

Using this book

This book is a broad guide for family, friends, and others who wish to stay in touch with people serving time, who were convicted or are awaiting trial in the DC Superior Court.

The opening sections provide an overview for understanding prisoners' rights to communicate and your rights to communicate with them. You may find the question and answer sections on visiting, mail, and phones helpful, and you should skim through and see if some of the questions that you have are answered here. The checklists may be particularly helpful to you. You can use them every time you are planning a visit, for example, to remind yourself of steps that may save you time or trouble if you miss them.

The section on *Getting There Cheaply* provides suggestions for how to start if you are thinking of making a trip to see a DC prisoner who may be housed many hours away from your (and his or her) home. We know that travel can be very challenging, but there are ways of making it happen, and the rewards can be great.

Next, there is information on the guidelines and rules for visiting, mail, and phones for different facilities. If the person whom you're looking to visit or correspond with has been sentenced on felony charges, he or she is probably in one of approximately 75 prisons operated by the Bureau of Prisons (BOP) that house DC Code offenders. We have provided a set of the BOP's overall rules, which apply to all of their prisons. We have also provided contact information for each prison. As you will read in the BOP section, each facility must produce a handout with its driving directions; local taxi, bus, and lodging options; individual visiting hours; and any special rules. After reading the general rules, you will want to get specific information by contacting the facility or by getting a copy of the institution handout from your loved one who is housed there.

We welcome suggestions and new information. Please feel free to call us at 202/775-0323 or e-mail us at dcprisonerhelp@rcn.com.

Thank you, and enjoy!

Prisoners' Rights **to Communicate with the Outside World**

Once people are convicted of crimes, they do not retain all the constitutional rights that they had before, but instead only those rights that legally apply in the context of an incarcerated person. For this reason, prison officials have the ability to restrict an inmate's right to communicate through visitation, written correspondence, and phone calls, and this may make the communication process challenging and often frustrating. However, prison officials do not have complete power to limit the communication of inmates. Under the First Amendment, acts of censorship by prison authorities must be "reasonably related to legitimate penological interests." Yet the US Supreme Court has left the decision of what is "reasonably related to the legitimate penological interests" to the discretion of prison officials, increasing the power of the prison facilities. Below is a summary of the inmate's constitutional rights in communication issues of visitation, general correspondence, and calling, which have been upheld by the federal courts.

Location

According to *Konigsberg v. Ciccone*, 397 U.S. 963 (1970), the Federal Bureau of Prisons has the authority to transfer prisoners from one location to another without informing others of their time of arrival or their particular location at any time. This decision found that it is unsafe or against the "penological interest" to disclose this information both before and in time of transit. Also, *Blassingame v. U.S. Attorney General*, 387 F. Supp. 418 (1975), granted the power of determining the location of the inmate's place of confinement solely to the U.S. Attorney General, not to the Court or the inmate.

While the Federal Bureau of Prisons has stated their intention to keep most DC prisoners close to home (within 300 or 500 miles of the District), this is not a legal requirement. Prisoners may be transferred at any time, for almost any reason, to any facility, and the practice is generally legal.

Visitation

According to Supreme Court decisions, the right of visitation may *not* be protected under the convicted criminal's constitutional rights. As a result, visitation is considered a "privilege" and can be denied or restricted by prison officials for reasons of security and administration. Visiting privileges are regulated according to hours, place, and manner of visitation. Prison officials have the right to determine who may or may not visit. For example, many prisons prohibit business partners, correctional staff, visitors of another inmate at the same facility, and ex-offenders who have recently been released. In these cases, the Warden of the facility usually determines which visitors may or may not jeopardize the safety of the institution.

General Correspondence

Prisoners have a constitutional right to correspond with people outside of prison. However, according to *Turner v. Safley*, 482 U.S. 78 (1987), the right of inmates to correspond can be restricted if it jeopardizes the safety of the institution. The case stated "where the regulations at issue concern the entry of materials into the prison, ... a regulation that gives prison authorities broad discretion is appropriate." In other words, restrictions on the incoming mail are valid if they are "reasonably related to a legitimate penological interest" such as maintaining the security and order of the prison. For this reason, prison officials have the right to search all mail for contraband. General correspondence is restricted according to the items enclosed in the

envelopes and the material within them, prohibiting any materials or items which the Warden feels could jeopardize the security of the facility. For example, material deemed violent and/or sexually explicit is considered a threat to the prison and therefore prohibited. However, the inmate should be notified of the censorship, the author of the letter has the right to appeal the censorship, and the inmate has the right to file a complaint. Also, the courts have upheld the “publishers only” rule, which states that publications such as books, newspapers, and magazines must be received directly from the publisher in certain facilities. The court agreed that receiving publications from publishers was less of an inconvenience for prison officials who search incoming materials for contraband.

Telephone Calls

In general, prisoners can only call collect or debit, and the prices of these calls are quite high. Prison officials have the right to restrict phone use or remove phone use for a certain period of time. Furthermore, all facilities currently housing DC prisoners record and monitor phone conversations made through both collect and debit telephone systems. All conversations may be used in a legal proceeding. There are a number of practices that are not allowed, including three-way calling, and monitoring is set up to detect these practices. With advance permission, confidential, unmonitored legal calls may be arranged with the attorney who represents the prisoner if it is necessary to the proceeding of a case or to meeting a deadline.

LOCATING A LOVED ONE

Since the Revitalization Act has transferred prisoners throughout federally operated and privately contracted prisons across the country, finding the location of a loved one can be very confusing. The following contacts may be helpful in this process.

Prisoners Located in DC Jail, the CCA Correctional Treatment Facility, or one of DC's halfway houses

Prisoners who are convicted of misdemeanors, recently arrested, awaiting trial or sentencing, recently sentenced, or testifying at a trial may be housed in one of these facilities. The DC Victim Information and Notification Everyday system provides automated information on location, parole eligibility date, and projected release date, 24 hours a day. Call the **DC VINE Service toll free at (877) 329-7894** and provide one of the following: prisoner's name, Dept. of Corrections ID number, police department ID number, or court case ID number.

Prisoners Located in the Federal Bureau of Prisons or BOP Contracted Facilities

Prisoners who are convicted of felonies or awaiting parole revocation will generally be housed in these facilities. The easiest way to locate a loved one in this system is to use a computer with Internet access. Go to www.bop.gov and click on "Inmate Information" and then on "Inmate Locator." If you do not have access to the Internet, family members may call the **Federal Locator Service at (202) 307-3126** between 9:00 a.m. and 3:30 p.m., Eastern Standard Time, and give the federal "reg number" or DCDC number of the inmate. If it is not known, family members may provide the first and last name and birth date or the social security number of the inmate.

Friends and loved ones who are not family members can access information on the prison location through the Freedom of Information Act and the Privacy Act of 1974. Usually, there is no charge for inmate location requests. However, if additional research time is required, there may be a charge for research time. Requests can be made in the following ways:

1. Write to:
Freedom of Information Act/Privacy Act
Office of General Counsel, Federal Bureau of Prison
320 First Street, NW
Washington, DC 20534
2. Contact the FOIA Office at BOP by calling (202) 514-6655 or faxing (202) 307-0828
3. Request Information by email on the web site www.bop.gov

For information on Federal Inmates released before 1982, write to:

Attn: Historic Inmate Locator Request
Office of Communications and Archives, Federal Bureau of Prisons
320 First Street, NW
Washington, DC 20534

It is important that you include as much information as possible such as name, date of birth, race, crime, and dates in prison so that the request can be processed more quickly.

DETERMINING PLACEMENT

Once a person is convicted of a felony in the District of Columbia, he or she is directed to the District of Columbia Jail (also known as the Central Detention Facility) to await placement. While in the DC Jail, officials from the federal Bureau of Prisons (BOP) determine the security classifications and other needs of the prisoner. The BOP then moves the prisoner to a facility in the federal system or to a federally contracted facility.

Because District of Columbia prisoners are transferred to both federally operated and contracted prisons, these prisons may use different criteria and terms for the levels of security and restrictions. Decisions for security determinations and classifications are usually based on the prisoner's record of violence, length of sentence, history of escape, and severity of the current offense. In addition, decisions are based on the facility nearest to home with enough bed space that can meet the needs of the prisoner in question. Often, medium-security level inmates have been placed in cells with maximum-security inmates at maximum-security prisons. This is legal and permitted, though the BOP tries to avoid it, but it occurs because of lack of available bed space in other facilities.

Below is a guideline used to make recommendations and final decisions in order to determine appropriate classification and institutional assignments. However, this is simply a **general** guideline and is often left to the discretion of the Review Board and/or the Regional Designator. Other issues such as prisoners' medical needs may also be considered for an inmate's prison location.

FEDERAL BUREAU OF PRISONS FACILITIES

Once an inmate goes into the federal system, the Federal Bureau of Prisons and the DC Department of Corrections use a computer system, which adds up "points" and then designates a security level accordingly. Decisions for security determinations and classifications are usually based on the inmates' record of violence (including both crimes on the prisoner's record and his or her behavior while incarcerated), inmate's age, length of sentence, history of escape, and severity of offense, considered with the closest facility to the place of conviction that has enough bed space. However, the Regional Designator has the ability to change the security level. Security Levels vary according to facility.

FPC = Federal Prison Camps = Minimum security
FCI = Federal Correctional Institutions = Low and Medium security
USP = US Penitentiaries = High security
FMC = Federal Medical Centers = Administrative placement
ADX = Administrative Maximum = "Supermax" Security

Security levels are determined by the type of perimeter the prison facility has, number of towers or external patrols, type of detection devices, security of housing areas, type of living quarters, medical attention, and level of staffing. If the sentencing court makes a request for the specific institution or geographic area for placement of an inmate, the Federal Bureau of Prisons attempts to fulfill the court's request. However, the Federal Bureau of Prison may not be able to comply with the court's request. If they cannot, the Federal Bureau of Prisons must inform the court.

VIRGINIA DEPARTMENT OF CORRECTIONS

DC inmates who are transferred to Virginia State Prisons are placed by contract and may be reclassified according to Virginia standards. *This does not affect a prisoner's permanent classification in the BOP system.* DC inmates who are transferred out of Virginia prisons are transferred according to their federal classification, and their Virginia classification has no further bearing on their placement. As of summer, 2002, the Bureau of Prisons has only contracted for Virginia Level 3 beds at Fluvanna Correctional Center for Women and at Greensville Correctional Center. The Virginia system has 6 possible security levels for men and 3 levels for women. Level 3 is the highest security type of prison for women in Virginia. It is a medium type of security for men, since there is more variety in the types of institutions that house male prisoners.

Prisoners' Reactions to Family Members

Some prisoners may tell their families that they do not wish to be visited in prison. They may feel that visiting is too much of an inconvenience for their family and friends. They may not want their family and friends to be treated with suspicion and subjected to sometimes humiliating searches and to rules which may change without their knowledge. Others may feel embarrassed or shamed about their imprisonment. They may not want their children, parents, grandparents, or close friends to see them in shackles and in prison uniform. Some imprisoned parents may even wish to hide the fact that they are imprisoned from their children. Although prisoners may push friends and family away, communication and visitation are incredibly important in helping men and women succeed both in prison and in their transition back. Family members may need to remind incarcerated loved ones that visiting is not an inconvenience, and that it is worth the expense, travel time, and burdens of visitation procedures.

Family Members' Reactions to Prisoners

Providing love and support to prisoners can be difficult. Many families and friends face financial and emotional setbacks. They must travel to prison facilities, pay for often expensive phone calls, and consistently write letters. The heroic stories of these families and friends are too often unsung. They truly deserve congratulations for their efforts.

Some family relationships may disintegrate during incarceration, but reaching out to an imprisoned loved one is very valuable, and it is never too late to do so. Even if things once were rocky, they can heal through time and effort.

Sustaining strong relationships is important to our society, and this includes families who have incarcerated loved ones. Like all people, prisoners rely on their family's and friends' emotional and financial support. Even more so, prisoners depend on connections to the outside world. Many times, prisoners only have their family members to turn to for help in finding attorneys, conveying messages, and keeping hope.

Although some prisoners may have weak family ties prior to their incarceration, ties do not have to further weaken during incarceration. Understanding the rules and procedures for visitation and communication at a loved one's facility is the first step. It is observing these rules that will open the door for a relationship to grow.

Questions about Family Visitation

How can family members and friends get information on visitation?

Interested visitors may call the facility to find out specific information on visitation in most cases. This is a good tactic for information about the DC Jail and the Correctional Treatment Facility (CCA/CTF). However, some facilities (particularly in the BOP) are reluctant to give out detailed information or send visitor information to people who call. The facilities do give information on visitation to all prisoners during the admission and orientation process. It is then the prisoner's responsibility to pass that information on to visitors by sending them a visitation packet and updating them on any changes in visitation policies.

Who may visit with prisoners?

At all prison facilities, the Warden has the authority to determine who may visit an inmate. Upon arrival at the institution, the prisoner is responsible for submitting a Visitor List with names of immediate family, relatives, and friends. The number of names permitted on the Visitor List may vary slightly between institutions, but it generally will allow for all immediate family members, most other close relatives, and no more than ten friends or associates. The list is then submitted for approval. In some facilities, before the approval process can begin, the prisoner must mail a form to the visitor, and the visitor must complete and return the form to begin the approval process. This approval process may take some time, as it typically involves a background check. Visitors who have been approved will be notified by the prisoner, not the facility. In Bureau of Prisons facilities, the prisoner will receive a packet of information to mail to the approved visitor that explains all of the facility's specific rules on visitation and provides driving directions and local taxi and public transportation options.

Depending on the facility, the Warden may or may not approve correctional employees, visitors on another inmate's Visitor List, visitors on parole, or visitors with a previous criminal record. For visitors with a previous criminal record, the Warden considers the date of offense, the nature of the crime, and the relationship to the inmate. Some facilities generally will not approve visitors unless they had a relationship with the prisoner before he or she was incarcerated. Please note that, in general in Bureau of Prisons facilities, children must be added to the visiting list in order to visit.

When may approved visitors visit prisoners in general population?

Each facility sets its own visiting hours. All facilities are open to visitors on Federal Holidays, and all Bureau of Prisons facilities have regular visitations on Saturday and Sunday at a minimum. Some facilities may split up weekends, so that part of the population receives visits on one day and part on the other. Whenever there is uncertainty, family members should contact the facility to confirm visiting hours.

Who is eligible to receive special visits?

Visitors with special circumstances may be able to receive special visits with permission of the Warden. Special Visits may be given to people not on the approved visitation list or visitors on the list who are not able to visit during visitation hours. Special circumstances generally include visitors traveling long distances with extenuating situations, visitors who are ill, visitors who are elderly and normally not able to visit, etc.

How does a visitor get a special visit?

In order to receive a special visit, prisoners must make a written request to the Warden or Assistant Warden explaining the circumstances and reason for the special visit. The Warden may or may not approve the request. In some cases, the visitor may also contact the facility to ask for a special visit.

When may approved visitors visit prisoners in special status?

Family members or friends may or may not be permitted to visit an inmate in special status. This includes hospitalized inmates or inmates in Administrative Detention, Segregation, Isolation, or holdover status. The Warden or Chief Administrative Duty Officer may restrict or prohibit inmates from receiving visitors, and prisoners who are serving disciplinary time for violating the rules of the institution often can not receive visitors until they have served the time given at their disciplinary hearing.

Prisoners in the admission and orientation period (the period of time immediately after arriving in the facility) are generally limited to visits by immediate family members. Prisoners who are hospitalized must have approval of the Warden or Administrative Duty Officer or the Chief Medical Officer to receive visits. If approval is given, the Health Services Administrator and the Captain will determine if the visit may take place and for how long.

How many people may visit a prisoner per visit?

The number of people per visit permitted to visit an inmate varies according to each facility. Some facilities allow an unlimited amount of children and a restricted amount of adults. Others restrict the amount of children and adults permitted. Almost all facilities will not allow visitors to swap during a visit. This means that only the designated number of visitors permitted will be allowed to visit on a given day. The Warden of each BOP facility also has the authority to make exceptions for large family groups or special circumstances.

How long is each visit?

The amount of time permitted per visit varies according to institution. Within each institution, the Warden has the right to limit the length of visit according to the status of an inmate. Also, the Supervising staff may shorten a visit if the visiting room becomes overcrowded. Most facilities operate on a “first-in, first out” basis.

Do facilities make exceptions for visitors traveling long distance?

Visitors traveling long distances to visit an inmate may be permitted to visit for longer if they receive special permission from the Warden before they arrive for visitation. It is important to contact the facility early requesting this permission.

Do approved visitors have to schedule visitation?

Most facilities do not require approved visitors to schedule visitation. Approved visitors may show up on the day and hours of visitation to visit with an inmate. However, some facilities (such as CCA/CTF) require scheduling visitation 24 hours or more in advance. It is best to call the facility to find out if scheduling is required.

What should visitors wear?

It is important that visitors dress appropriately because those who do not can be refused visitation privileges. Improper dress code is one of the most common reasons for denying visitation privileges. Each facility varies in dress code regulations.

For example, some facilities do not allow headwear, others do not allow shorts, others do not allow gray pants, khaki-colored clothing, open-toed shoes, etc. Clothing that is sexually provocative or indecent (tight clothing, see-through clothing, etc.) is considered inappropriate at all facilities. In general, clothing that reveals skin is not allowed. If dress is questionable, the Warden or Administrative Duty Officer makes the final decision.

What items must visitors bring?

All visitors must bring proper identification. If visitors do not have proper identification, they will not be admitted. Accepted identification varies according to institution. However, all institutions accept a State Issued Driver's License. Some facilities require a second form of identification as well, such as a social security card, work ID, or credit card. Visitors bringing small children should make sure that they know the facilities' requirements for children visitors. Some facilities require the written notarized permission of the legal guardian or parent or that proof of legal guardianship is already on file at the facility.

What items are visitors not permitted to bring?

The items permitted in the visiting room vary from institution to institution. Some facilities allow unopened tobacco products, while others do not. Some facilities allow visitors with small children to bring diapers, while others provide the visitor with diapers. All facilities require that baby bottles be plastic. Visitors with special medical needs are generally permitted to bring their medication, but only if it is life supportive and comes with a pre-printed prescription label and/or doctor's note. Also, most facilities allow visitors to bring in a restricted amount of coins for the vending machines. Under no circumstances are visitors allowed to bring food into the facility or give money to an inmate. Visitors who attempt to bring in items that are not permitted may have their visitation privileges denied, suspended, or terminated, and the prisoner may be subject to disciplinary action.

