intentionally convey contraband to any person in official custody; or if you (while in official custody) intentionally make, obtain or possess contraband.

Pat/Un clothed Searches

Pat Searches may be conducted randomly for any reason.

Un clothed Searches will be conducted when staff determine there is reasonable suspicion that you have contraband and it cannot be retrieved using a less intrusive type of search.

All persons, property and areas within the facility are subject to search. Searches may be performed at off-ground work sites.

Drug and Alcohol Testing

The Department of Corrections has zero tolerance for the illegal use of drugs and alcohol. While incarcerated at the Mountain View Correctional Facility you may be required to submit to drug and alcohol testing according to departmental policy. Drug and alcohol use are strictly forbidden; penalties for use are severe and there is zero tolerance for trafficking. Random testing is routinely conducted; observations of behavior and suspicious activity may also be

used as grounds for testing. Residents returning from furloughs and any Community Program such as D. O. T., work restitution, are also subject to testing. Alcohol testing may also be done when deemed appropriate.

When being tested, you must remain under staff supervision until you provide a specimen. Failure to provide a specimen within the allotted time will be treated as a refusal to do so, and will result in disciplinary action.

Specific rules governing this policy can be found in Departmental Policy Titled: Drug and Alcohol Testing of Adult Clients, Policy number: 20.2 located in the library.

Housing Unit Rules

1. Comply promptly with the instructions of the staff.
2. You are responsible to review all postings. Do not remove or post anything without staff permission.
3. The day room, T.V. Room, and quiet room are not for exercising, religious worship or any unauthorized meeting, unless designated for a specific program.
4. Do not tamper with the electrical wiring or electrical fixtures or appliances in any way.
5. Obtain permission from the Housing Officer prior to leaving and notify the Housing Officer when you return. If an officer is not present at the housing unit office, wait until the officer acknowledges your return. Do not loiter while in route from area to area, building to building, etc.
6. Walk on main roadways or sidewalks not on grass/lawn areas, unless necessary for assigned duties. Do not cut through buildings or parking lots while moving about the facility.
7. The number of Residents allowed outside after dark will be controlled by the officer on duty.
8. No loitering in the hallways, office area, laundry room, bathrooms, game area railings, the entrance ramp area of the housing unit, the stairway to the outside exercise yard, or entrance to rooms.
9. Due to fire codes all hallways must be completely clear of obstructions, i.e. no shoes, boots, etc.
10. Do not misuse furniture (i.e. leaning back in chairs, causing chairs to rock on two legs, putting your feet in chairs, etc.). Do not remove furniture from your room or any of the common areas.
11. You are responsible for doing your own laundry. Do not wash another Resident's laundry.
12. Clean common areas after use, i.e. sinks, toilets, showers, laundry rooms, lounge, etc. Clean up any mess you make, flush all toilets and urinals after using them, dispose of all toilet

paper and all other trash properly and turn off all faucets when you finish using them.

13. Do not run, except when participating in an authorized recreation program, sporting event or laps on softball field.
14. Do not bring food or drink into the housing unit from any other area. Canteen items are the only food or drink permitted in the housing unit.
15. Do not collect cans or bottles in your room, these items pose a health risk and must be placed in the designated area.
16. Do not take any item out of the housing unit or bring any item into the housing unit without authorization from an Officer.
17. Be ready for scheduled appointments, school, counseling, meals, etc., when called for. Posted schedules should be checked on a daily basis.
18. All radios and TVs must be purchased through canteen. Your radio and TV must remain in your room and will be turned off when you are not in the room. They may only be played at a low volume. TVs must be turned off at lights-out times.
19. All electronic equipment must be used with headphones.
20. Sexually explicit movies and tv programming is not allowed.
21. Remove any head wear when entering a building. The only exception to this is authorized religious headwear.
22. You are responsible for all items in your room. Keep your lockers locked when not in use and secure your door. The Facility will not assume any liability for your belongings.
23. Use Room Call Buttons (where available) to communicate your desire to exit the room, or request staff assistance during an emergency. Misuse will lead to disciplinary action. Frequent movement in and out of your room requiring Unit Staff to repeatedly open your door (where applicable) may result in restrictions on entry and exit.
24. You may not be in a room/pod/walk that you are not assigned. If visiting others on your same walk/pod your entire body must remain outside of their room. No visiting with people on room restriction.
25. If you are unable to work, or keep scheduled appointments due to illness, you will be placed on medical room restriction until the Nurse sees you. Unless you are extremely ill, you may go to meals. If you are on medical room restriction you will not be allowed in the TV or game areas until cleared by either the Nurse or Security Supervisor.
26. Turn off the lights when your room is not occupied (if you have control of them).
27. Sunbathing is not allowed. At a minimum; gym shorts, undershirt and approved outdoor footwear will be worn when outside and while going to/from recreation.
28. Window shades (if applicable) will be closed while you are changing or in any state of undress.