The visitor is also responsible for the items held in the car that is used to get to the prison. Drugs, alcohol, firearms, ammunition, and explosives are not permitted on State or Federal prison property. This includes items in vehicles. If such items are found, the person will be asked to leave the premises and/or be subjected to criminal prosecution. Visitors at BOP facilities are required to sign a statement indicating that they do not have any of these items on the premises, including in a car, before being allowed to enter the facility.

How are visitors searched?

Visitors and their possessions are subject to search before entering the visitation area. Facilities require visitors to pass through a metal detector before entering the visiting room, and may then subject visitors to various other types of search. The three main types of searches are a routine pat down and frisk search, a strip search, and in rare cases a body cavity search, although virtually no facilities permit body cavity searches. Visitors asked to submit to a strip search must first sign a written consent form. Most facilities require the search to be performed by people of the same sex as the visitor, and strip searches are not common at most facilities. Refusal to

undergo a search, however, including a strip search, may lead to denial of visitation on that day or to suspension of visitation privileges.

Many BOP facilities now use various forms of technology, including scanning devices (that may detect recent drug residue in some cases) and dogs, to test for drugs that may be brought in by visitors. If these tests lead BOP staff to believe that you are carrying drugs, you may be subjected to additional forms of search, denied visitation for the day, and/or subjected to prosecution. If you are found positive for drugs in these forms of search and are asked to leave the premises, you may ask to speak to a supervisor or request a re-test. If these are not available, it is best to remain calm, take note of the names of all personnel involved, leave the facility, and make a phone call and/or write a letter of complaint. Rarely or never will you gain entrance to the facility by yelling at staff or becoming emotional. You will only become more likely to lose visitation privileges altogether.

What is “contraband”?

In prison facilities, contraband is anything that is not permitted into the facility because it could potentially jeopardize the safety of the institution. This means that contraband may not only be items that are illegal in society but also items that are legal and harmless in daily life, but potentially harmful in prison life. For this reason, the items considered contraband vary from institution to institution.

What happens if the staff finds contraband?

Visitors who introduce contraband into the institution are subject to suspension or termination of visiting privileges. Depending on the contraband, visitors may be subject to criminal charges. Visitors who give or attempt to give drugs, firearms, or explosives to any prisoner may be subject to criminal charges, and the prisoner being visited may also be subject to disciplinary or criminal charges.

How much physical contact is allowed during visits?

Visits are either contact or non-contact according to the facility or the status of the inmate. Contact visits generally allow the inmate to shake hands, embrace, and kiss at both the beginning and the end of each visit. Most facilities allow limited physical contact such as holding hands as long as such contact is in good taste and is in public. Also, some facilities permit children under a certain age to sit on the lap of the inmate they are visiting. Other facilities do not allow any physical contact other than the initial greeting and goodbye. Any excessive display of affection may cause staff to terminate the visit.

Non-contact visits are usually conducted in a telephone booth-like setting separated by a plexiglass window. Facilities that only allow non-contact social visits may allow contact visits if the Warden gives special permission prior to the visit.

Is smoking allowed?

Many facilities do not allow smoking during visitation. Facilities that do permit smoking generally allow the visitor to bring one or two unopened tobacco products into the visiting area.

How must visitors behave?

At all prison facilities, visitors and prisoners must act in a quiet and composed manner. They are prohibited from talking loudly, shouting, disorderly conduct, and rude and abusive behavior

toward the facility staff or other visitors. Families that are not able to control their children may be asked to leave. Also, visitors may not communicate with any prisoners other than the person they are visiting, as doing this may cause the visit to end.

Depending on the type of visit, visitors may or may not have to remain seated during the visit. Facilities with patios may allow visitors to visit outside. However, if visitors leave the visiting room or patio for any reason, the officers have the option of ending the visit. If visitors need to use the restroom, they must check with the officer to make sure that they will not end the visit by going to the restroom.

Can visitors engage in business activity?

No prisoner is permitted to engage in a business activity or profession. Before entering prison, prisoners are expected to assign authority for the operation of such business to a person within the community. If speaking with the prisoner is absolutely crucial to maintaining the assets of the business, the Warden may grant a special visit for these limited business purposes only, but this must be cleared in advance of the visit.

What are visitors allowed to give to an inmate?

Visitors may or may generally give food bought from the facility vending machine to prisoners, but under no circumstances are they able to give anything else. If food is purchased from the vending machine, it must be eaten in the visiting room and cannot be taken back to an prisoner's unit. If a visitor is found to have given an item to a prisoner other than food from the vending machine, they will probably have the visit terminated and visiting privileges suspended or revoked. Something as simple as letting a prisoner try on a ring or other jewelry may be interpreted by staff as attempting to pass items to a prisoner and may result in the visit ending and the prisoner facing disciplinary charges.

Visitors who attempt to give drugs, firearms, explosives or any items that would help the inmate escape may be charged with a felony and will automatically lose their visiting privileges.

Visitors may not give cash money, checks, money orders, stamps, etc. to prisoners. However, some facilities allow visitors to place funds through a money order in an inmate's account while they are in the facility prior to entering the visiting room. At most facilities, family and friends must send all money orders through the mail if they wish the prisoner to receive funds.

What happens if visitors arrive at the facility and are told that they cannot visit?

If visitors plan in advance and double-check the plan, this should never or rarely happen. Remember that it is always important to be sure that you are cleared for visiting and to call the facility the day before your visit or before you leave for travel to be sure that your loved one is still there and still able to have visitors. Also, be sure that you are fully aware of all rules, particularly rules on appropriate dress.

If you have covered all of your bases and are being told that you cannot visit, the first step is to calmly ask what the reason is. If the desk officer does not know or will not tell you, you may want to calmly ask to speak to a supervisor—the Captain, the Acting Warden, etc. Unfortunately, there are some incidents that are totally outside of anyone's control, such as a large-scale fight or incident, that might cause a facility or unit to be locked down and unable to visit. These are very rare, however, in most facilities. If something like this happened, however,

in the day or days before you visited, you might be turned away. Also, if your loved one is accused or under investigation for breaking the facility's rules, it is possible that the visit might not be allowed.

While you should always ask for an explanation and get the names of people involved, if possible, you should try very hard not to become overly emotional and act inappropriately. If you do this, you usually will not be able to visit that day, and you may give the staff a reason to deny future visits, too.

For what reasons can staff suspend visiting privileges?

The Warden may suspend visiting privileges due to the actions of the prisoners or their guests. Most institutions have the power to suspend visiting privileges if a visitor refuses to be subject to any type of search, behaves in a disruptive manner, attempts to give or gives drugs, firearms, explosives, any type of property, packages, money, unauthorized food, or any other goods to a prisoner.

May the visitor appeal the suspension?

The Visitor may appeal the denial to the Administrative Duty Officer, if present on site. If a visit is denied, the visitor must leave the facility. After leaving the facility, the visitor may appeal the suspension through letters. The prisoner should also file a grievance requesting that the visitor's privileges be reinstated.

How do you appeal visitor suspension at the DC Jail?

Visitors may appeal the decision by sending a letter to the Deputy Director for Operations (see the entry on DC Jail for the address to the DC Department of Corrections office). The appeal should explain the reason for the suspension and why the privileges should be reinstated.

The Deputy Director for Operations must respond within 30 days. If the visitor is not happy with the response from the Deputy Director or does not receive a response within 30 days, he or she may appeal the decision to the Director. The letter should say, "I have appealed to the Deputy Director and I was unhappy with the response" or "I received no response to my appeal filed [date], and I have received no response in 30 days." The letter should also say why visiting privileges need to be reinstated. The Director has 30 days to respond to the appeal.

How do you appeal visitor suspensions in the CCA Correctional Treatment Facility?

According to CCA Operations, there is no official method to appeal a visiting suspension. Visitors may write to the Warden explaining the circumstances around the suspension and giving reasons why the suspension should be appealed. It is the responsibility of the prisoner to appeal visiting suspensions.

How do you appeal visitor suspension in Virginia?

There is no set policy for appealing visiting suspensions in a VDOC facility. Visitors may appeal to the Warden, the Regional Director and then the Director of the Department of Virginia Corrections. At all levels, the visitor should explain the reason for the suspension and why the privileges should be reinstated.

How do you appeal visitor suspensions in the Federal Bureau of Prisons or in WCC Rivers Correctional Institute?

According to Public Affairs at the Federal Bureau of Prisons, it is the prisoner's responsibility to appeal visiting suspensions.

QUESTIONS ABOUT GENERAL MAILING

How often is mail delivered?

Delivery of mail occurs on Monday through Friday and is supposed to be distributed within 24 hours of the receipt.

How should mail be addressed?

All incoming mail to prison facilities must have the first and last name of the inmate, the ID number, the mailing address of the facility, and the sender's return address. For prisoners in Federal facilities, the inmate's ID number is the Federal register number. For prisoners in DC Jail or CTF, the inmate's ID number is the DCDC number, and for prisoners in the Virginia Department of Corrections facilities, the ID number is the inmate's VDOC number.

What items can be sent?

The items that can be sent through mail vary from institution to institution. For example, nearly all facilities limit the number of photographs permitted, if they allow them at all. No facilities allow information which they think may jeopardize the safety or good order of the facility. These items include information illegal by law, information on material such as weaponry or other information that encourages violence, information on escape plots, sexually explicit material, or information written in code.

Also, note that the Virginia Department of Corrections has guidelines that restrict the number of pages that can be mailed to a prisoner in a single envelope. If the number of pages you're sending requires you to put more than one stamp on the envelope, the letter will be returned to the sender. There is generally no restriction on how many letters/envelopes you can send to an inmate, so long letters need to be broken up into more than one envelope when mailing to a Virginia Department of Corrections facility. See Virginia's Departmental Operating Procedure 851 for further information.

Can family and friends send money?

Prisoners may receive funds from family, friends or others approved by the Warden. No facilities will accept funds in the form of cash. Funds may be received in money order through the prisoner's incoming mail. The money order should include the prisoner's name and ID number.

What happens if contraband is found?

The staff will seize any contraband found. Both the prisoner and the sender will be informed of the seizure if it occurs. The prisoner may appeal the seizure through the Inmate Grievance Procedure/Administrative Remedy Process, and, in BOP facilities, the sender may also make a written appeal of the seizure. See Appendix V on the Inmate Grievance Procedure.

Is all mail searched?

All incoming mail is subject to search. Some facilities x-ray the material before entering the institution. After entering the institution, all general correspondence will be opened and inspected by staff. All mail is subject to monitoring, reading, and inspection. The searching of mail is intended to detect contraband as well as reveal plans to escape, to commit illegal acts, or to violate institution's rules and other security concerns. If the mail does not contain any threat to the institution, the mail inspector should not reveal the private contents of the information to any other person.

Can family or friends have a publication sent on a prisoner's behalf?

In BOP facilities, family members may order softcover publications for prisoners. In Virginia facilities, family members may not order any publications at all for prisoners. In these facilities, family members may send money to the prisoner's account, and the prisoner must fill out a request for publication form and have it approved by the Warden before receiving it. All prisons require that hardcover books or publications be shipped directly from a bookstore, book club, or publisher in original packaging. Under both circumstances, publications may not contain material that could jeopardize the security and good order of the institution.

Can family members and friends send packages?

Most facilities do not allow family members or friends to send packages. However, some facilities allow families to send packages in special circumstances. For example, some facilities allow one holiday package each December with designated contents. The package must be approved prior to being sent. Also, other facilities allow family members to send one box of clothing 30 days prior to release. The package must also be approved prior to being sent. Other guidelines may apply, such as written inventories or special markings that need to be put on the outside of the package.

Can a prisoner's right to mail be suspended?

The Warden is permitted to place prisoners on restricted general correspondence, but this is generally done for a limited period of time when a prisoner has violated rules relating to mail, and prisoners are generally still allowed some mail privileges even if they are limited. Generally, prisoners in holdover status and segregation are permitted to have full correspondence privileges unless the Warden has specific reasons for suspending them.

When prisoners are transferred, will their mail be forwarded?

Prisoners are responsible for informing their correspondents of a change of address. However, mail is supposed to be forwarded to the prisoner's new address for a period of 30 days. After 30 days, general mail will be returned to sender with the notation "Not at this address-return to sender."

QUESTIONS ABOUT TELEPHONE USE

Whom can prisoners call?

At BOP facilities, prisoners must submit a list of names and numbers of people they would like to call. The list must generally be approved by the Warden prior to making phone calls. Prisoners may only call numbers that are on their approved calling list in most cases. In Virginia facilities, there is an automated system that asks friends and family to answer a series of questions over the phone that indicate that they are willing to accept the cost of phone calls from that prison. At other locations, staff will add most requested people to the phone list, and the automated recording at the beginning of each call tells the person receiving the call how to accept the call, refuse the call, or block future calls.

The Warden may or may not allow phone use for prisoners without an approved list if they are new arrivals to the institution, including new commitments and transfers.

Can the telephone list be changed?

Prisoners can change their telephone list, but the number of times they are permitted to change their list varies according to institution.

When are prisoners allowed to make calls?

Prisoners in General Population are generally permitted to make phone calls at any time they are able to access the areas in which the telephones are located. Telephones are typically installed in housing unit day rooms, dormitories, and recreation areas. The times vary slightly from institution to institution and the days of the week, but are usually accessible during both day and evening hours and on weekends. Telephone access is shut down during count times and overnight, and prisoners can not make calls during the hours when they are required to be in work or school.

Are all telephone calls monitored?

All telephone calls to family and friends are monitored. Prisoners may receive special permission to have private phone conversations with attorneys only and only when it is absolutely necessary.

What type of phone calls are prisoners permitted to make?

The type of phone calls that prisoners may make varies by institution. BOP facilities generally allow debit calls (where the prisoner pays out of his or her account) and collect calls (where the person receiving the call pays). The DC Jail, CTF, and Virginia facilities allow only collect calls. Prisoners are not permitted to make calls charged to credit cards, third parties, calls transferred to a third party, calls to cell phones, 700, 800, 888, 900 calls, or any other calls not approved by the Warden.

What other issues should loved ones think of when they take phone calls from prisoners?

Do not use three-way calling or answer your call waiting while talking to a loved one in prison. If either of these things happens, the call will probably be disconnected at once, and there is a possibility of disciplinary action against the prisoner.

Can billed parties choose their long distance service provider?

Billed parties can not choose their own service provider for calls from prison. In a correctional phone system, phone companies contact directly with the department to provide telephone service to an entire institution. Thus, prisoners cannot use 1-800-COLLECT or other such services, nor can family members send in phone cards purchased outside the institution.

How much do collect calls cost?

Collect calls are very expensive. Rates are determined by the facility and the phone company. Often, a 15 minute phone call can cost as much as \$11.00.

Which calls are cheaper, collect or debit?

Although rates differ at each facility, debit calls are almost always cheaper than collect calls. If the prisoner has the option of calling collect or debit, it is cheaper to send money to the prisoner's account and have him or her purchase a debit card with those funds than it is to pay the cost of accepting collect calls.

Do inmate calls have time limits?

At most facilities, inmates may talk for 15 minutes per phone call. However, the time limit may be shorter in some facilities. A warning tone will be provided approximately one minute before the time limit, and the call will be automatically ended. The length of collect calls may be shortened due to popular demand for the phone. The length of a phone call in institutions with debit calling depends upon the availability of the inmate's funds. Institutions with debit systems do not allow inmates to make phone calls if they do not have enough funds for 3 minutes of conversation. The Bureau of Prisons has also enacted a limit of 300 total minutes per prisoner per month, regardless of whether the prisoner has money to pay for more calls than that.

How can family members contact prisoners in case of an emergency?

Family members may call the facility and request to speak with an inmate if there is a family emergency. Usually, the staff will give the prisoner a message and permit him or her to return the call. However, family emergencies are usually limited to the death of a family member.

Can prisoners make outgoing calls during an emergency?

Inmates regardless of status are generally able to call their families in a family emergency such as the loss of a family member. The Warden or Administrative Duty Officer often has ultimate authority over authorizing special calls.

CHECK-LIST FOR VISITING, MAILING AND CALLING

Below is a simple checklist to help in your communication process with an incarcerated loved one. Following these general guidelines may help alleviate any frustration by ensuring a pleasant visit and an undisturbed correspondence:

Things to Do Several Weeks or Months Prior to Visitation

- Encourage your relative or friend to fill out the Correspondence, Calling, and Visiting forms immediately. The sooner the prisoner does, the faster you will be able to send letters, receive phone calls, and visit.
- Remind your relative or friend ahead of time to notify you if he or she is transferred. If your mail is returned to you or you find that your loved one has been transferred, use the Locator number to track his or her location.
- Remind him or her to send you visitor information. Many facilities will not send this information directly.
- Call the prison to confirm that the visitor list was approved and to find out if you must pre-schedule visits, and, if so, how far in advance.
- If the facility is far away, check to see if they have video visitation.
- Check to see what available mass-transit and group bus options are available.

Things to Do the Day before Visitation

- Always* call the locator service to confirm his or her location the day of or night before your trip. It is better to be sure of his or her location than to make the trip and find that he or she has been relocated within the days immediately before your visit.
- Call the facility to make sure that your loved one is in general population within the facility and is permitted to receive visitors during the normal visiting hours. If prisoners are in isolation, hold over status, or administrative segregation, their visiting privileges may be suspended or limited, and your loved one's status may have changed since you made the visitation plan, even within the space of a week.
- Remember that special privileges and exceptions can be made for visitors traveling far distances. Make sure you notify the staff 24 hours before visitation if you are traveling from a great distance.
- If children under 18 are visiting, get the appropriate permission from the parent/legal guardian. Remember that children under 16 must be accompanied by an adult.

- Check with the facility to be sure that you understand the rules of what items are and are not allowed in the visiting room. If you are bringing a baby, be sure that you know how many diapers and bottles are allowed. If you plan to bring tobacco products, find out how many are allowed, etc.
- If someone else is driving you and that person is not on the visiting list or does not plan on entering the facility with you, set up a plan. That person will usually not be allowed to enter later, nor will he or she be allowed to stay in the car on the facility's premises. The driver will have to go to a nearby restaurant or find something else to do after dropping you off. At a pre-arranged time (or the end of visiting hours), he or she may come back to the facility to pick you up.

Things to Do the Day of Visitation

- Make sure you are wearing the proper attire. Dressing as conservatively as possible is the best bet. Also, you may want to have a spare set of clothes in your car just in case an item that you are wearing is found to be inappropriate. This is better than having your visit denied. Also leave most jewelry at home, as it may not be allowed, and you don't need to bring extra valuables with you.
- Make sure you have proper identification, and bring more than one form of ID if possible. A Drivers Motor Vehicle ID card with a picture is always accepted.
- Check the car before you go. Remove all items such as weapons, illegal drugs, alcohol, and animals.
- Be prepared to be searched and to have drug detection devices possibly used to scan you, your clothing, and belongings.
- Arrive and check in at least one hour before visiting hours end. Most facilities do not accept visitors one hour prior to the end of visitation. To avoid long waiting, it is best to arrive early to the facility.
- Bring change for the vending machines, if the facility has them, but be sure that there is no more than \$20 in your pockets, including your change. You might get hungry waiting and most facilities do not allow you to bring food in the visiting room.
- Use the restrooms before entering the visiting room. In some facilities, if you leave the visiting room for ANY reason, the visit is terminated.
- If you are bringing a child, explain the sights and process to the child. It is important that the child be well behaved so that the visit is not terminated. Also, take the child to use the bathroom before entering the visitation room.
- Remember to remain calm if you encounter any problems with an officer. Ask to speak with the Duty Officer, Warden, or Assistant Warden and *calmly* explain your problem. If

you get no results, write a letter to the Warden or Regional Administrator after you leave. Using loud, angry tones or confrontational behavior will almost never accomplish what you want and may result in suspension of your visiting privileges.

Things to Check before Sending Mail

- Send mail through U.S. Postal Service, unless you have special permission to ship something using another service. Remember to include the prisoner's identification number, the mailing address, and your name and return address.
- Check and make sure that the prisoner is still at the same location before sending a money order or anything else of value. If your loved one has been transferred, the mail may or may not get forwarded. Use the Inmate Locator Service to confirm the location.
- Check and make sure the facility allows publications, packages, or stamps before sending them. You can end up saving yourself money and confusion if you double-check before sending anything.
- Remember that all mail is subject to search. Do not send materials that might be considered "contraband."

Things to Do in Order to Receive Calls

- Contact your phone provider to make sure that your phone line is set up to receive collect calls.
- If you receive a consent form to receive calls, sign and return it immediately. The faster the form gets approved, the sooner you will be able to communicate by telephone.
- If you wish, send a money order so that your loved one may purchase debit calls, if they are available at the facility.
- Set financial limits. The expense from phone calls can get out of hand. Collect calls can add up to \$400 a month if you are accepting calls regularly. Decide what you have finances to do and stick with it so that your bills do not result in your phone service being discontinued.

HOW TO GET THERE: TRAVELING CHEAPLY

Because DC prisoners are housed throughout the country, it can be a difficult and costly process to visit them. Most facilities will make time accommodations for friends and family members traveling long distances but they cannot help to absorb the cost of a trip.

Arranging a visit to a loved one some distance away can be a challenge, but it is definitely not impossible. There are many ways to travel cheaply, but they require patience, comparison shopping, and planning ahead. Following are some tips for making a trip.

Group Travel

The cheapest, easiest way to travel to visit prisoners almost always is to go with a group.

There are a number of facilities where community groups or other sources may help pay for and/or organize trips to facilities. Before going on any of these trips, you need to be sure that you are cleared for visitation (already on your loved one's visiting list). Even if you schedule your trip through one of these services, you still need to be responsible for calling and confirming that your loved one is still in the facility and still able to receive visitors.

- ◆ For FCI Alderson, Community Family Life Services sends a bus one time a month. There is a small fee (under \$20 for adults and under \$10 for children). For more information and to make reservations call (202) 347-0511. Hospitality House is a ministry in Alderson that offers food, local transportation, and lodging for family members of inmates at Alderson. The house operates on donations. Family members traveling on the Community Family Life Services automatically have a place to stay. If you're going on your own, call at least two weeks in advance for reservations. For more information call (304) 445-2980.
- ◆ For FCI Danbury and Fluvanna Correctional Center, Our Place DC provides regularly scheduled group transportation. There is a small fee. For more information or to make reservations, call (202) 548-2400.
- ◆ For FCI Edgefield, Hope House runs regularly scheduled monthly bus transportation. The cost is \$30 per person, including the ride, hotel room overnight (double occupancy), and snacks. If you want a private room overnight, you must pay \$60 for the trip. It is a 10 hour drive, so small children (under 8) generally can not make the trip. This trip fills up on a first-come, first-served basis. For information or to make reservations, call (301) 805-4395.
- ◆ For WCC Rivers Correctional Institute, there is free transportation that must be reserved in advance. See the section on WCC Rivers for more information (p. 44)
- ◆ Other group transportation programs are being developed all the time. Your incarcerated loved one may be aware of the transportation programs to his or her facility, you may learn about transportation options from others in DC-CURE (see the information below), or if you have Internet access, you may visit the DC Prisoners' Legal Services Project website at www.dcprisonerhelp.org and click on Projects/Publications to see if there is any updated information.

Even if there is no scheduled group transportation to the facility where your loved one is, you can make your own group trip. You may have other friends or relatives who have loved ones incarcerated at the same facility as your loved one or you may meet others with loved ones in the same facility through groups such as DC-CURE.

- ◆ Find out about the next DC-CURE meeting by contacting the organization at PO Box 2310, Washington, DC 20013-2310, (202) 789-2126.

Once you know a number of people who want to go to the same facility as you, everyone should make sure that they are properly cleared and set up for visitation. Then, you should pick a date. You can then call services that offer van or bus transportation and ask for a cost estimate, telling the service where you want to go, how many people, and when. If you split the cost with the other members of your group, you will often save a great deal of money over the amount you would spend if you traveled on your own by bus, train, or plane. Here are some services to contact, although you can find others in the phone book.

- ◆ JLM Transportation Services (202) 526-0170
- ◆ Vernon Humbles (202) 368-6603
- ◆ A & E Tour Services (202) 269-1199

If the trip is long enough and you need to stay overnight, you may be able to get a group rate at a local hotel or motel. See the section on hotels below.

On Your Own

If you are going by yourself or with just a few family members, you will need to plan your own trip. You will need to be responsible for checking your loved one's location before you visit, making sure that you are approved for visitation, and following all of the rules on the day of your visit. This is especially important, since you do not want to spend money to book a trip and then find out that you cannot visit once you are already there.

When you buy any type of ticket in advance, find out what the rules for changes or refunds are. Although it is probably unlikely that your loved one will be moved between the time you buy your ticket and the time you travel, it can happen, and knowing what the rules are ahead of time will help if you have to cancel or change your plans.

Bus Travel

Bus travel seems to be the most cost-effective way to travel. If you do not already have the information, call the facility and find out what the closest bus station is. You will also need to find out what taxi options there are from the bus station to the facility and how much the fare will be. Information on taxis will be in the information that the facility provides to all visitors. Here are a few ways to save even more by traveling by Greyhound bus (phone: 800-229-9424).

- Plan Ahead: You can save a lot when you purchase your tickets just a few days in advance of your travel date.
- Go Round Trip: Instead of purchasing two one-way tickets, buy just one round-trip ticket. One round-trip ticket is often less than two one-way tickets.
- Travel a Weekday: Fares are often priced lower for Monday through Thursday travel.
- Avoid Holiday Travel: The holidays are peak travel periods, so it's best to schedule your trips around these if you want to save.
- Travel With a Friend and Save: Greyhound often has this offer: Buy a round-trip adult ticket at the regular walk-up price at least three days in advance of travel, and receive a free ticket for a companion (either a child or an adult) to ride with you. Available at participating locations only.
- Greyhound also offers discounts to students, senior citizens, military personnel, and members of certain clubs and organizations.

Airfares

If you are traveling a great distance, call the facility and find out what the nearest airport is. In some cases, flying is actually cheaper than taking a train, and with great distances, it is much faster than taking the bus.

Airline pricing tends to vary based on the days you are traveling, what city you are flying into, and what time you would like to leave and/or arrive. Airline pricing is complex and unpredictable, but knowing a few key ideas may help.

- Comparison-shop. Call a few different airlines, including smaller ones that may only travel regionally. These tend to offer more competition to bigger airlines, thus decreasing the cost. Airlines such as Southwest, AirTran, and JetBlue also often have lower fares than many of the larger commercial airlines. National Airport is probably the easiest airport for DC residents to use, but there is now Metrobus service to BWI and Dulles airports. Airfares are often much cheaper if you use an airline that flies out of BWI or Dulles instead of taking a flight from National. The phone numbers to the airlines are contained in Appendix I.
- Ask the Right Questions. Call and ask what the least expensive time to travel is and when the airline is offering specific deals on airfare. Planning your trip for a Thursday departure versus a Friday departure, for example, may give a different price. Often, if you plan to stay over a Saturday night, that will significantly reduce your cost.
- Use the Internet. If you have access to a computer, the Internet offers a great way to comparison shop and gives cheap prices as long as you are flexible. You can access the Internet through your local public library. Some sites to try are:
 - www.travelocity.com
 - www.expedia.com
 - www.bestfares.com
 - www.hotwire.com
- Call ahead. It is best to schedule your trip in advance, and be able to fly on any day. Purchasing your tickets a few months early can save a considerable amount.
- If you do not have a credit card or wish to pay for airline tickets with cash, check, or money order, you will need to either go to a travel agent (see the phone book for listings) or to the airlines' ticket counters in downtown DC or at National Airport. Check the phone book for the airlines' downtown DC office addresses. Even if you decide to buy your tickets this way, it is often a good idea to comparison shop by calling the airlines first so that you have an idea of what prices are like. In some cases, you can even make a reservation on the phone and then pay for the tickets at a ticket counter the next day or so.

When flying, it is best to stay flexible. Airlines most often will offer cheaper fares on the least popular flights. The ability to fly at odd hours and or odd days could save a lot of money.

Train

The same rules that apply to shopping for bus fares may apply to the train. You can call Amtrak at 800-872-7245 to find out about fares. The facility will be able to tell you what the closest train station is and what taxi service is available to the facility.

Car Rental

Whether you want to drive all the way from DC or whether you want to just rent a car when you arrive at the airport or train or bus station (some train and bus stations have car rentals available), you can call the different car rental companies listed in Appendix I to compare prices. The cheapest car for rent is usually called an economy car. If you are taking a number of children or family members, you may want to rent a minivan. In most cases, you must have a major credit card in order to rent a car. Remember that when you rent a car, you will have to pay for the gas, though most companies offer unlimited mileage. You also must return your rental car with a full tank of gas, or the charge will be very high if the company has to put fuel in the car.

Hotels/Motels

If you are traveling a great distance and can not make the trip there and back in one day, you will need to find a hotel for the night. Fortunately, many national chains have locations near prisons. Often, the information from the facility that you will receive when you are approved for visiting will list local hotels. If the facility did not provide a listing, you can call the facility and ask for suggestions. At the least, if you find out the names of the towns that border the prison, you can then call the national numbers for hotel chains and ask if they have a location in that area and what the nightly rate is. Some hotel chains can tell you where their closest hotel is to your location if you call and give them a ZIP code for the prison. Many hotels may run specials, and some have lower weekday prices, while others have lower prices on the weekend. The toll free numbers for a number of national hotel/motel chains are in Appendix I.

INFORMATION ON DC FACILITIES

Amount and Length of Visits Permitted

Prisoners will be permitted to visit one hour per week. For prisoners with last names A-P, this can be two half hour visits. For prisoners with last names Q-Z, this is one one-hour visit on Wednesdays.

Number of Visitors per Visit

2 adults are permitted.

3 children are permitted.

Visitor Dress Code

- Visitors are not permitted to wear clothing that is tight, low cut, or revealing.
- Visitors may not wear warm up sweats.
- Visitors must wear undergarments.
- Visitors are not permitted to wear shower shoes or flip-flops.
- Visitors are not allowed to wear multi-layer outer garments.
- Visitors are not permitted to wear military style clothing.
- Clothing (skirts, shorts) must be no more than three inches above the knee.
- Skirts with slits must be no more than three inches above the knee.

Items Permitted in the Visiting Room

Visitors are not permitted to bring anything into the visitor room with exception of the items listed below.

- Visitors may have no more than \$20.00 in cash in their possession, and there are no vending machines or snacks available.
- Visitors with small children are permitted to bring one diaper and one plastic bottle. No glass bottles will be permitted.

DC Jail specifies that visitors are forbidden to bring in nail polish, metal picks, lip or chap stick, photographs or stamps, non-clear handbags, security-type keys, letters or packages, cigarette paper or cigarettes, weapons of any type, alcoholic beverages or narcotics, and candy or gum.

Visiting Search Procedures

Visitors are searched both by a scanning device and a pat search but under no circumstances are staff permitted to give a “strip search” or body cavity search.

Smoking

No smoking is permitted.

Visitor/Inmate Contact

All social visits with inmates are non-contact except for special situations that have been approved by the Institution Administrator.

Suspension of Visiting Privileges

Visiting privileges may be suspended if the visitor violates any of the regulations of the institution. The visitor and inmate will be notified of any suspension and reason for the suspension. Reasons for suspension include:

- Failure to have proper identification.
- Failure to submit to search.
- Attempting to introduce any type of contraband into the DC Jail.
- Disorderly conduct during visits.

Both visitors and prisoners may appeal the denial of visiting privileges. See p. 13 for the procedures on this.

Incoming Mail

- Prisoners are not permitted to receive Polaroid pictures through the mail.
- Pictures or articles sent must not be sexually explicit or violent.
- Prisoners are not allowed to receive stamps through the mail.
- Messages must be typed, written, or printed. DC Jail will not accept encoded messages.
- No money will be transferred through the mail. If friends or family members wish to send money, it must be through a money order. The money order will be credited to the prisoner's account and a receipt sent to the prisoner. There will be some time for processing, so prisoners will not have immediate access to the money.

Publications

Prisoners are permitted to have access to publications coming from any source, except those publications in which:

- The material contains instructions on how to manufacture explosives, drugs, or any other unlawful substances.
- The material advocates violence that could prove harmful to the safety of the institution.
- The material advocates racial, religious, or national hatred that also could prove harmful to the safety of the institution.
- The material is sexually explicit.

Packages

Family members are not permitted to send packages.

Calling

Type of Calls

Prisoners are permitted to make collect calls only.

Hours Permitted

Inmates are permitted to make collect calls during their recreation time. Each call may last 15 minutes. After they are locked in their cells for the night, they are no longer permitted to use the phone. Times vary according to housing units.

Sources: The information on the above regulations was gathered through telephone conversation with the Visitor's Service Center on March 28, 2001 and phone conversation with Jail staff on June 10, 2002. In addition, information was gathered from the DC Department of Corrections DO 853-4.
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CORRECTIONAL TREATMENT FACILITY (CCA)

Prison Address and Phone Number

Correctional Treatment Facility
1901 E Street SE
Washington, DC 20003
(202) 698-3000
Fax: (202) 698-3217

Corrections Corporation of America

10 Burton Hills Blvd
Nashville, Tennessee 37211
(615) 263-3000
1-800-624-2931
Fax: (615) 263-3070

Public Transportation

Metrorail

The Correctional Treatment Facility is accessible by the Metrorail. Take the orange or blue line to Stadium-Armory. Exit at the DC General Hospital exit. Then walk two blocks towards the DC General Hospital. CTF is across the street. For more information on the Metrorail and Metrobus service call (202) 637-1328 or go to the web site <http://www.wmata.com>.

General Information

The Correctional Treatment Facility began its operation in 1992. It houses both males and females who are serving misdemeanor sentences or awaiting trial or sentencing. It also houses a drug treatment program. Approximately 800 prisoners are held at Central Treatment Facility.

Visitation Policies

Visitor List

A prisoner must have a visitation card from the case manager, saying that the prisoner can receive visitors, and only the people listed on this card may come in. Those under 18 must be with a responsible adult who is on the visitation card. Each prisoner will be allowed to list a maximum of 12 visitors. Prisoners are allowed to submit changes to their visitation list on a quarterly basis in January, April, July, and October by submitting a Request for Services form to their case manager. The Warden may not approve visitors who are ex-offenders living in halfway houses or anyone released from prison during the previous six months. Visitors with a previous criminal history, who have been released from custody for at least 6 months and have the authorization of their parole officer may be added to the list, but only after approval by the Warden.

I.D. Requirement

Approved IDs are:

- State issued identification,
- Drivers License, or
- Government/Federal/Military picture I.D.

Visitors under 18

Children under the age of 18 can visit only if accompanied by an adult and with permission of the parent/guardian. The parent/guardian must sign the Visitor Information form for this request to be processed and the person accompanying the minor must be on the prisoner's visitation card.

Visitation Schedule

Visitation for prisoners housed on units C4, A, B, and C takes place on Tuesday and Friday. Visitation for all other prisoners takes place on the following schedule: Prisoners with last names beginning with the

letters A-M may visit on Mondays and Thursdays. Prisoners with last names beginning with the letters N-Z may visit on Wednesdays and Saturdays.

Times available for visitation on Monday through Friday are noon, 1:15 p.m., 2:30 p.m., 5:00 p.m., 6:00 p.m., and 7:15 p.m.

Times available for visitation on Saturday are 9:00 a.m., 10:30 a.m., noon, 1:30 p.m., and 3:00 p.m.

In order to visit a prisoner, family or friends *must call and reserve a specific time* at (202) 698-3004.

Amount and Length of Visits Permitted

There are no restrictions on the amount of visits permitted per month for prisoners in General Population. Prisoners in General Population are permitted one hour visitation privileges. Prisoners in Administrative Segregation may be restricted to 30 to 45 minute visitation privileges.

According to the prisoner's status, visitation privileges may be suspended.

Number of Visitors per Visit

4 adults, 3 adults and one child, 2 adults and two children, or 1 adult and 3 children are allowed to visit at one time.

Visitor Dress Code

- Visitors must wear shorts or skirts that are at least knee-length.
- Visitors must not wear halter tops or tank tops.
- Visitors may not wear multi-layer clothing.
- Visitors are not permitted to wear spandex, skin tight clothing, strapless shirts, hot pants, mini skirts, see through clothing, or any other revealing attire.
- Visitors must not wear gray sweat shirts or gray sweat pants.
- Visitors must not wear clothing with offensive pictures or statements.
- Visitors must not wear open toed shoes.