29. Any injuries sustained must be reported immediately. If you have injured yourself and have not reported this to staff you may be subject to disciplinary action. You are expected to report any injuries to a staff member as soon as the injury happens.
30. Report damaged property to staff immediately.
31. Commissary items will be allowed in the unit T.V. room, game room and quiet room. Staff will monitor the cleanliness and if deemed necessary will not allow food items in these areas.
32. The Housing Officer may suspend TV privileges for a reasonable time, if agreement cannot be reached on what is watched.
33. You will be allowed the use of the game area equipment consistent with Level privileges. If you are on "no recreation status" you will not use the game area equipment.
34. Comply with all other Unit specific rules posted by your Unit Manager

Daily Room Inspections: rooms will be inspected every day for cleanliness and neatness. You and others assigned to the room are responsible for having the room ready for inspection no matter what your status. You and anyone else assigned to the room are responsible for any unauthorized items found.

Room Standards

1. Nothing may be affixed to any part of the bunk. Nothing hanging from bed rails or postsexcept reading lamps or clip-on fans
2. Empty trash each morning
3. Sweep and mop floor at least once a day to maintain shine, more often as necessary.
4. Nothing may be attached to walls, no screws in walls and no stickers allowed in rooms
5. Bed needs to be made when you're not in it.
6. Discard all containers when empty, do not reuse containers for things other than thereintended use.
7. Cardboard boxes may not be utilized as trash cans.
8. All possessions except TV or radio/headphones, PlayStation, fan; reading light, foot wear and one photo album must be in your authorized storage container. All clothes/personal items mustbe stored in an orderly fashion in your storage container.
9. All electrical items must be turned off before you leave the room.
10. No socks or anything else over the chair legs
11. Do not hang a clothesline.
12. No items from your room shall be placed outside your room door.

13. You are not to hang anything from the woodwork, walls, etc. Any pictures should be on provided shelves. Family photographs are the only photos/pictures that are allowed to be displayed. Do not write or draw on the walls.
14. No flammable items on the TV stand or near the TV. One photo album may be displayed in this area, nothing else
15. Maintain fire safe conditions in your room. You are not permitted to have flammable materials or an excessive amount of paper.
16. One mattress and pillow per bed unless ordered otherwise by medical department or authorized by the Sergeant.
17. Medium unit -no obscene, nude, or sexually explicit pictures or drawings are allowed. Photos removed from magazines are contraband, as is the magazine after being altered. These items will be confiscated.
18. Minimum unit - no obscene, nude, or sexually explicit pictures or drawings shall be displayed (this includes your locker). Photos removed from magazines are contraband, as is the magazine after being altered. These items will be confiscated.
19. No food from the dining hall allowed in your room unless ordered by medical, and no hoarding of medically approved snacks, consume as issued.
20. Keep room neat and clean at all times even weekends and holidays, dirt, dust, odor and dirty windows are unacceptable.
21. Door window will be kept unobstructed at all times no stickers or covering with towels etc. Doors will not be blocked with any object (socks, towels, etc.)
22. One open drink allowed per person, all empty cans/bottles must be placed in the collection receptacles and food items must be properly stored.
23. You are not permitted to cover light fixtures, or hang drapery over the front of your room door or window, or obstruct an open view into your room.
24. Electrical or other cords cannot be run under mattresses, along bed rails or under the door.
25. Do not tamper with, block, remove, or alter the vents in your room.
26. Do not tamper with or block the Room Call Button.
27. Locker doors must remain closed and locked at all times.
28. Rolls of toilet paper, paper towels or cleaning bottles (spray) are not allowed to be left in rooms.
29. All footwear must be in boot trays under the bed.
30. At a minimum, you must wash all bedding weekly.
31. Keep your room and the housing unit clean.
32. Progressive discipline may result from failure to comply with acceptable room standards.