Items Permitted in Visiting Room

Visitors are not permitted to bring any items into the visiting room except:

- A maximum of \$10.00 in change, held in a small, clear, plastic container.
- Visitors with small children are allowed a maximum of one baby bottle and one diaper and wipes in a clear plastic bag. Strollers or baby carriers are not allowed.
- Only visitors in need of life supportive medications such as nitroglycerin, inhalers, or dilantin may bring in medications. Only the required dosage for the duration of the visit will be permitted, and medications should be in prescription bottles with the visitor's name clearly printed on them or should be accompanied by a doctor's note. The medications will be given to the Visitation Officer to hold for the duration of the visit.
- I.D. and keys are to be left in the lockers in the building lobby (25 cents to operate a locker), and all other items are to be left in locked vehicles.

Visiting Search Procedures

All visitors are subject to search. Visitors may be searched by a scanning device and/or pat or frisk searched. Staff may search belongings such as briefcases. Frisk searches of visitors should be done by persons of the same sex as the visitor if staff is readily available. Strip or body cavity searches are prohibited.

Smoking

No smoking is permitted.

Visitor/Inmate Contact

Visits are both contact visits and non-contact visits.

Suspension of Visiting Privileges

Visiting privileges may be suspended if the visitor violates any of the regulations of the institution. The visitor and inmate will be notified of any suspension and reason for the suspension. Reasons for suspension include:

- Visitors who are under the influence of drugs or alcohol
- Failure to have proper identification.
- Failure to submit to search.
- Attempting to introduce contraband into the facility.
- Attempting to give the inmate any item.
- Reasonable suspicion exists that the security and order of the facility may be endangered by the visitor.
- Disorderly conduct during visits or conduct in violation of facility regulations..
- Actively engaging in business activity.

Incoming Mail**Items Permitted**

It is important that incoming mail follows the regulations listed below. If not, the letter will be returned to the sender or destroyed.

- Inmates are not permitted to receive Polaroid pictures. All other pictures must be 3 x 5.
- Inmates are allowed to receive 1 or 2 stamps through the mail, but no more.
- No money will be transferred through the mail. If friends or family members wish to send money it must be through a money order.

Publications

Family members or friends may not send magazines or books or subscribe to a publication on behalf of prisoners. They must be sent by the publishers only and purchased by the inmate under the Warden's approval. Books and magazines must be received from a bookstore or a publisher, but family members may send money orders for the prisoner's account to pay for publications. Any publication that is deemed to constitute a tangible threat to the security or order of the institution or inmate rehabilitation will be referred to the Warden for review.

Packages

The Correctional Treatment Facility does not accept general packages. Packages sent will be returned to sender. However, the Correctional Treatment Facility will accept one package containing one pair of new athletic shoes in the original shoebox. Unauthorized items received will be returned to sender or destroyed.

Calling**Types of Calls**

Inmates may make collect calls only.

Hours Permitted

Telephone conversations may be monitored and/or recorded for security purposes. Phone calls are limited to 10 minutes and can be made during the inmate's recreation time. Phones are turned off during count and after 11:30 p.m. on weekdays and 2:00 a.m. on weekends and holidays.

In Emergency Situations

Family members who need to contact inmates in case of an emergency may call the facility's main number. The facility will forward the emergency messages to the prisoner as soon as possible.

Sources

Information taken from the CTF Handbook and conversations with CTF on April 24, 2001. Additional information gathered in phone conversation with CTF staff on May 14, 2002

INFORMATION ON VIRGINIA
FACILITIES

GREENSVILLE CORRECTIONAL CENTER (VA)

Prison Address and Phone Number

Greensville Correctional Center
901 Corrections Way
Jarratt, VA 23870
(434) 535-7000
Fax: (434) 535-7060

Regional Office

Regional Director
157 N. Main Street, Suite C
Suffolk, VA 23434

Driving Directions from Washington, DC to Jarratt, VA

- Take I-395 SOUTH from DC
- I-395 S becomes I-95 S. Stay on I-95 S for approximately 110 miles.
- Take the JARRATT exit.
- Go to the first stop sign and make a left onto 301.
- See signs for Greensville Correctional Institute _ mile on the right.

Driving time is 3.5 hours and driving distance is approximately 200 miles

Public Transportation

Bus Service

The nearest Greyhound Bus terminal is in Emporia, VA, which is approximately 8 miles from the facility. The bus from DC to Emporia costs approximately \$84.00 round trip. However, prices may vary due to day of purchase. For more information call Greyhound Bus Services at 1-800-229-9424.

Taxi Service

The Halifax Cabs at 533 Halifax St. services the Emporia area. The number is (804) 634-9215. The Midway Cab at 112 E Atlantic Street also services the Emporia area. The number is (604) 634-9215.

Lodging

Some possible hotels and motels in the Jarratt area are:

Knights Inn
3173 Sussex Dr.
Emporia, VA
(804) 535-8535

Days Inn
921 W Atlantic
Emporia, VA
(804) 634-6291

Red Carpet Inn
1586 Skippers Rd.
Emporia, VA
(804) 634-4181

Dixie Motel
1733 Sussex Dr.
Emporia, VA
(804) 634-4512

Hampton Inn
1207 W Atlantic
Emporia, VA
(804) 634-9200

Holiday Inn
311 Florida Avenue
Emporia, VA
(804) 634-5812

General Information

Greensville Correctional Center is a Medium security facility housing all male inmates. Greensville currently holds approximately 900 DC inmates under a federal contract.

Visiting Privileges

Visitor List

The Visitor List may contain 20 names including all immediate family members, other family members, and friends.

I.D. Requirement

Approved IDs are:

- Driver's License
- Passport with photo

Visitors under 18

Visitors under 18 are not required to be on the inmate's approved visiting list or to provide an identification card. However, all visitors under the age of 18 must be accompanied by a parent, legal guardian, or responsible adult such as a family member or relative who is an approved visitor on the list.

If a child under 18 is accompanied by a legal guardian, the legal guardian must have proof of legal custody in their possession or on file at the facility. An adult other than the parent or the documented legal guardian who brings a minor child to visit an inmate must have written **notarized** permission from the parent or legal guardian. Children that have permission for parental visitation from a valid court order will be permitted to visit regardless of the permission of the parent or legal guardian.

Emancipated minors must provide a picture I.D., evidence of their emancipation status, and be approved for visitation on the visitor list in the same manner as adults

Visiting Schedule

Inmates in General Population and Administrative Segregation Status

Sat/Sun/Holidays 8:00 a.m. – 3:00 p.m.

Inmates assigned to the Mental Health Unit

Tuesday – Thursday 8:00 a.m. – 3:00 p.m.

Inmates in isolation status will not be permitted to visit unless they have special permission from the Warden or Administrative Duty Officer.

It is recommended that visitors arrive by 2 p.m.

Amount and Length of Visits

Inmates in General population are permitted to visit for a minimum of 90 minutes unless the visit is terminated for a reason. Inmates may be permitted to visit longer than 90 minutes if the visitation room is not overcrowded. Inmates with visitors traveling from out-of-state will get a minimum of three hours per visit.

Number of Visitors per Visit

Each out-of-state prisoner in general population is permitted 6 adult visitors.

Prisoners in Administrative Segregation are permitted 2 adult visitors regardless of whether they are traveling from out of state.

Dress Code

- All visitors are expected to be fully clothed and must wear shoes
- Visitors are not permitted to wear jeans or pants that have holes above the knee
- Visitors may not wear see-through or tight fitting clothing
- Visitors may not expose midriff or bare-chest, or wear open neck lines that expose the breasts
- Visitors may not wear halter tops, tank tops, or tube tops
- Visitors may not wear skorts, shorts, skirts, or dresses that are shorter than four inches above the knees. The top of the slits in the skirts or dresses may not be higher than four inches above the knee.
- Individuals dressed as the opposite sex will not be permitted in the visiting room
- Visitors must wear undergarments; females must wear bra and underwear
- Handbags, pocketbooks, or wallets are not permitted in the visiting room.
- Headwear is generally not permitted. If a visitor claims that headwear is for religious purposes, the Watch Commander or Administrative Duty Officer should be contacted.

Items Permitted

- Visitors are permitted to bring \$20.00 in coins into the visiting room for use at the vending machines only. Visitors are not permitted to give any money to prisoners. Visitors may give items purchased in the vending machines to prisoners. However, prisoners must consume the item during visitation and cannot take items out of the visiting room.
- Visitors with small children may bring in one small, see-through plastic bag for an infant's milk and two plastic baby bottles. The facility will supply baby diapers, and none may be brought in.
- Visitors may bring in one set of vehicle keys, which may include personal keys.
- Visitors requiring a medical apparatus or prescription medication must have a notarized letter from a doctor indicating what is required.
- Visitors are not permitted to enter the visiting room with feminine sanitary hygiene products, other than those provided by the staff and/or being worn at the time entry is requested. Visitors may request feminine napkins from the correctional staff.

Visiting Search Procedures

All visitors are subject to search. If visitors refuse to be searched, they will not be permitted to visit. All visitors are subject to search or examination (including strip and/or body cavity) prior, during, and/or following visitations. All visitors will be given the minimum of a pat down frisk search and/or examination with a walk-through or hand held metal detector. All searches will be conducted by people of the same sex as the person being searched. Infants and toddlers will have their diapers removed and replaced with one provided by the institution.

Smoking

No smoking is permitted.

Visitor/Inmate Contact

Visits are contact or non-contact visits, depending on the inmate's classification and other needs. Inmates in Administrative Segregation are only permitted non-contact visits.

Visitor/Inmate Activity

Visitors are not allowed to enter any areas marked "UNAUTHORIZED" unless accompanied by a staff member.

If a visit is held in the patio area, the visit will be considered terminated if the inmate and visitor vacate the patio and return to the visiting room

Suspension of Visiting Privileges

The Watch Commander must approve the visitor denial. The visitor may immediately appeal the denial to the Administrative Duty Officer, if present on site. If a visit is denied by the Administrative Duty Officer, the visitor must leave the facility. The Warden may suspend visiting privileges due to the actions of prisoners or their guests. Reasons for suspension include:

- If a visitor refuses to be subject to search or sign a statement that acknowledges that they received visiting information.
- If visitors are behaving in a disruptive manner, the visiting room officer may terminate their visit.
- If visitors attempt to give any property, packages, money, food (other than that from the vending machine), or any other goods to an inmate, the officer may terminate the visit.
- Visitors who give or attempt to give drugs, firearms, or explosives to any inmate may be subject to criminal charges.

Incoming Mail

Items Prohibited

Letters that require more than one stamp are prohibited. There is no limit on the number of letters that prisoners may receive, however, so long letters may be mailed in multiple envelopes.

Any unauthorized material, postage stamps, money, etc. are not accepted. Any items received that cannot be searched or examined without destruction or alteration such as electronic greeting cards, padded cards, double faced photographs, etc. will be returned to sender. The Warden may reject:

- Information that is illegal by law or that is considered contraband
- Material that depicts, describes, or encourages activities which may lead to the use of physical violence or group disturbance
- Information on escape plots, and on plans to commit illegal activities
- Information regarding business activities, with the exception of those that were legitimately the inmate's at the time of commitment
- Sexually explicit material
- Threats, extortion, obscenity, or profanity
- Messages in code
- Stamps
- Polaroid pictures and pictures larger than 4 x 6
- Envelopes with more than 5 pictures

Publications

Family members may not subscribe to a publication of behalf of prisoners. If prisoners want a publication, they must have prior approval and order through the facility. Family members can deposit money in prisoners' accounts that can then be used to pay for the publications approved by the Warden.

Packages

Family members are not permitted to send packages.

Calling

Telephone List

Addition to the phone list occurs when family members or friends receive a call from the MCI automated system and answer a series of questions about their willingness to accept calls from the facility and pay for those calls.

Type of Calls

Prisoners are permitted to make collect calls only

Hours Permitted

Inmates are permitted to use the telephone from approximately 7:30 a.m. to 10:00 p.m. during non-work hours. Each phone call is a maximum of 15 minutes

Sources

Information was gathered through Greenville Correctional Center Visiting Room Rules and Regulations for Inmates and Visitors. Also, information was gathered through telephone conversations on March 28, 2001 and June 10, 2002.

FLUVANNA CORRECTIONAL CENTER FOR WOMEN (FCCW)

Prison Address and Phone Number

Fluvanna Correctional Center for Women
P.O. Box 1000
Troy, VA 22974
(804)-984-3700

Regional Office

Regional Director
157 N. Main Street, Suite C
Suffolk, VA 23434

Driving Directions from Washington, DC to Fluvanna Correctional Facility

- Take I-395 South, which becomes I-95 S.
- Take I-95S/US-17 S for about 7 miles
- Stay on I-95 S to the I-295 exit number 84B, towards Charlottesville, keeping left on the ramp
- Merge onto I-295 N
- Take the I-64 West exit, exit number 53A, towards Charlottesville
- Merge onto I-64 W
- Take the US-15 exit, number 136, towards Gordonsville/Palmyra
- Turn left onto US-15 S.
- Turn right onto US-250 W
- Fluvanna is on US-250 W about 3 miles after the intersection of 250 W and Route 2

Driving time is approximately 3 hours with a distance of 150 miles.

Public Transportation

Airport

We found no readily accessible airports in the Troy area.

Group Transportation

Our Place, DC sponsors regularly scheduled van trips from DC to Fluvanna Correctional Center. There is a small fee. For information on the next scheduled trip, call (202)-548-2400

Bus Service

The nearest Greyhound Bus terminals that access Troy are in Gordonsville, VA and Charlottesville, VA. You may want to decide between the two based on where you find sleeping accommodations, if applicable. For travel from Washington, DC to Gordonsville, VA call (540)-832-7723. Gordonsville is 9 miles from Troy, and a round trip fare from DC costs \$62.00. A round-trip ticket to Charlottesville, VA, which is about 15 miles away, will cost \$33.00. To travel to Charlottesville call (804)-295-5131. Either trip should be between 2 _ and 3 _ hours.

Taxi Service

There are no taxi services directly in Troy, but there are some nearby. Try contacting Harley's Driving Service in Louisa, VA which is about 10 miles away at (540)-967-2846 or Pace's Taxi/Yellow Cab in Charlottesville at (804)-295-4131.

Lodging

In the Troy area try:

Zion Crossroads Motel
10144 Three Notch Rd
Troy, VA
(804) 589-8810

Affordable Efficiency Suites
524 Harris Rd
Charlottesville, VA
(804) 984-9020

Econo Lodge
2014 Holiday Dr
Charlottesville, VA
(804) 295-3185

Super 8 Motel
390 Greenbrier Dr
Charlottesville, VA
(804) 973-0888

White House Motel
1448 Richmond Rd
Charlottesville, VA
(804) 977-7227

General Information

Fluvanna is a facility for women only and houses a small number of DC women under a federal contract. The facility opened in 1998.

Visiting Privileges

Visitor List

Each inmate is permitted to have 15 names on the visiting list. If there are special circumstances, like exceptionally large families, a request for more names may be made to the Warden. Changes to the list may only be made in the first seven days of January, April, July and October. These changes are made by the inmate's assigned counselor. Visitors can normally only be on one inmate's visiting list, except by special permission from the Warden.

I.D. Requirement

Approved IDs are:

- Driver's License
- Identification card with picture

Visitors under 18

Visitors under the age of 18 are not required to be on the inmate's approved visiting list or to provide an identification card. However, a parent, legal guardian, relative, or responsible adult who is an approved visitor must accompany all visitors under the age of 18.

If a legal guardian accompanies a child under 18, the legal guardian must have proof of legal custody in their possession or on file at the facility. An adult other than the parent or the documented legal guardian who brings a minor child to visit an inmate must have written **notarized** permission from the parent or legal guardian. Children that have permission for parental visitation from a valid court order will be permitted to visit regardless of the permission of the parent or legal guardian.

Emancipated minors must provide a picture I.D., evidence of their emancipation status, and be approved for visitation and added to the list in the same manner as adults.

Fluvanna is willing to schedule different times with children if absolutely necessary. Call (804)-984-3700 if special arrangements need to be made.

Visiting Schedule

Visitation for general population prisoners is based on the last digit of the Virginia ID number. Prisoners whose last digits are even numbers must visit on Sundays, between 8:00 a.m. and 3:30p.m. while odd numbers visit on Saturdays, between 8:00 a.m. and 3:30 p.m. Christmas and New Year's Day also

alternate between odd and even numbers for visitation. Contact the facility to find out which holiday is for which numbers. Prisoners in Administrative Segregation on or on the Mental Health Unit receive visitors on Wednesdays, either between 9:00 a.m. and 11:00 a.m. or between 1:30 p.m. and 3:30 p.m. Special arrangements can be made by the prisoner but must be cleared by a correctional counselor.

Number of Visitors per Visit

Five visitors are allowed at one time for prisoners in general population. Please note that this does include children. Prisoners in administrative segregation or on the mental health unit are allowed three visitors, including children, and are limited to one visit per day, either during the morning or afternoon hours.

Dress Code

- Visitors may wear casual dress that is reasonable and appropriate. The Department reserves the right to refuse admittance to inappropriately dressed visitors.
- Bare feet are not allowed. Footwear is required.
- No clothing may expose breasts or genitalia. The body must be covered. Hems, slits, or splits of dresses, skirts, culottes, shorts, etc., may not exceed 4 inches above mid-knee.
- Underwear is required. Females must wear a bra and panties. Males must wear underpants or under-shorts.
- No halter tops, tank tops, or tube tops are allowed.
- Males dressed as females will not be permitted.

Items Permitted

Visitors may not bring handbags, purses, or wallets into the facility. These should be left in the car. Nothing may be brought into the visiting room. If a small child is brought in, visitors are allowed one empty clear plastic bottle, and any milk or juice must be brought in a separate, factory-sealed original container. Diapers and other baby supplies will be provided by the institution.

Medications that are life supportive such as inhalers, nitroglycerin, etc. are permitted if the visitor has a doctor's slip or the visitor's name is clearly printed on the prescription label. Visitors with oxygen tanks must call the facility first for special arrangements.

Visiting Search Procedures

All visitors are subject to search. If visitors refuse to be searched, they will not be permitted to visit. All visitors are subject to search or examination (including strip and/or body cavity) prior, during, and/or following visitations. All visitors will be given the minimum of a pat down frisk search and/or examination with a walk-through or hand held metal detector. All searches will be conducted by people of the same sex as the person being searched. Infants and toddlers will have their diapers removed and replaced with one provided by the institution.

Smoking

No smoking is permitted.

Visitor/Prisoner Contact

All visits for general population are contact visits. Handshaking, embracing, and kissing will be permitted at the beginning and end of the visit. The staff will constantly monitor for excessive physical contact between prisoners and visitors, for the passing of contraband, and for other violations of visiting rules. On the spot investigations of any questionable situations may be necessary. All care on the part of prisoners and guards should be taken to handle these situations as tactfully as possible.