Dining Room Procedures

1. Minimum unit wear approved outdoor footwear (no bare or stocking feet), shirt with sleeves (no tank tops or t-shirts with the sleeves cut off) and no shorts in the dining room.
2. Medium unit must wear approved uniform.
2. All headwear (except religious headwear) will be removed upon entering any building.
3. No eating or swapping of food on the serving line, swapping will not be permitted at any time.
4. Tableware and napkins will be available on the serving line.
5. Wait until you are seated before beginning to eat.
6. Demonstrate proper behavior at all times.
7. You may only go through the serving line once.
8. There is no reserved seating.
9. Eat your meal promptly and exit the dining hall.
10. No food or utensils are allowed to leave the dining hall

Anyone requiring a special diet for medical or religious reasons will receive that meal after the regularly scheduled meal.

Smoking – Minimum Unit

A Resident housed at a minimum or community security facility is authorized to smoke cigarettes provided the Resident complies with all of the requirements of policy 30.1.

Purchase all cigarettes through facility canteen services. You may not possess or use tobacco other than in the form of cigarettes purchased by you through facility canteen services.

Do not sell, barter, give, or otherwise traffic in cigarettes.

Do not traffic in, possess or use loose tobacco or tobacco related devices, including, but not limited to, pipes, lighters, matches, cigarette papers, and cigarette rollers, except for use of lighting devices as specified in policy 30.1. Under no circumstances may you bring a match or other lighting device into the facility.

Do not otherwise commit a disciplinary offense related to tobacco.

Smoking is only permitted in designated smoking areas or as permitted by crew boss while at work.

Cigarette butt disposal containers will be emptied daily and smoking area will be cleaned daily as assigned by staff.

Smoking – Medium Unit

The Medium Unit is tobacco free. Possession of tobacco, or tobacco related devices including but not limited to; electronic cigarettes, pipes, lighters, matches, and cigarette paper. etc., are prohibited. If any are found in your possession, you will be subject to disciplinary action.

Resident Movement

Medium Unit

Movement through the institution is permitted only during designated times as specified by Central Control.

When moving through the facility, walk on the right side of the hallway, no more than two (2) abreast of each other. Running in unauthorized areas of the institution is prohibited.

A movement pass system may be available for movement to such areas as, but not restricted to; Visits, Medical, Property, etc. You must still move to the designated area of the facility during times of “mass movement” after you have obtained a pass from appropriate staff.

When moving from one area to another, do not stop or loiter unless authorized.

Unauthorized movement through the institution may subject you to disciplinary action.

Minimum Unit

Obtain permission from the Housing Officer before leaving the building. Wait at the door until the officer acknowledges your return.

No loitering while in route from area to area, building to building. No running and no cutting through buildings, parking lots, or across the grass, stay on the main roadway/sidewalk when moving about the facility.

Work/School Regulations

Dress in the authorized uniform for your respective work/school program.

No unauthorized items may be taken to/from the work/school areas, i.e. non-work related reading materials, coffee cups, clothing, and food items.

Your I.D. Card must be in your possession at all times whenever you are outside of your Housing Unit.

At work, you are responsible for any tool/equipment issued to you. Upon receiving or returning any tool/equipment you must check the tool/equipment for any defects. If the issued tool/equipment is damaged or is not working properly during the work period, you must notify the issuing staff immediately. If you lose or intentionally damage any tool/equipment, you will be subject to disciplinary action.

Uniform Standard

Do not alter or mutilate state-issued clothing; such items shall be confiscated. You must wear all clothing in the way it was designed to be worn, i.e., pants above the hip, no exposed underwear or other private body parts, brim of hats forward, shirt and pants must be fully buttoned, do not tuck pants into socks, and shirt must be tucked in. A minimum of under shorts will be worn while sleeping. You must be decently clothed outside of your rooms and showers. Wearing dirty or soiled clothing is not permitted.