Visits for prisoners in administrative segregation or on the mental health unit are non-contact.

Suspension of Visiting Privileges

Visitors attempting to give or are found to have given to any prisoner items which have not been specifically approved or processed will be charged with a misdemeanor. Visitation rights may be permanently terminated, and the visit will be terminated immediately. Visitors who fail to comply with the visiting rules and procedures may be refused admittance to the facility and may be removed from the visiting list by the warden or be restricted to non-contact visits.

Visitors may be asked to leave if they are visibly under the influence of drugs or alcohol; if they fail to conduct themselves in an acceptable manner or frequently do not follow the visiting rules; if children become disruptive, destructive, or interfere with the visits of other prisoners; or if a prisoner is found in possession of contraband.

Incoming Mail

Items Permitted

- General correspondence of five pages or less (envelope requires no more than one stamp)
- Incoming legal mail and special correspondence
- Incoming foreign correspondence
- Approved checks, (which includes certified cashier's checks, money orders, government checks, refund checks from businesses) and money orders shall be removed from incoming mail and credited to the prisoner's account. Receipt of cash, personal checks, postage stamps, or prepaid postage envelopes/postcards through incoming mail is prohibited.

Publications/Packages

Prisoners may receive packages and publications within policy requirements. The institution will provide the guidelines to the prisoner, so ask before sending packages or publications.

Calling

Telephone List

Every prisoner is required to have a pre-approved call list. Call lists are limited to 15 numbers, including attorney numbers. To be added to the list, the family member, friend, or attorney must answer a set of questions from the automated MCI operator indicating willingness to accept calls from the facility and to pay for them.

Type of Calls

Debit cards are not permitted for telephone calls. There is a PIN system in place giving inmates access to the phones to make collect calls.

Hours Permitted

Telephone calls are permitted from 7:00a.m. to 10:45p.m. with the suspension of phone time during the official count.

Sources

Information taken from Information provided by the FCCW warden's office on April 20, 2001 and conversations with the facility on April 26, 2001 and June 12-13, 2002.

INFORMATION ON WACKENHUT
CORRECTIONS CORPORATION (WCC)
FACILITY

RIVERS CORRECTIONAL INSTITUTION (WCC)

Prison Address and Phone Number

WCC Rivers Correctional Institution
P.O. Box 630
Winton, NC 27986
(252) 358-5200
Fax (252) 358-5202

Wackenhut Corrections Corp.

4200 Wackenhut Drive
Palm Beach Gardens, FL
(800) 666-5640 or (561) 622-5656
Fax (561) 691-6659

Driving Directions From Washington DC To Rivers Correctional Institution

- Take 95 South to Emporia,
- Take the VA exit for Highway 58, follow to Franklin, VA
- Take Highway 258 to Murfreesboro
- Take Highway 158 West, pass the large white water tower on the left
- Turn left onto Parker's Fishery Road (to the right is Big Mary Road)
- The prison is located at 145 Parkers Fishery Rd.
- If you get to the caution light and/or to downtown Winton, you have gone too far

Free Transportation

Rivers Correctional Institution provides free bus transportation to family members, including wife, father, mother stepfather, stepmother, son, daughter, stepson, stepdaughter, grandfather, grandmother, and legal guardian, Thursday through Sunday every week. The bus will depart from a central Washington DC location, close to a metro station, travel to Winton, North Carolina and return the same afternoon/evening. The service is provided on an appointment basis. In order to travel on the bus you must complete the following requirements:

- Names must appear on the approved inmate visitors' list.
- All visitors must present a current photo ID to the coach service.
- All visitors are required to call toll free (877) 396-0510 to reserve a seat with Gatling Tours Coach Service who will assign visitors a confirmation number. All cancellations must be made 24 hours in advance.
- The bus will leave the prearranged, central Washington DC location at 4:30am, Thursday through Sunday and will return the same afternoon/evening.
- Visitors who do not return on the bus the same day that they came are not guaranteed a seat on the return trip on a later day.
- For questions on the free bus, call (252)358-5200
- You must take responsibility for ensuring that your loved one has not been moved and is still able to receive visitors prior to your arrival.

Airport

Norfolk International Airport is located approximately 53 miles away from the facility. It is serviced by 7 major airlines and 7 regional airlines. Flight information can be received by calling your travel agent, local airport, or airlines. The phone number of Norfolk International Airport is (757) 857-3351. Car rentals are available from the airport through Avis, Budget, Dollar, Hertz, Thrifty, and National. Tri-County Airport is located approximately 16 miles away with limited airline services available. The phone number for Tri-County Airport is (252) 345-2967.

Bus Service

The nearest Greyhound Bus terminal is Franklin, VA. The bus from DC to Franklin costs approximately \$100.00. For more information call Greyhound Bus Service at 1-800-229-9424.

However, prices may vary depending on the day of departure. For best results, purchase your tickets at least two weeks in advance.

Taxi Service

There is no taxi service in Winton, NC. The closest taxi service is The George Vaughan Taxi in Murfreesboro, NC. The phone number is (252) 398-4454.

Lodging

Possible hotels and motels in the Winton area are:

Ahoskie Inn Highway 11 and 561 Ahoskie, NC (252) 332-4165	Tomahawk Motel 601 Academy St. N Ahoskie, NC (252) 332-3194
Chief Motel 700 Academy St N Ahoskie, NC 27910 (252) 332-2138	Murfreesboro Inn 504 E Main St Murfreesboro, NC (252) 398-3175

General Information

Rivers Correctional Institution is an all male, medium security facility that can house up to 1200 inmates. It houses DC prisoners through a contract with the federal Bureau of Prisons.

Visitation Policies

I.D. Requirement

Approved I.D.s for adults are:

- State issued identification,
- Drivers License, or
- Government/Federal/Military picture I.D.

Visitors under 18

Visitors aged 10 and older must generally show a picture I.D. such as a drivers license, school I.D., etc. Check with the facility for special I.D. arrangements for visitors between 10-13 years of age. Infants and small children must have a birth certificate, social security card, or other form of non-picture I.D.

Visits for Special Status Inmates

Inmates in the admission and orientation period are generally limited to visits by immediate family members.

Visiting Schedule

All inmates: Thursday through Sunday, and federal holidays 8:00a.m. – 3:00 p.m.
No visitors may enter after 1:30 p.m.

Amount and Length of Visits Permitted

There are no specified time limits on visits, however restrictions might be imposed if the visiting facilities are overcrowded. If a family is taking up room that may accommodate another family, the larger group might be asked to down size or cease their visit. If the room is full and an

inmate's visitors come in, the visit that has been going on the longest will be asked to cease to allow room for the inmate who hasn't had a visit.

Number of Visitors per Visit

6 total visitors, including children, are permitted at a time.

All visitors *must enter the room at the same time*.

People (drivers, etc.) who are not approved to visit or visitors who arrive later can not stay on prison property but can only return at the end of visiting hours to pick up approved visitors.

Items Permitted in Visiting Room

- Appropriate photo ID (required for entry)
- Unopened tobacco products and accessories (amount at the staffs' discretion)
- Money for vending machine (not to exceed \$20.00) in a clear or see through wallet or change purse
- Three diapers, two clear plastic baby bottles, and baby food in unopened, sealed original containers if needed during visit.

The regulations indicate that visitors may not bring in packages, mail, diaper bags, dolls, toys, photos, cell phones, gum/candy, etc.

Visitor Dress Code

- Visitors must wear a shirt and shoes.
- Visitors may not wear any low-cut or revealing blouses, dresses or shirts.
- Visitors are not allowed to wear any shirts or blouses with an open midriff.
- Visitors are not permitted to wear shorts or cutoffs.
- Females' dresses and skirts (including any slit in the skirt) must be at least knee level in length.
- Visitors may not wear halter tops, t-shirts (underwear type), tank tops, fishnet shirts, or see-through fabrics.
- Visitors are not allowed to wear khaki or brown pants, white or khaki shirts, or any tan or khaki clothes.
- Visitors are not permitted to wear articles of clothing with pictures or language which may be considered profane or offensive.

Visiting Search Procedures

All visitors are subject to search and scanning by a metal detector. Any item a visitor possesses is subject to be opened and searched in the presence of the visitor, by an employee.

Smoking

Smoking is permitted on outside visiting areas that are designated as such.

Visitor/Inmate Contact

Limited physical contact will be permitted unless otherwise stated. Visitors may briefly kiss and embrace at the beginning and end of the visit.

Incoming Mail

Items Permitted

- Inmates may receive money orders and checks. They will be deposited in the inmate's account by staff upon receipt. All checks and any money orders other than US Postal Service money orders will be deposited and put on hold for 15 days before the prisoner can use the money. US Postal Service money orders can be used as soon as they are deposited.

- Inmates may not receive musical cards, padded cards, or greeting cards larger than 8 ½" x 11".
- Inmates may not receive postage stamps or stamped items.
- Inmates may not receive perishable items such as candy or food.
- Inmates may not receive plastic cards such as credit cards or laminated photos.
- Inmates may not receive cassettes, videotapes, or computer software.
- Inmates may not receive pictures illustrating personal nudity or that are sexually suggestive.

Publications

Inmates may receive soft-cover publications, including paperback books, from any source, and may subscribe to publications without prior approval. If mailing a softcover publication, sender needs to mark the package "Authorized by BOP Policy" or something similar in order to alert staff that contents are books or magazines. Hardcover books and newspapers may come only from a publisher, bookstore, or book club. Newspapers and hardcover books may be prepaid by someone in the community but must be sent directly from the publisher. The Warden may reject any publication if it:

- Describes procedures for the construction of weapons, ammunition, bombs, or incendiary devices
- Describes methods of escape from correctional facilities
- Describes procedures for the brewing of alcoholic beverages or the manufacture of drugs
- Is written in code
- Describes activities that may lead to physical violence or group disruption
- Contains sexually explicit material

The Warden is not permitted to reject a publication because the content is religious, philosophical, political, or social, unless it is found to be disruptive or present a threat or detriment to the security and order of the facility.

Packages

Family members may send packages if the materials have been authorized in advance. The box should be marked on the outside "Approved by policy" or something similar. It will still be inspected to ensure that it meets the previous approval guidelines.

Calling

Type Of Calls

Inmates may make collect or debit calls. Third party calls, credit card calls, and call forwarding are prohibited, and violating this rule may result in reduced phone privileges.

Calling List

Each inmate may have 30 approved telephone numbers, including attorney numbers, that they wish to call. Changes to the list can be made three times per month.

Sources

Information was gathered from WCC Rivers Correctional Facility Inmate Handbook and telephone conversations with the facility in summer and fall 2001 and on June 10, 2002.

FEDERAL BUREAU OF PRISONS
FACILITIES

Visitation Policy

The following is a paraphrased summary of the federal Bureau of Prisons' regulations on visitation. A complete copy of the regulations on visitation is contained in Appendix II.

1. Each facility's Warden must establish visiting hours for the facility. At a minimum, there must be visiting hours on Saturdays, Sundays, and holidays, although it may be necessary to limit visits so that only certain prisoners have visits on Saturdays and others have hours on Sundays, etc. There is no requirement that all prisoners or visitors can visit on both days of the weekend, but the Warden should try to have visiting hours on both days if possible. If it is a hardship for families to visit on the established visiting days, the Warden should make other hours available if at all possible.
2. Each prisoner should be allowed at least four hours of visitation per month. Many BOP facilities use a "point" system, where the prisoner gets, for example, twelve "points" per month and then has two points deducted for each weekend visit and one point deducted for each weekday visit. Other facilities give each prisoner a set number of hours per month, and some facilities make visiting unlimited. All facilities reserve the right to limit the number of visits due to limited space and to make visiting possible for as many prisoners as possible.
3. All prisoners who wish to have visitors have to complete a visiting list and submit the names of all visitors during the admission-orientation process. After appropriate investigation, staff will produce a visiting list and distribute it to the prisoner and the visiting room officer.
4. Upon arrival at a facility, the prisoner will receive a handbook that gives the institution's visiting policies. This information will include: facility address, directions to the facility, information about local transportation, visiting days and hours, approved dress code and ID requirements for visitors, special rules for children, items permitted in the visiting room, and special visit rules.
5. Within the first few days of arrival, staff will distribute an initial visiting list, usually only listing immediate family members who are already approved. The final visiting list, including other family members and friends, will be prepared after investigation is conducted. Staff will request background information from people who wish to be on the visiting list who are not immediate family members. If the visitor does not provide all requested information, visiting may be denied.
6. The Visitor Information form will be used to collect background information and to get the visitor's consent to release information. It is the prisoner's responsibility to mail these forms to people that he or she wishes to have on the visiting list who are not immediate family members. It is the visitor's responsibility then to mail the form back promptly to the prisoner's unit staff at the facility. Staff will not process the visiting list requests until the potential visitor mails the form back.
7. Staff will notify prisoners of each person who is approved or disapproved for the visiting list. When each visitor is approved, staff will give prisoners a copy of the facility's visiting rules and information on local transportation, driving directions, etc. It is the prisoner's responsibility to notify visitors when they are approved and to mail a copy of the facility's visiting rules and information.
8. Prisoners can change their visiting lists at any time, as long as they do so in accordance with the regulations.
9. In general, unless there is a very strong reason not to approve, the following will be approved and placed on the visiting list: mother, father, step-parents, foster parents, brothers/sisters, spouse, and children. If the prisoner wishes and there is no reason to exclude them, the following are also usually approved on the visiting list: grandparents, uncles, aunts, in-laws, and cousins.

10. At minimum and low security institutions, friends and other non-relatives can normally be added to the visiting list, unless their visits could create a threat to the security of the institution.
11. At medium, high security, and administrative institutions, friends and non-relatives can normally be added to the visiting list if they had a relationship prior to the prisoner's incarceration, unless their visits could create a threat to the institution's security. The facility may make an exception to the prior relationship rule, particularly for prisoners who have no other visitors, if it is shown that the visitor is reliable and does not pose a threat to the institution's operation.
12. The visiting list should generally have no more than 10 friends/non-relatives. The Warden may make an exception to this rule if there is a good reason.
13. If a person with a criminal record wishes to be on the visiting list, the existence of a conviction alone will not prevent visiting. Staff will examine the nature, extent, and recentness of the conviction. The Warden must give specific approval for such visitors. Staff must generally get approval from parole or probation officials before granting visitation to anyone currently on probation, parole, or supervised release status.
14. Children under 16 may not visit unless they are accompanied by a responsible adult at all times.
15. Children under 18 must have the signature of a parent or guardian on the Visitor Information form prior to visitation. The Warden may make occasional exceptions to this rule, after consulting with BOP regional counsel.
16. Members of civic or religious groups in the community may be granted permission by the Warden to visit prisoners, even if there was no relationship prior to incarceration. The Warden will determine whether the group representatives are qualified for this type of service.
17. Prisoners who are citizens of other countries may have consular visitors on matters of legitimate business, and this privilege may not be taken away, even if the prisoner is on disciplinary status.
18. The Warden may extend special visits (to people not normally on the visiting list) to clergy, former or prospective employers, sponsors, and parole advisors for such purposes as release planning, counseling, and discussion of family problems.
19. The Warden may extend special visits at times not normally allowed for visitation to people already on the visiting list, if good reason exists and resources allow.
20. The Warden may extend special visits to attorneys and their representatives.
21. For prisoners on holdover status or prisoners in the admission and orientation period, the Warden may limit visits to immediate family members only.
22. For prisoners hospitalized within an institution, the Chief Medical Officer, in consultation with the Chaplain, will determine whether a visit may occur and where.
23. For prisoners hospitalized in a community facility, visits may be restricted to immediate family only and must be subject to the hospital's policies for visitation.
24. Prisoners in administrative detention or segregation status ("lockdown" status) generally keep their visitation privileges, though hours may be limited and visits may be non-contact. Visiting may be

taken away or restricted, however, if a prisoner is found to have broken a rule relating to visitation or has acted in a way that could show that he or she poses a threat to the security of the visiting room. Prisoners can only lose their visiting privileges, other than for these reasons, after they have a hearing before the Discipline Hearing Officer, following certain guidelines.

25. Staff will verify the identity of each adult visitor before the visitor may enter the facility. Some facilities require that adults have two forms of identification with them (driver's licence or passport and credit card or social security card, etc.).
26. Visitors will have to sign a statement before they go into the facility saying that they have read the rules for visitation and declaring that they do not have any illegal items or items that may pose a threat to the institution's security either on their person or in their car. Visits may be denied to anyone who does not sign the statement.
27. Staff at most facilities will require a search before allowing visitation, including searching visitors' personal property. Staff may also use scanning devices on visitors to detect drugs or drug residue and may use metal detectors and/or pat searches.
28. Staff will monitor visits to keep security and good order and prevent passing contraband. The Warden may authorize staff to monitor visitor restrooms, if there is reasonable suspicion that the visitor and/or prisoner are engaged in or attempting to engage in prohibited or criminal behavior. Monitoring of restrooms must be handled by a staff member of the same sex as the visitor. Other restrooms may be inspected for security purposes.
29. Visits must be quiet and orderly and may be terminated if they are not. Staff should contact the Lieutenant or Duty Officer before ending a visit.
30. Staff will generally allow limited physical contact, including handshakes, embracing, and kissing, within the bounds of good taste, unless it poses a threat to the institution's order. Normally, this contact may only occur at the beginning and end of the visit only.
31. Visitors can not leave packages or gifts in the visiting room for prisoners. In some facilities, visitors may leave money orders with a designated staff member for deposit in the prisoner's account.
32. No articles can be passed from the visitor to the prisoner. In general, papers may not be signed or transferred between visitors and prisoners. If there is a special need for this, it should be pre-approved by the Unit Staff and/or the Warden.
33. Visitors may not bring animals on the prison grounds, except dogs trained to assist the disabled. Visitors may be asked to provide certification for these dogs that shows their training.
34. Violations of facilities' visiting rules may result in disciplinary action against the prisoner and may cause him or her to lose visitation privileges, possibly for a long period of time. In some cases, criminal prosecution may be initiated against the visitor, the prisoner, or both.
35. Facilities must publish an Institution Supplement, translated into Spanish also, with all visitation rules specific to the institution.

Correspondence Policy

The following is a paraphrased summary of the BOP regulations on correspondence and incoming publications. The actual regulations are contained in Appendix III.