Maintain appropriate and neat dress at all times, this includes to and from the shower. When you are out of your room, wear gym shorts or pants, footwear (no bare or stocking feet) and a T-shirt/tank top or shirt. Sandals, slippers, and shower shoes are only to be worn inside the housing unit (NOT in the outside courtyard). **Mask will be properly worn over the nose and mouth if there is a requirement to do so in effect.**

Be properly attired whenever leaving the housing unit. This includes I.D., shoes/boots laced and tied and coats on when outside in cold weather. When you are inside the housing unit you will not wear sunglasses, hats or coats. Minimum unit residents must wear the issued blue button-down shirt then going to the medium unit for any reason. **Mask will be properly worn over the nose and mouth if there is a requirement to do so in effect.**

For the Medium Unit – residents must be in full uniform (pants {not sweatpants}, T-shirt and/or colored shirt and shoes {not flip-flops}). The only exception is when the resident is walking to the gym and they may then wear sweatpants or shorts instead of the uniform pants.

Baseball Caps will be issued to outside work crews and only worn during work hours. Bandanas, homemade caps and stacking of caps are not permitted. Alteration of any authorized headgear is not permitted.

Exhibiting any behavior or wearing anything that is symbolic of gang affiliation or other types of security threat groups is prohibited.

Work crews

Wear the full uniform provided. For workers in the kitchen, a kitchen issued jacket is required. For some work crews, boots may be required as part of the work safety requirements

Domestic Violence

A Resident who is convicted of or otherwise known to have committed a domestic violence offense against a person shall not be allowed to send mail to or receive mail from the victim without the prior approval of the Commissioner, or designee.

A Resident who is convicted of or otherwise known to have committed a domestic violence offense against a person shall not be allowed to make a phone call to the victim without the prior approval of the Commissioner, or designee.

A Resident who is convicted of or otherwise known to have committed a domestic violence offense against a person shall not be allowed to receive a visit from the victim without the prior approval of the Commissioner, or designee.

Specific information governing RESIDENT COMMUNICATION policy can be found in Chapter 21; policy 21.2 Resident Mail, 21.3 Resident Telephone System, and 21.4 Resident Visitation

Identification Card: You will be issued an Identification Card (I.D.) if you do not already have one, which must be worn (in manner that is readily visible) whenever you are outside your Housing Unit. If a staff member asks you for your I.D. card, you must surrender the card.

Failure to have your I.D. card, failure to surrender it to a staff member, possession of another Resident's I.D. card, or defacing, tampering with or altering your I.D. card is prohibited and will subject you to disciplinary action.

If you lose, misplace, destroy or alter your I.D. card, you must immediately report it to the Housing Unit Officer. You will be charged five dollars (\$5.00) for a new I.D. card. If the original I.D. card is found, you must surrender the original I.D. card to staff. You cannot possess more than one (1) I.D. card at any given time, unless part of a specific program requirement.

Security Threat Groups/Gangs: Being affiliated with, possessing, or displaying any materials, symbols, colors or pictures of any identified security threat group, or engaging in behavior that is uniquely or clearly associated with a security threat group is not allowed and will subject you to disciplinary action.

Maintenance: you should report any equipment malfunction to the Housing Unit Officer or your work supervisor.

Notary Public: Services of a Notary Public must be requested via a Resident Request Form to your Case Manager. The function of the Notary Public is to verify that the signature, which appears on a document, is the signature of the person who is named in the document as the signatory.

Mountain View Communication Contact List

Requests to staff must be in writing. If you have any questions regarding the Communication Contact List procedures, please contact your assigned Case Manager or a security supervisor for explanation.