1. Most of these rules apply to General Correspondence. General Correspondence is defined as all mail and packages that are not “Special Mail.” “Special Mail” is mail *sent to prisoners* from: President and Vice President of the US, Members of Congress, Staff of Embassies and Consulates, the US Department of Justice (except the Federal BOP), other Federal law enforcement officers, State Attorneys General, Prosecuting Attorneys, Governors, US Courts/US Probation officers, State Courts, and attorneys. “Special Mail” is also mail *sent from prisoners* to: President and Vice President of the US, Members of Congress, Staff of Embassies and Consulates, the US Department of Justice (including the Federal BOP), other Federal law enforcement officers, State Attorneys General, Prosecuting Attorneys, Governors, US Courts/US Probation officers, State Courts, Surgeon General, US Public Health Service, Secretary of the Army, Navy, or Air Force, State Legislators, Directors of State Departments of Corrections, attorneys, and representatives of the news media. Therefore, mail to and from family and friends is General Correspondence, not Special Mail.
2. Special Mail must be marked on the envelope in a very specific way. It is opened only in the presence of the prisoner. It will be inspected for contraband and to ensure that everything in the envelope qualifies as special mail. It will not be read or copied. Special Mail going out of the prison can be sealed by the prisoner and mailed directly out, in general, no matter what the prisoner’s security level is.
3. The Warden must set up mailboxes for outgoing mail. There may be separate mailboxes for General Correspondence and Special Mail.
4. All mail (except properly marked Special Mail) sent to prisoners will be opened by staff and may be read. Prisoners have a choice, when they enter into the institution, of agreeing to this rule or of having all General Correspondence returned to sender. If prisoners do not agree to have their incoming mail opened and possibly read, they may not receive any mail at all except properly marked Special Mail.
5. When mail to prisoners is opened, it is inspected mainly to look for contraband. When mail to prisoners is read, it is read to look for escape plots, plans to commit illegal acts, plans to violate facility rules, threats to security, etc. General Correspondence may be read as often as staff think is necessary to maintain security or monitor a particular problem. Staff must handle all private, personal information that they read in letters discreetly. They must not reveal the contents of read mail unless there is a legitimate reason related to safety, security, criminal activity, prisoner rehabilitation, etc.
6. If prison staff decide to reject a piece of incoming mail, the Warden will notify the person who sent the mail in writing and will give the reason for the rejection. The notice from the Warden will let the sender know that he or she has the right to appeal the rejection. The Warden will also notify the prisoner to whom the letter was addressed and will tell the prisoner of his or her right to appeal the rejection. Unless the rejected correspondence contains plans for, discussion of, or evidence of a crime, the Warden will return any rejected correspondence to the person who sent it. If the correspondence contains this type of information, it is not returned to sender but is forwarded to law enforcement officials.
7. If the sender appeals a decision to reject a letter, the Warden should write back to let the sender know that his or her appeal was received. If the Warden rejects the appeal, the sender can write a next appeal to the Regional Office.

8. The following are examples (but not a complete list) of types of matters in letters that may cause mail to or from prisoners to be rejected:
 - ◆ matter that describes or encourages activities that may lead to physical violence or group disruption
 - ◆ information on escape plots or on ways to commit illegal activities or break facility rules
 - ◆ matters relating to running a prisoner's business (but prisoners can correspond to protect assets that were legitimately theirs before incarceration...so prisoners can correspond about refinancing a mortgage that they had before incarceration, but they cannot operate a mortgage business, etc.)
 - ◆ threats, obscenity, or excessive/gratuitous profanity
 - ◆ anything in code
 - ◆ sexually explicit material that poses a threat to safety, security, or good order (this includes personal photographs—generally prisoners cannot receive any personal photos or clippings from publications where the subject is nude, displays genitalia or female breasts, or where sexually suggestive acts are shown)
 - ◆ contraband, including multiple copies of materials intended for distribution in the prison or for forwarding/further mailing
9. All mail between currently incarcerated prisoners is inspected by the facility before it can be sent out of the institution and again when it is received in the other institution. This is regardless of the security level of the facilities that the prisoners are housed in. If both prisoners are in BOP facilities, both Unit Managers must agree to the correspondence. If one prisoner is in BOP and the other is in a state or local facility, both Wardens must approve. Usually, permission is only granted if the two prisoners are members of the same immediate family or both are parties or witnesses in the same legal case. Correspondence between two prisoners may be approved in other circumstances, but staff will look at the security levels of the prisoners, the nature of the relationship, and whether the prisoner has other people to correspond with. If staff deny a request to correspond with another prisoner, they must give the reason in writing.
10. All mail sent by prisoners in minimum or low security facilities may be sealed by the prisoner and is generally able to be sent out without being opened or inspected. It must have a complete return address. If there is reason to believe that it would interfere with the order of the facility or that it contains threats or furthers criminal activity, mail sent out by prisoners may be opened and read. If prisoners are on a restricted correspondence list, their mail is also opened and inspected before it is sent out.
11. General Correspondence mail sent out by prisoners in medium, high security, and administrative facilities may not be sealed by prisoners. It may be inspected and read by staff before being mailed out of the facility.
12. The Warden may place prisoners on restricted general correspondence if the prisoner has been found to be corresponding in any of the ways that cause letters to be rejected (see examples in #8 above), if prisoners are found to be attempting to solicit funds or items (such as samples) or are found to be subscribing to a publication without first paying for it, if prisoners are seen as a security risk, as threatening government officials, or if prisoners commit an offense involving the mail. The prisoner must either have a disciplinary hearing, following proper procedures, with the Unit Disciplinary Committee or Disciplinary Hearing Officer, or the Warden must give the prisoner a reason in writing and must give the prisoner a chance to respond orally *and* in writing to the policy *and* must tell the prisoner of his or her right to use Administrative Remedies to challenge the policy.
 - ◆ Prisoners on restricted general correspondence may correspond with mother, father, children, spouse, and siblings, unless one of these is involved in breaking correspondence rules or would be a threat to safety and security.

- ◆ Other people may be placed on the approved list for restricted general correspondence, but only after investigation and approval by the Warden. The prisoner may be permitted to send a release form to the people who need to be investigated for this purpose.
 - ◆ Former business associates can generally be added to the approved list for restricted general correspondence, as long as the correspondence is not expected to result in criminal activity. This correspondence is for social purposes only, not business purposes.
 - ◆ People not approved for the list may be allowed to correspond with the prisoner on restricted general correspondence if it is necessary and not of an ongoing nature.
13. Prisoners on holdover status (on their way to another institution) and in segregation shall generally have the same correspondence privileges as other prisoners, unless there is a reason for them to be placed on restricted general correspondence.
14. Prisoners may receive softcover material (paperback books, newspaper clippings, magazines) from any source. These may be inspected for contraband. Prisoners may receive hardcover publications and newspapers only if they are shipped from the publisher, from a book club, or from a bookstore.
- ◆ It is recommended that prisoners who wish to order a publication first speak with a staff member to find out if there is a reason that the publication might be disapproved. This is not required, but it might save time and misunderstanding.
15. The Warden (or the Acting Warden, in the Warden's absence) is the only one who can reject a publication. Publications will only be rejected if they are seen to be damaging to the security, good order, or discipline of the facility or if they might help with criminal activity. Publications may *not* be rejected solely because of religious, political, social, or sexual content. The Warden also may not establish a list of publications that are not allowed. Each individual publication must be reviewed, and even if multiple issues of a subscription publication are rejected, that may not be reason to reject the entire description. Some examples (not a complete listing) of matters that might cause publications to be rejected are below:
- ◆ showing or describing construction of weapons, bombs, etc.
 - ◆ showing, describing, or encouraging methods of escape or containing blueprints, drawings, or similar descriptions of BOP facilities
 - ◆ describing procedures for making alcoholic beverages or drugs
 - ◆ written in code
 - ◆ showing, describing, or encouraging activities that may lead to violence or group disruption
 - ◆ encouraging or assisting in committing criminal activity
 - ◆ sexually explicit in a manner that poses a threat to security, good order, or discipline or that facilitates criminal activity (any publication that is sado-masochistic, involves bestiality or children, for example... however, publications that feature nudity as part of a medical, educational, anthropological, or other purpose will generally be allowed, such as *National Geographic*)
16. If the Warden rejects a publication, he or she must provide written notice to the prisoner and to the publisher. The notice must tell the prisoner of his or her right to appeal. The prisoner has 20 days to file an appeal with the Warden. If no appeal is filed, the publication will be returned to the publisher. If the prisoner does file an appeal and the Warden denies it, the prisoner has the right to appeal to the Regional and Central offices, following the usual Administrative Remedy Process.
17. The Warden of each facility may set limits for that facility on how many publications a prisoner may receive or keep at any one time.
18. Prisoners must generally pay for their own postage. They may choose, at their own expense, to send mail registered, certified, insured, or with return receipt.

19. The Warden may limit the amount of postage that can be purchased in one commissary visit. Generally, this limit will be 60 stamps, unless commissary visits are limited to once a week or less. The Warden may also limit the number of stamps that a prisoner may have at one time (also, usually, to 60 stamps, unless commissary visits are once a week or less). Prisoners can only go over these limits if they have approval of someone usually at the Associate Warden level.
20. Prisoners may receive writing paper and envelopes for free.
21. For prisoners who do not have money for postage, the Warden may give for free up to five postage stamps per week for mailing out Special Mail (including courts and attorneys) or Administrative Remedies. For prisoners who do not have money for postage, the Warden may give for free a reasonable amount of stamps (usually five per month) for maintaining community ties through General Correspondence.
 - ◆ Prisoners who first have no money in their accounts and get government-paid postage from the institution and then later add money to their accounts, and who do this for at least two months, will be asked to pay back the cost of the postage that they were given by the government out of the money that they now have in their accounts.
 - ◆ The Warden may place a limit on how often a prisoner may receive government-paid postage.
 - ◆ Extra government-paid postage may be allowed in verified emergency situations.
22. Prisoners on holdover status (on their way to a final destination) will be provided a reasonable number of stamps (three per week is suggested) for mailing letters at government expense.
23. Prisoners may not receive stamps or stamped items (such as pre-stamped postcards or envelopes) from outside the institution. All postage must be purchased inside the institution.
24. Prisoners (after filling out a form when they enter the facility) may receive funds in the form of checks or money orders from family, friends, or other people with the Warden's approval. Checks or money orders sent to the facility should show both the prisoner's name and identification number. Prisoners may not solicit money or make requests that result in the solicitation of money from people other than family or friends. Facility staff will track trends in accounts, such as when a prisoner receives a large amount of money in a short period of time or has unusual activity in his or her account. These cases may be investigated.
25. All mail sent out by prisoners and returned to the facility as undeliverable will be opened and inspected before it can be returned to the prisoner who sent it (even Special Mail).
26. Prisoners who are transferred or released will receive a US Postal Service "kit" to ask that mail be forwarded to his or her next address. Prisoners are fully responsible for updating people on their new address and/or completing and mailing the "kit" that ensures that mail is forwarded to the new address. Prisoners who are temporarily out of the institution on a writ may choose to either have all general correspondence held at the facility for 30 days or returned to the US Postal Service. If the prisoner does not return from the writ within 30 days, staff will return all held mail to the US Postal Service.

Telephone Regulations

The following is a paraphrased summary of the BOP rules on telephone use. The regulation is contained in Appendix IV.

1. Prisoners in BOP facilities may make collect calls (where the outside person pays) or debit calls (where the money for the call is taken out of the prisoner's account). Collect calls may not be available to prisoners housed in Special Housing Units (SHUs), Control Units, or Protective Custody, but debit calls are available to these prisoners, unless there is a specific reason to restrict phone privileges.
2. All phone calls, except properly approved and placed calls to attorneys, are monitored and/or recorded.
3. Prisoners are limited to 300 minutes on the phone per month, to be used in any combination of collect and debit calls. If there is a legitimate reason to go beyond the 300 minutes in a given month, the Warden may allow extra calls.
4. Unmonitored legal calls are not included in the 300 minutes. They must be specially approved through the Unit Team, and prisoners will receive instructions during the admission and orientation period on how to place unmonitored attorney calls. If prisoners call their attorneys on the regular phone system, those calls are included in the 300 minutes.
5. Some prisoners may be classified under a special status called a PSF of Serious Telephone Abuse. Prisoners classified this way will be informed of their status as soon as they come into the BOP facility or as soon as the classification takes place. This will result in a partial or total restriction of phone privileges. This status must be reviewed by the Warden at least every six months.
6. Prisoners who abuse the phone system may be placed on restricted phone status by the Unit Disciplinary Committee or the Disciplinary Hearing Officer. Examples of this may be using the phone to intimidate a potential witness, perpetuate fraud, or conduct criminal activity.
7. The only other way that prisoners may be restricted in terms of phone use is if they are under investigation or disciplinary action for possible telephone abuse. The Special Investigative Supervisor's office usually recommends these restrictions. The Warden must review the restrictions at least every 30 days. Staff should make every effort to finish investigations in 30 days or less. If the Warden does not ask that the restriction continue after 30 days, the prisoner will get phone privileges back.
8. Prisoners can challenge restrictions of their phone privileges using the Administrative Remedy Program.
9. Phone access in the facility will begin at 6:00 a.m. and will end no later than 11:30 p.m. Phones are not available from 7:30 a.m.-10:30 a.m. Monday through Friday and from 12:30 p.m. until after the 4 p.m. count is clear. These times do not apply on holidays. Prisoners can not use the phones while they are in work or school. The Warden of each facility can make a policy to have phones available during regular work time for those prisoners who work a night shift or who have a day off.
10. Prisoners who are transferred from another facility or who are on holdover status may be allowed by the Warden to make a certain number of collect calls if funds are not available or if they arrive and cannot have an inmate account set up quickly enough.

11. Prisoners entering a facility will be asked to fill out a proposed telephone list. This list can include up to 30 names and telephone numbers of people the prisoner believes would agree to receive his or her telephone calls. In a few, isolated, special cases (a very large family, for example), the Warden may agree to allow more than 30 names and numbers.
12. Prisoners are not allowed to make calls to 1-800, 1-888, 1-900, 1-976, or credit card access numbers. Third-party billing is not an option, nor is electronic transfer of calls allowed.
13. Each Warden will make a policy for his or her facility to allow prisoners to make changes to the phone list. The changes must be allowed at least four times per year and may be allowed more often. Unit staff will give prisoners the forms to fill out to add, remove, or substitute people on the phone list. These requests should be processed within five working days, not counting the day the request was submitted. This deadline may be extended if facility staff are very overburdened with a large number of requests.
14. Most people whom prisoners request will be added to the telephone list. Family members and people on the visitation list will *not* be notified by the facility when they are placed on the phone list.
15. Some people, if staff can identify them, will not be added to prisoners' phone lists, including victims/witnesses and employees of the Bureau of Prisons or law enforcement officials in their work capacity. In very rare cases, these people can be added with the Warden's permission.
16. The Associate Warden may deny placement of a person on a phone list if that number might cause a threat to security or order or a threat to the public. These are decided on a case-by-case basis. This denial must be documented in writing to both the prisoner and the person whose number was denied. The prisoner has the right to appeal within 20 days using the Administrative Remedy process, and if that is denied, he or she can appeal to the Regional and Central offices. The person outside may also appeal the denial by writing to the Warden. The Warden's response to the appeal from the person outside is usually due 30 working days after receiving it.
17. The call system from BOP facilities has an automated operator. The automated operator gives people receiving calls the choice to not accept a call from a prisoner or to block all future calls from the prisoner, by following a series of prompts. These options are available regardless of whether a person is calling through the collect or debit system. If a person blocks all calls from a prisoner, the only way to unblock the calls is to make a written request. The written request must include a copy of the person's most recent phone bill.
18. If a person has been added to a prisoner's phone list and does not wish to be on the list anymore, he or she must make the request in writing. If the request is made by calling the facility or BOP staff, the most that staff can do is put a temporary block on the phone for 20 working days, until a written request is received.
19. Prisoners access their phone service using a Phone Access Code (PAC) number. This number is private. One prisoner cannot use another prisoner's PAC, and prisoners can be punished for doing this.
20. Each Warden will set up limits for how long telephone calls can be. Telephone calls are also limited by the amount of money in a prisoner's account. Phone calls, if prisoners have money, should be allowed for at least three minutes at a time. Usually, the time limit will be 15 minutes per call. There is a recording that will play approximately one minute before the call is to end warning that the call is about to end.

21. Prisoners who are without funds (defined as prisoners with \$6.00 or less in their account for the past 30 days) will be given the chance to make at least one collect call per month. The Warden may choose to make more than one call available. Prisoners must request a call if they meet the criteria by filling out an Inmate Request to Staff form, and the request should be answered within five working days. Prisoners must reapply for this privilege every month. The Warden may restrict this privilege for prisoners who take all of the money out of their commissary accounts, request the collect call privilege, and then put money back in their accounts, and do this at least two times in six months. Even if a prisoner is restricted, the minimum of one call per month should be allowed, unless the prisoner is shown to have abused the phone rules.
22. When there are strong circumstances, such as when there is a family emergency or when a prisoner has lost contact with his or her family, the Warden may allow a collect call or may allow a prisoner to make a call at government expense. These calls may be made even to numbers not on the mailing list.

ARE THERE ANY GROUPS TO CONTACT FOR HELP?

What follows is the contact information for organizations can answer your general questions about corrections institutions and their policies. Each of these organizations can refer you to sources better equipped to answer your specific questions. Additionally, some of the groups below offer transportation to select institutions.

DC Prisoners' Legal Services Project

1400 20th NW Suite 117
Washington DC, 20036
(202) 775-0323

National CURE

P.O. Box 2310
Washington DC, 20013
(202) 789-2126
*Local CURE organizations may provide transportation

Aid to Children of Imprisoned Mothers, Inc. (AIM)

1514 East Cleveland Ave., Suite 115
East point, GA 30344
(404) 221-0092

The Center for Children of Incarcerated Parents

P.O. Box 41-286
Eagle Rock, CA 90041
(626) 449-2740

Family & Corrections Network

32 Oak Grove Rd.
Palmyra, VA 22963
(434) 589-3036

Prisoner Visitation and Support (PVS)

1501 Cherry Street
Philadelphia, PA 19102
(215) 241- 7117

Hope House

P.O. Box 748
Murfreesboro, NC 27855
(252) 396-0884
*May provide transportation

Our Place

1236 Pennsylvania Avenue SE
Washington, DC 20003
(202) 548-2400
*May provide transportation

Appendix I: Contact information for airlines, car rental companies, and hotels

Airlines

AirTran	800-247-8726	www.airtran.com
America West	800-235-9292	www.americawest.com
American	800-433-7300	www.americanair.com
Continental	800-525-0280	www.flycontinental.com
Delta	800-221-1212	www.delta-air.com
Jet Blue	800-538-2583	www.jetblue.com
Northwest	800-225-2525	www.nwa.com
Southwest	800-435-9792	www.iflyswa.com
TWA	800-221-2000	www.twa.com
United	800-241-6522	www.ual.com
US Airways	800-428-4322	www.usair.com

Car Rentals

Alamo	800-327-9633	www.freeways.com
Avis	800-331-1212	www.avis.com
Budget	800-527-0700	www.budget.com
Dollar	800-800-4000	www.dollarcar.com
Enterprise	800-rent-a-car	www.enterprise.com
Hertz	800-654-3131	www.hertz.com
National	800-328-4567	www.nationalcar.com
Thrifty	800-367-2277	www.thrifty.com

Hotels/Motels

Best Western	800-528-1234	www.bestwestern.com
Days Inn	800-325-2525	www.daysinn.com
DoubleTree	800-222-8733	www.doubletree.com
Family Inns of America	800-251-9752	www.familyinnsofamerica.com
Holiday Inn	800-465-4329	www.holiday-inn.com
Howard Johnson	800-446-4656	www.hojo.com
Motel 6	800-466-8356	www.motel6.com
Ramada	800-228-2828	www.ramada.com
Red Roof Inn	800-843-7663	www.redroof.com
Super 8	800-843-1991	www.super8.com
Travelodge	800-225-3050	www.travelodge.com

Appendix II: Bureau of Prisons Visitation Policies

NOTE: *The following information (Appendices II-V) is reproduced here from the Bureau of Prisons Program Statements. They can be accessed through the Bureau of Prisons web page at www.bop.gov.*

PS 5267.06 VISITING REGULATIONS

1. [PURPOSE AND SCOPE §540.40. The Bureau of Prisons encourages visiting by family, friends, and community groups to maintain the morale of the inmate and to develop closer relationships between the inmate and family members or others in the community. The Warden shall develop procedures consistent with this rule to permit inmate visiting. The Warden may restrict inmate visiting when necessary to ensure the security and good order of the institution.]

Due to practical considerations and the different nature of various institutions, certain limitations must be recognized and controls established in developing and administering visiting regulations. The extent of these limitations will vary with each institution, and they are recognized as reasons upon which restrictions on visiting may be based. These limitations shall be specified in the Institution Supplement.

2. SUMMARY OF CHANGES. This reissuance incorporates the following modifications:

New rule text mandates that inmates are responsible for mailing the Visitor Information (BP-629) form to prospective visitors.

The previous Visitor Information (BP-309) and Authorization for Release (BP-310) forms have been consolidated into one form entitled Visitor Information (BP-629).

Unless unusual circumstances exist, the requirement to reapprove the visitors already identified on the inmate's visiting list is no longer required for inmates transferring from one institution to another.

The Notification to Visitor (BP-s224) has been amended to include cellular telephones on the list of prohibited items.

Language has been removed regarding officer selection in order to remain consistent with the roster committee selection process.

Language has also been removed which permitted discretionary identification of visitors without photo identification. All visitors, with the exception of children under sixteen years, must display photo identification before being permitted into the institution.

This reissuance adds a section detailing Pretrial/Holdover/ Detainee procedures and updates ACA Standards. A new ACA Standard (3-4441-1), effective January 1997, requires notification to inmates, within 24 hours of arrival at an institution, regarding visiting procedures.

3. PROGRAM OBJECTIVES. The expected results of this program are:

- a. All inmates will be provided visits by family, friends, and community groups consistent with the security and orderly running of the institution.
- b. A visiting schedule will be established for all institutions.

c. A record of visitors will be maintained for all inmates.

d. Procedures to monitor all visiting areas will be established to prevent the passage of contraband and to ensure the security and good order of the institution.

VISITING FACILITIES §540.41. The Warden shall have the visiting room arranged so as to provide adequate supervision, adapted to the degree of security required by the type of institution. The Warden shall ensure that the visiting area is as comfortable and pleasant as practicable, and appropriately furnished and arranged. If space is available, the Warden shall have a portion of the visiting room equipped and set up to provide facilities for the children of visitors.

a. Institutions of minimum and low security levels may permit visits beyond the security perimeter, but always under supervision of staff.

b. Institutions of medium and high security levels, and administrative institutions may establish outdoor visiting, but it will always be inside the security perimeter and always under supervision of staff.

VISITING TIMES §540.42

a. Each Warden shall establish a visiting schedule for the institution. At a minimum, the Warden shall establish visiting hours at the institution on Saturdays, Sundays, and holidays. The restriction of visiting to these days may be a hardship for some families and arrangements for other suitable hours shall be made to the extent practicable. Where staff resources permit, the Warden may establish evening visiting hours.

b. Consistent with available resources, such as space limitations and staff availability, and with concerns of institution security, the Warden may limit the visiting period. With respect to weekend visits, for example, some or all inmates and visitors may be limited to visiting on Saturday or on Sunday, but not on both days, in order to accommodate the volume of visitors.

There is no requirement that every visitor has the opportunity to visit on both days of the weekend, nor that every inmate has the opportunity to have visits on both days of the weekend.

To the extent practicable, and consistent with available resources and concerns of institution security, each Warden is encouraged to establish visiting hours for each inmate on both days of the weekend, and/or to try to accommodate a visitor who can only visit on a specific weekend day.

FREQUENCY OF VISITS AND NUMBER OF VISITORS §540.43. The Warden shall allow each inmate a minimum of four hours visiting time per month. The Warden may limit the length or frequency of visits only to avoid chronic overcrowding. The Warden may establish a guideline for the maximum number of persons who may visit an inmate at one time, to prevent overcrowding in the visiting room or unusual difficulty in supervising a visit. Exceptions may be made to any local guideline when indicated by special circumstances, such as distance the visitor must travel, frequency of the inmate's visits, or health problems of the inmate or visitor.

The Warden may establish a limit, consistent with available resources, on the number of visits an inmate may receive and/or the number of visiting hours (in excess of four) allotted to the inmate each month. Due to space limitations, some limits on visiting may be necessary when an inmate has a large number of regular approved visitors living in the vicinity of the institution. Where facilities permit, the Warden may allow family groups to visit.

REGULAR VISITORS 540.44. An inmate desiring to have regular visitors must submit a list of proposed visitors to the designated staff. Staff shall compile a visiting list for each inmate after suitable investigation (see §540.51(b)). The list may include:

§540.51(b) refers to Section 19.b. of this Program Statement.

a. Members of the Immediate Family. These persons include mother, father, step-parents, foster parents, brothers and sisters, spouse, and children. These individuals are placed on the visiting list, absent strong circumstances which preclude visiting.

The word "spouse" includes a common-law relationship which has previously been established in a state which recognizes such a status. In states which do not, a common-law relationship is not considered "immediate family." For determination of applicable state laws, Regional Counsel should be consulted. Failure to obtain acknowledgment of parent or legal guardian may preclude the addition of children to the visiting list. See Section 19.b. of this Program Statement.

b. Other Relatives. These persons include grandparents, uncles, aunts, in-laws, and cousins. They may be placed on the approved list if the inmate wishes to have visits from them regularly and if there exists no reason to exclude them.

c. Friends and Associates

(1) For Minimum and Low Security Level Institutions. The visiting privilege shall ordinarily be extended to friends and other non-relatives, unless visits could reasonably create a threat to the security and good order of the institution;

(2) For Medium and High Security Level Institutions and Administrative Institutions. The visiting privilege shall ordinarily be extended to friends and associates having an established relationship prior to confinement, unless such visits could reasonably create a threat to the security and good order of the institution. Exceptions to the prior relationship rule may be made, particularly for inmates without other visitors, when it is shown that the proposed visitor is reliable and poses no threat to the security or good order of the institution.

See Section 19.b.(2) of this Program Statement regarding background investigations for proposed visitors.

Under 18 U.S.C. § 3582(d), which applies to offenses committed on or after November 1, 1987,

"The court, in imposing a sentence to a term of imprisonment upon a defendant convicted of a felony set forth in chapter 95 (racketeering) or 96 (racketeer influenced and corrupt organizations) of this title or in the Comprehensive Drug Abuse Prevention and Control Act of 1970 (21 U.S.C. 801 et seq.), or at any time thereafter upon motion by the Director of the Bureau of Prisons or a United States attorney, may include as a part of the sentence an order that requires that the defendant not associate or communicate with a specified person, other than his attorney, upon a showing of probable cause to believe that association or communication with such person is for the purpose of enabling the defendant to control, manage, direct, finance, or otherwise participate in an illegal enterprise." The Regional Counsel may be consulted to determine the applicability of this provision to a specific situation.

Ordinarily, an inmate's visiting list should not list more than 10 friends and associates. The Warden may make an exception to this provision when warranted.

d. Persons with Prior Criminal Convictions. The existence of a criminal conviction alone does not preclude visits. Staff shall give consideration to the nature, extent and recentness of convictions, as weighed against the security considerations of the institution. Specific approval of the Warden may be required before such visits take place.

Prior to placing an individual who is on probation, parole, or supervised release status on an inmate's visiting list, staff shall ordinarily obtain written authorization approving the person for such visitation from the appropriate federal or state Probation/Parole officials. A copy of this authorization shall be maintained in Section 2 of the FOI-Exempt portion of the Inmate Central File.

See Section 19.b.(2) of this Program Statement regarding background investigations for proposed visitors.

e. Children under Sixteen. Children under the age of 16 may not visit unless accompanied by a responsible adult. Children shall be kept under supervision of a responsible adult or a children's program. Exceptions in unusual circumstances may be made by special approval of the Warden.

The signature of a parent or guardian on the Visitor Information form (BP-629) is necessary to process a request for an applicant under 18 years of age. Further completion of the questionnaire portion of this form by an applicant under 18 years of age ordinarily is not required if the applicant is an immediate family member of the requesting inmate. The Warden, after consultation with Regional Counsel, may make exceptions to the requirement for acknowledgment by parent or guardian.

BUSINESS VISITORS §540.45. No inmate is permitted to engage actively in a business or profession. An inmate who was engaged in a business or profession prior to commitment is expected to assign authority for the operation of such business or profession to a person in the community.

Even though the inmate has turned over the operation of a business or profession to another person, there may be an occasion where a decision must be made which will substantially affect the assets or prospects of the business. In such cases, the Warden may permit a special visit.

CONSULAR VISITORS §540.46. Whenever it has been determined that an inmate is a citizen of a foreign country, the Warden shall permit the consular representative of that country to visit on matters of legitimate business. The Warden may not withhold this privilege even though the inmate is in disciplinary status.

VISITS FROM REPRESENTATIVES OF COMMUNITY GROUPS §540.47. The Warden may approve as regular visitors, for one or more inmates, representatives from community groups such as civic and religious organizations, or other persons whose interests and qualifications for this kind of service are confirmed by staff. The Warden may waive the requirement for the existence of an established relationship prior to confinement for visitors approved under this section.

As distinguished from representatives of community groups, past or present participants in the volunteer and citizen involvement program ordinarily may not be added to an inmate's visiting list without the Regional Director's approval. Such approval is ordinarily not granted.

SPECIAL VISITS §540.48. The Warden may authorize special visits:

- a. For clergy, former or prospective employers, sponsors, and parole advisors. Visits in this category serve such purposes as assistance in release planning, counseling, and discussion of family problems;**
- b. By an authorized visitor at other than regularly established visiting times, or in excess of regularly permitted visits;**
- c. By attorneys; and**

See the Program Statement on Inmate Legal Activities. Staff may not subject visits between an attorney and an inmate to auditory supervision. To the extent practicable, attorney visits, for both pretrial and sentenced inmates, are to take place in a private conference room. Where such a room is not available, the attorney visit may occur in a regular visiting room, provided the inmate and the inmate's attorney have a degree of separation from other visitors. It is important that the inmate/attorney visit be afforded a private meeting area. On occasion, a situation may arise when private conference rooms are in use, and the attorney does not wish to meet in a regular visiting room. When this occurs, the attorney is to be offered the opportunity to reschedule the visit when a more private area is available.

To pre-trial inmates to assist in protecting their business or in preparing for trial.

See the Program Statement on Pretrial Inmates.

TRANSPORTATION ASSISTANCE §540.49. The Warden shall ensure that directions for transportation to and from the institution are provided for the approved visitor (see §540.51(b)(4)). Directions for transportation to and from the institution and pay phone service, with commercial transportation phone numbers posted, are also to be made available at the institution to assist visitors.

§540.51(b)(4) refers to Section 19.b.(4) of this Program Statement.

VISITS TO INMATES NOT IN REGULAR POPULATION STATUS §540.50

a. Admission and Holdover Status. The Warden may limit to the immediate family of the inmate visits during the admission-orientation period or for holdovers where there is neither a visiting list from a transferring institution nor other verification of proposed visitors.

b. Hospital Patients

(1) When visitors request to see an inmate who is hospitalized in the institution, the Chief Medical Officer (or, in his absence, the Health Services Administrator), in consultation with the Captain, shall determine whether a visit may occur, and if so, whether it may be held in the hospital.

When the Clinical Director (or, in his or her absence, the Health Services Administrator) recommends against the visit because the inmate is suffering from an infectious disease, is in a psychotic or emotional episode which makes a visit inadvisable, or is otherwise not in a condition to see visitors, the situation is to be carefully and sensitively interpreted to the proposed visitor and documented in the Inmate Central File.

(2) Visits to inmates hospitalized in the community may be restricted to only the immediate family and are subject to the general visiting policy of that hospital.

c. Detention or Segregation Status. Ordinarily, an inmate retains visiting privileges while in detention or segregation status. Visiting may be restricted or disallowed, however, when an inmate, while in detention or segregation status, is charged with, or has been found to have committed, a prohibited act having to do with visiting guidelines or has otherwise acted in a way that would reasonably indicate that he or she would be a threat to the orderliness or security of the visiting room.

Loss of an inmate's visiting privileges for other reasons may not occur unless the inmate is provided a hearing before the Discipline Hearing Officer (DHO) in accordance with the provisions of §541.17 of this chapter, following those provisions which are appropriate to the circumstances, which results in a finding by the DHO that the inmate committed a prohibited act and that there is a lack of other appropriate sanctions or that imposition of an appropriate sanction previously has been ineffective. The Unit Discipline Committee (UDC) may not impose a loss of visiting privileges for inmates in detention or segregation status. The provisions of this paragraph (c) do not interrupt or delay a loss of visiting sanction

imposed by the UDC or DHO prior to the inmate's placement in detention or segregation status.

§541.17 refers to the Program Statement on Inmate Discipline and Special Housing Units.

An inmate in administrative detention or disciplinary segregation status may ordinarily receive visits in accordance with the same rules and regulations that apply to general population inmates, providing such visits do not pose a threat to the security or orderly operation of the institution. In such cases, the Warden may authorize special visiting procedures to preclude such a threat.

For provisions on loss of privileges resulting from a disciplinary hearing, see the Program Statement on Inmate Discipline and Special Housing Units.

PROCEDURES §540.51

a. Responsibility. The Warden of the institution shall establish and enforce local visiting guidelines in accordance with the rules and regulations of the Bureau of Prisons.]

The Captain ordinarily is responsible for the appearance and operation of the visiting room and training of visiting room officers.

b. Preparation of the List of Visitors

(1) Staff shall ask each inmate to submit during the admission-orientation process a list of proposed visitors. After appropriate investigation, staff shall compile a visiting list for each inmate and distribute that list to the inmate and the visiting room officer.

Upon arrival at an institution, inmates are provided an institution handbook during the Intake Screening process. The handbook must provide an overview of the institution's visiting procedures, including the following:

Facility address/phone number; directions to the facility and information about local transportation;

Days and hours of visitation;

Approved dress code and identification requirements for visitors;

Items authorized in visiting room;

Special rules for children;

Authorized items that visitors may bring to give to the inmate, if applicable;

Special visits.

An initial visiting list is ordinarily distributed within the first few days of the inmate's commitment period. This list ordinarily identifies immediate family members approved to visit the inmate. Additional family members and friends may be added in the future following the completion of an appropriate investigation.

Whenever a person is deleted from or added to an inmate's visitor list, staff shall update the list to reflect the change. Staff shall place a copy of the most current approved visiting list in section 3 of the Inmate Central File. Likewise, if an inmate elects not to have any visitors, he or she shall sign a visiting list indicating no visitors are requested. This form shall be filed in section 3 of the Inmate Central File.

(2) Staff may request background information from potential visitors who are not members of the inmate's immediate family, before placing them on the inmate's approved visiting list. When little or no information is available on the inmate's potential visitor, visiting may be denied, pending receipt and review of necessary information, including information which is available about the inmate and/or the inmate's offense, including alleged offenses.

The Visitor Information form (BP-629) (Attached) is used to both request background information and obtain the visitor's consent to release information. Due to greater security needs that exist in medium or high security level and administrative institutions, staff in those institutions are expected to obtain background information from potential visitors who are not members of the inmate's immediate family. However, staff at Minimum and Low security institutions are also encouraged to do so. An exception to this procedure may be made when warranted, for example, with pretrial inmates (see the Program Statement on Pretrial Inmates).

(2) If a background investigation is necessary before approving a visitor, the inmate shall be held responsible for mailing a release authorization to the proposed visitor. That form must be signed and returned to staff by the proposed visitor prior to any further action regarding visiting. Upon receipt of the authorization form, staff may then forward a questionnaire, along with the release authorization, to the appropriate law enforcement or crime information agency.

The inmate shall mail the Visitor Information form (BP-629)(Attached) to his or her potential visitor(s). This form must be completed by the visitor and mailed directly to unit staff responsible for the inmate's case. If necessary, staff shall either send the Request for Conviction Information form (BP-311) (Attached) to the appropriate law enforcement agency to gather additional background information or complete a background check using the National Crime Information Center (NCIC).

Visitor Information forms, Request for Conviction Information forms, and/or NCIC background information shall be maintained in Section 2 of the FOI-Exempt portion of the Inmate Central File.

Ordinarily, when an inmate transfers from one institution to another, staff need not reapprove the visitors already contained on the inmate's visiting list.

(4) Staff shall notify the inmate of each approval or disapproval of a requested person for the visiting list. Upon approval of each visitor, staff shall provide the inmate with a copy of the visiting guidelines and with directions for transportation to and from the institution. The inmate is responsible for notifying the visitor of the approval or disapproval to visit and is expected to provide the approved visitor with a copy of the visiting guidelines and directions for transportation to and from the institution. The visiting guidelines shall include specific directions for reaching the institution and shall cite 18 U.S.C. 1791, which provides a penalty of

imprisonment for not more than twenty years, a fine, or both for providing or attempting to provide to an inmate anything whatsoever without the knowledge and consent of the Warden.