Administration	1st Level Staff Person	2nd Level Staff Person
Restoration of lost good time	Case Manager	Unit Manager
Marriages (requests only)	Case Manager	Warden
Fiscal Management		
Resident Accounts	Business Office	
Personnel		
Complaints about staff	Employee's Supervisor	Next Higher Supervisor
Records		
Resident Files	Classification Officer	
Release Date	Classification Officer	
County Jail Time	Classification Officer	
Security		
Housing-general questions	Unit Officer	Sergeant
Property	Unit Officer	Sergeant
Food Services		
All General Services	Food Service Manager	Deputy Warden of Support Services
Sanitation/Hygiene		
Personal Hygiene	Unit Officer	Sergeant
Laundry	Unit Officer	Sergeant
Medical/Health Care		
Medical Treatment	Nurse	Health Services Administrator
Eye Care	Nurse	Health Services Administrator
Dental	Nurse	Health Services Administrator
Mental Health	Nurse	Health Services Administrator
Institutional Rights		
Legal Services	Case Manager	Deputy Warden
Communication		
Correspondence	Unit Officer	Sergeant
Magazines/Packages	Unit Officer	Sergeant
Telephone Problems	Unit Officer via Request for Services	Sergeant

Edovo Tablets	Use the Help section on the Tablet	Michelle Lawson
Visits	Unit Officer	Sergeant
Special Mail Requests: Certified, registered, large packages	Lobby Officer	Case Manager

Programs		
Educational Programs	Teacher	Unit Manager
College Programming	Education Department	Unit Manager
Counseling Substance Use	Substance Use Counselor	Case Manager
Special Programs (AA, etc.)	Case Manager	Unit Manager

Library Services		
General Services	Unit Officer	Sergeant
Law Library	Unit Officer	Sergeant
Notary Services	Penny Ames	Michelle Lawson

Recreation Activities		
Recreational Programs	Recreation Staff / Officer	Sergeant
Canteen	Keefe Representative	Deputy Warden for Support Services

Religious Services		
Services/Counseling	Chaplain	Deputy Warden

Social Services		
Crisis Intervention	Case Manager	Unit Manager
Outside Agency (Resource Coordinator)	Case Manager	Unit Manager
General Counseling	Case Manager	Unit Manager
Release Planning	Case Manager	Unit Manager
Marriages (arrangements)	Case Manager	Unit Manager

Work Detail/Community Service		
Facility Jobs	Principal/Teacher	Unit Manager

Note: If you need assistance in contacting the first or second line staff person or need to make an inquiry or feel that you have a complaint that is not covered on the Communication Contact List, please contact your Caseworker.

Collection Priority List

Collections are to be made from General Trust Account only, unless noted with an asterisk, in which case collections are to be made from both General Trust Account and Phone Account.

Note: Collections may not be made from benefits checks sent directly to a Resident from the Veterans Administration except for the following obligations: child support, court-ordered filing fees (federal and state), and medical co-pay, unless the Resident specifically requests the funds, or a portion thereof, be applied to another obligation.

1.	Account corrections	(100%)
2.	Court-ordered restitution	(25%)
3.	Court-ordered penalties, fines (including Victim Compensation Fund assessments), surcharges	(fines collected after court-ordered restitution is paid in full) (25%)
4.	Child support Back child support *	(100% of current balance, up to amount owed, including savings account portion of general trust account)*
	Ongoing child support	(Stated amount or percentage in DHHS order, whatever is less, from earnings only)
5.	Order to Execute Civil Judgement*	(100% of current balance, up to amount owed, including savings account portion of general trust account)*
6.	Order to Enforce Payment after Default	(25%)
7.	Court-ordered filing fees-federal*	(Initial partial fee as court ordered, including savings account portion of general trust account then 20%)
8.	Court-ordered filing fees-state	(Initial partial fee as court ordered, including savings account portion of general trust account then 20%)
9.	Court-ordered attorney's fees	(25%)
10.	Back taxes*	(25%)*
11.	Alimony	(25%)
12.	Room, board, and facility-provided transportation and/or employer-provided transportation	(10-20% from gross earnings only)
13.	Facility restitution (through disciplinary process)	(25%)
14.	Monetary sanctions (through adult disciplinary process)	(25%)
15.	Facility charges	(25%)
16.	Replacement ID Card	(100%)
17.	Medical co-pay (including co-pays for medical services, dental services, medications, and prosthetic devices) (Adults)	(100%)
18.	Phone Allowance Recovery*	(100%)*
19.	Miscellaneous	(100%)
20.	Savings (Initial savings) (Adults)	(10% from gross earnings only)
21.	Payback of Disbursed Savings* (Adults)	(50% from all deposits)

Resident Handbook Revision History

Original	10/26/2017
Revised	6/1/2018
Revised	12/15/2020
Revised	7/1/2021