See the Program Statement on Searching, Detaining, or Arresting Persons Other than Inmates, regarding the language and placement of contraband warning signs at each institution.

(5) An inmate's visiting list may be amended at any time in accordance with the procedures of this section.

c. Identification of Visitors. Staff shall verify the identity of each visitor (through driver's license, photo identification, etc.) prior to admission of the visitor to the institution.

Visitors under the age of sixteen are accompanied by a parent or legal guardian and are exempted from this provision.

d. Notification to Visitors. Staff shall make available to all visitors written guidelines for visiting the institution. Staff shall have the visitor sign a statement acknowledging that the guidelines were provided and declaring that the visitor does not have any article in his/her possession which the visitor knows to be a threat to the security of the institution. Staff may deny the visiting privilege to a visitor who refuses to make such a declaration.

Visiting room staff are to make the institution's written guidelines for visiting available to visitors to the institution. The Notification to Visitor form (BP-224) (Attached) may be retrieved via BOPDOCS.

e. Searching Visitors. Staff may require a visitor to submit to a personal search, including a search of any items of personal property, as a condition of allowing or continuing a visit.

See the Program Statement on Searching, Detaining, or Arresting Persons Other than Inmates.

f. Record of Visitors. The Warden shall maintain a record of visitors to each inmate. The visitor's signature may be required on that record and shall be required on at least one visiting log or record maintained by the institution.

g. Supervision of Visits. Staff shall supervise each inmate visit to prevent the passage of contraband and to ensure the security and good order of the institution. The Warden may establish procedures to enable monitoring of the visiting area, including restrooms located within the visiting area. The Warden must provide notice to both visitors and inmates of the potential for monitoring the visiting area. The Warden may monitor a visitor restroom within the visiting area when there is reasonable suspicion that a visitor and/or an inmate is engaged, or attempting or about to engage, in criminal behavior or other prohibited behavior.

Visitor restrooms may be monitored only with the Warden's approval, confirmed in writing, and only after it is determined that there is a reasonable suspicion that the visitor and/or inmate is engaged, or attempting or about to engage, in a criminal activity or other prohibited behavior. The monitoring should be conducted by a person of the same sex as the visitor using the restroom. Other restrooms may be inspected and monitored as needed for security purposes. See the Program Statement on Searching, Detaining, or Arresting Persons Other than Inmates for further information on what constitutes "reasonable suspicion."

(1) The visiting room officer shall ensure that all visits are conducted in a quiet, orderly, and dignified manner. The visiting room officer may terminate visits that are not conducted in the appropriate manner. See 28 CFR §541.12, item 5, for description of an inmate's responsibility during visits.

§541.12 refers to the Program Statement on Inmate Discipline and Special Housing Units, Chapter 3. Prior to terminating a visit, visiting room officers should consult with the Lieutenant or Institution Duty Officer.

(2) Staff shall permit limited physical contact, such as handshaking, embracing, and kissing, between an inmate and a visitor, unless there is clear and convincing evidence that such contact would jeopardize the safety or security of the institution. Where contact visiting is provided, handshaking, embracing, and kissing are ordinarily permitted within the bounds of good taste and only at the beginning and at the end of the visit. The staff may limit physical contact to minimize opportunity for the introduction of contraband and to maintain the orderly operation of the visiting area.

An inmate who has been approved for, and is awaiting placement in the ADX-Florence Control Unit may be limited to non-contact visits.

(3) The visiting room officer may not accept articles or gifts of any kind for an inmate, except packages which have had prior approval by the Warden or a designated staff member. The Warden may allow a visitor to leave money with a designated staff member for deposit in the inmate's commissary account.

See the Trust Fund/Warehouse/Laundry Manual.

(3) The visiting room officer shall be aware of any articles passed between the inmate and the visitor. If there is any reasonable basis to believe that any item is being passed which constitutes contraband or is otherwise in violation of the law or Bureau regulations, the visiting room officer may examine the item.

An Associate Warden, the Duty Officer, or the Captain may be consulted in questionable cases.

PENALTY FOR VIOLATION OF VISITING REGULATIONS 540.52. Any act or effort to violate the visiting guidelines of an institution may result in disciplinary action against the inmate, which may include the denial of future visits, possibly over an extended period of time. Moreover, criminal prosecution may be initiated against the visitor, the inmate, or both, in the case of criminal violations.

VISITING REGULATIONS REGARDING PETS. Visitors are precluded from bringing animals on institutional grounds, except for dogs that assist persons with disabilities. Then, the visitor must provide staff with certification that the dog is trained for that purpose.

INSTITUTION SUPPLEMENT. Each institution shall develop local procedures and guidelines required to administer this Program Statement. The Institution Supplement must be translated into Spanish. The institution supplement shall include, at a minimum, the following considerations:

The visiting schedule for the institution, including all of its components (e.g., satellite camp, jail, etc.), if they differ;

Holdover visiting procedures (time frame for approval; who is permitted to visit, etc.);

The procedures to monitor all visiting areas to prevent the passage of contraband and ensure the security and good order of the institution;

The method by which staff will make written guidelines available to visitors;

The limitations of visiting space;

The time and administrative expense incidental to arranging and supervising visits; and

The need for maintaining other institutional activities without unnecessary or extended interference.

/s/

Kathleen Hawk Sawyer
Director

Appendix III: Bureau of Prisons Correspondence Policies

PS 5265.11 CORRESPONDENCE

PURPOSE AND SCOPE §540.10. The Bureau of Prisons encourages correspondence that is directed to socially useful goals. The Warden shall establish correspondence procedures for inmates in each institution, as authorized and suggested in this rule.

Institution guidelines concerning correspondence are to be widely available to staff and inmates through posting on bulletin boards, placement in the institution library, or other appropriate means.

SUMMARY OF CHANGES. This reissuance incorporates new requirements regarding the return address on inmate envelopes.

Other text and procedural improvements have also been made, and are summarized below:

A section pertaining to pre-trial, holdover, and/or detainee inmates has been added;

Rules text has been changed to indicate a return address must be used on all outgoing mail; and

PROGRAM OBJECTIVES. The expected results of this program are:

- a. Inmates will be able to send and receive correspondence in accordance with established procedures.
- b. Incoming and outgoing general correspondence will be subject to monitoring, reading, and inspection consistent with established procedures.
- c. Restrictions on general correspondence will be enforced for an inmate because of misconduct or for classification purposes.
- d. Incoming correspondence deemed inappropriate for inmates will be rejected.
- e. An inmate without funds will be provided a limited amount of postage stamps and mailing materials.
- f. An inmate will be permitted to possess a limited quantity of postage stamps.
- g. An inmate will be permitted to receive funds through the mail.

DEFINITIONS §540.2

- a. **"General Correspondence" means incoming or outgoing correspondence other than "special mail". "General Correspondence" includes packages sent through the mail.**

The Warden or designee must give prior approval for an inmate to receive or send a package (see the Mail Management Manual). Procedures pertaining to incoming publications are discussed in the Program Statement on Incoming Publications.

(1) "Open General Correspondence" means general correspondence which is not limited to a list of authorized correspondents, except as provided in §540.17.

28 CFR 540.17 refers to Section 13 of this Program Statement.

(2) "Restricted General Correspondence" means general correspondence which is limited to a list of authorized correspondents.

b. "Representatives of the News Media" means persons whose principal employment is to gather or report news for:

(1) A newspaper which qualifies as a general circulation newspaper in the community in which it is published. A newspaper is one of "general circulation" if it circulates among the general public and if it publishes news of a general character of general interest to the public such as news of political, religious, commercial, or social affairs. A key test to determine whether a newspaper qualifies as a "general circulation" newspaper is to determine whether the paper qualifies for the purpose of publishing legal notices in the community in which it is located or the area to which it distributes;

(2) A news magazine which has a national circulation and is sold by newsstands and by mail subscription to the general public;

(3) A national or international news service; or

(4) A radio or television news program, whose primary purpose is to report the news, of a station holding a Federal Communications Commission license.

c. "Special Mail" means correspondence sent to the following: President and Vice President of the United States, the U.S. Department of Justice (including the Bureau of Prisons), U.S. Attorneys Offices, Surgeon General, U.S. Public Health Service, Secretary of the Army, Navy, or Air Force, U.S. Courts (including U.S. Probation Officers), Members of the U.S. Congress, Embassies and Consulates, Governors, State Attorneys General, Prosecuting Attorneys, Directors of State Departments of Corrections, State Parole Commissioners, State Legislators, State Courts, State Probation Officers, other Federal and State law enforcement officers, attorneys, and representatives of the news media.

An inmate is expected to use the special mail privilege responsibly. Questions concerning alleged abuses of the special mail privilege should be referred to the Office of General Counsel.

"Special Mail" also includes correspondence received from the following: President and Vice President of the United States, attorneys, Members of the U.S. Congress, Embassies and Consulates, the U.S. Department of Justice (excluding the Bureau of Prisons but including U.S. Attorneys),

other Federal law enforcement officers, State Attorneys General, Prosecuting Attorneys, Governors, U.S. Courts (including U.S. Probation Officers), and State Courts. For incoming correspondence to be processed under the special mail procedures (see §540.18-540.19), the sender must be adequately identified on the envelope, and the front of the envelope must be marked "Special Mail - Open only in the presence of the inmate".

28 CFR 540.18-19 refers to Sections 15 and 16, respectively, of this Program Statement.

d. "Warden" is defined in 28 CFR 500.1, separately published, as "... the chief executive officer of a U.S. Penitentiary, Federal Correctional Institution, Medical Center for Federal Prisoners, Federal Prison Camp, Federal Detention Center, Metropolitan Correctional Center, or any federal penal or correctional institution or facility. 'Warden' also includes any staff member with authority explicitly delegated by any chief executive officer."

MAIL DEPOSITORIES §540.11. The Warden shall establish at least one mail depository within the institution for an inmate to place outgoing correspondence. The Warden may establish a separate mail depository for outgoing special mail. Each item placed in a mail depository must contain a return address (see § 540.12(d)).

28 CFR 540.12(d) refers to Section 9.d. of this Program Statement. In Metropolitan Correctional Centers, the Warden shall establish a mail depository to allow an attorney to "hand-deliver" legal mail to the institution (see the Mail Management Manual). Detention facilities which house pretrial inmates may also establish a mail depository for any attorney to "hand-deliver" special mail.

CONTROLS AND PROCEDURES §540.12

a. The Warden shall establish and exercise controls to protect individuals, and the security, discipline, and good order of the institution. The size, complexity, and security level of the institution, the degree of sophistication of the inmates confined, and other variables require flexibility in correspondence procedures. All Wardens shall establish open general correspondence procedures.

Open general correspondence privileges may be given to those inmates who are able to exercise the privileges responsibly and maturely. Care is to be taken during the orientation period and thereafter to help inmates understand their responsibility for open correspondence.

b. Staff shall inform each inmate in writing promptly after arrival at an institution of that institution's rules for handling of inmate mail. This notice includes the following statement:

The staff of each institution of the Bureau of Prisons has the authority to open all mail addressed to you before it is delivered to you. "Special Mail"

(mail from the President and Vice President of the U.S., attorneys, Members of the U.S. Congress, Embassies and Consulates, the U.S. Department of Justice (excluding the Bureau of Prisons but including U.S. Attorneys), other Federal law enforcement officers, State Attorneys General, Prosecuting Attorneys, Governors, U.S. Courts (including U.S. Probation Officers), and State Courts) may be opened only in your presence to be checked for contraband. This procedure occurs only if the sender is adequately identified on the envelope and the front of the envelope is marked "Special Mail - Open only in the presence of the inmate." Other mail may be opened and read by the staff.

If you do not want your general correspondence opened and read, the Bureau will return it to the Postal Service. This means that you will not receive such mail. You may choose whether you want your general correspondence delivered to you subject to the above conditions, or returned to the Postal Service. Whatever your choice, special mail will be delivered to you, after it is opened in your presence and checked for contraband. You can make your choice by signing Part I or Part II.

Should the inmate elect not to have his/her general correspondence opened and read or refuses to sign the notice, a copy of refusal will be forwarded to the Mail Room (notice follows this section).

Part I - General Correspondence to be Returned to the Postal Service

I have read or had read to me the foregoing notice regarding mail. I do not want my general correspondence opened and read.

I REQUEST THAT THE BUREAU OF PRISONS RETURN MY GENERAL CORRESPONDENCE TO THE POSTAL SERVICE.

I understand that special mail will be delivered to me, after it is opened in my presence and checked for contraband.

(Name) (Reg. No.) (Date)

Part II - General Correspondence to be Opened, Read, and Delivered

I have read or had read to me the foregoing notice regarding mail. I WISH TO RECEIVE MY GENERAL CORRESPONDENCE.

I understand that the Bureau of Prisons may open and read my general correspondence if I choose to receive same. I also understand that special mail will be delivered to me, after it is opened in my presence and checked for contraband.

(Name) (Reg. No.) (Date)

Inmate _____, refused to sign this
(Name) (Reg. No.)
form. He (she) was advised by me that the Bureau of Prisons retains the authority to open and read all general correspondence. The inmate was also advised that his (her) refusal to sign this form will be interpreted as an indication that he (she) wishes to receive general correspondence subject to the conditions in Part II above.

Staff Member's Signature

Date

The above notice is included as part of the Acknowledgment of Inmate (BP-407).

c. Staff shall inform an inmate that letters placed in the U.S. Mail are placed there at the request of the inmate and the inmate must assume responsibility for the contents of each letter. Correspondence containing threats, extortion, etc., may result in prosecution for violation of federal laws. When such material is discovered, the inmate may be subject to disciplinary action, the written material may be copied, and all material may be referred to the appropriate law enforcement agency for prosecution.

d. The inmate is responsible for filling out the return address completely on envelopes provided for the inmate's use by the institution. If the inmate uses an envelope not provided by the institution, the inmate is responsible for ensuring that the envelope used contains all return address information listed on the envelope provided by the institution.

Pre-printed envelopes ordered through UNICOR must include a return address consisting of the:

inmate's name,
register number,
name of the institution,
PO Box (or street address if there is no PO Box), and
city, state, and zip code.

NOTIFICATION OF REJECTIONS §540.13. When correspondence is rejected, the Warden shall notify the sender in writing of the rejection and the reasons for the rejection. The Warden shall also give notice that the sender may appeal the rejection. The Warden shall also notify an inmate of the rejection of any letter addressed to that inmate, along with the reasons for the rejection and shall notify the inmate of the right to appeal the rejection. The Warden shall refer an appeal to an official other than the one who originally disapproved the correspondence. The Warden shall return rejected correspondence to the sender unless the correspondence includes plans for or discussion of commission of a crime or evidence of a

crime, in which case there is no need to return the correspondence or give notice of the rejection, and the correspondence should be referred to appropriate law enforcement authorities. Also, contraband need not be returned to the sender.

The Warden may not delegate the authority to reject correspondence or sign the notification letters below the level of Associate Warden.

Section 11.d. of this Program Statement sets forth the bases for determining whether correspondence should be rejected. Returned Correspondence (BP-327) is used to notify the involved parties of the rejection. "Nuisance" contraband will be returned to the sender by using the Stamps, Negotiable Instrument & Other Returned to Sender (BP-328).

The Warden is to acknowledge receipt of an appeal from the sender of a rejected letter and is to designate staff to respond to the appeal. When the Warden makes the initial rejection, a subsequent appeal by a non-inmate sender shall be referred to the Regional Office for review.

Whenever the Warden is doubtful about the propriety of any incoming or outgoing letter or has any questions concerning the interpretation of regulations, the Warden may refer the problem to the Regional Inmate Systems Administrator and/or to Regional Counsel. In case of rejection, the offending content is to be reproduced and retained for a reasonable period (at least three months), to have it available for review if the rejection is appealed.

GENERAL CORRESPONDENCE §540.14

a. Institution staff shall open and inspect all incoming general correspondence. Incoming general correspondence may be read as frequently as deemed necessary to maintain security or monitor a particular problem confronting an inmate.

b. Except for "special mail," outgoing mail from a pretrial inmate may not be sealed by the inmate and may be read and inspected by staff.

c. (1) Outgoing mail from a sentenced inmate in a minimum or low security level institution may be sealed by the inmate and, except as provided for in paragraphs (c)(1)(a) through (d) of this section, is sent out unopened and uninspected. Staff may open a sentenced inmate's outgoing general correspondence:

(a) If there is reason to believe it would interfere with the orderly running of the institution, that it would be threatening to the recipient, or that it would facilitate criminal activity;

(b) If the inmate is on a restricted correspondence list;

(c) If the correspondence is between inmates (See §540.17); or

28 CFR 540.17 refers to Section 14 of this Program Statement.

(d) If the envelope has an incomplete return address.

(2) Except for "special mail," outgoing mail from a sentenced inmate in a medium or high security level institution, or an administrative institution may not be sealed by the inmate and may be read and inspected by staff.

Refer to the Security Designation and Custody Classification Manual for identification of security levels of each institution.

(3) Mail Monitoring. Each institution shall establish procedures for monitoring incoming and outgoing mail. Institutions may wish to give closer scrutiny to the incoming and outgoing mail of certain inmates, for example, inmates: who participated in criminal activity of a sophisticated nature, whose crimes involved mail or fraudulent schemes, who are considered escape risks, and who present management problems.

The staff member designated by the Warden to supervise inmate correspondence may maintain a list of such inmates. These monitoring procedures may not interfere with the prompt handling of the mail.

(4) Reading and Inspection. As stated in this section, all incoming general correspondence and outgoing mail in medium, high, and administrative institutions (except "special mail") is subject to random reading by correctional staff. The objectives to be accomplished in reading incoming or outgoing mail differ from the objectives of inspection. In the case of inspection (to which all incoming general correspondence is subjected), the objective is primarily to detect contraband. The random reading of mail is intended to reveal, for example, escape plots, plans to commit illegal acts, or plans to violate institution rules or other security concerns.

(5) Disclosure. In the course of reading correspondence a staff member may incidentally learn of intimate information concerning the private lives of inmates or their correspondents. Bureau staff must be sensitive to the fact that most information in correspondence is of a private nature, and must be handled discreetly. Unless there is a legitimate correctional concern relating to security, safety, orderly running of the institution, criminal activity, or inmate rehabilitation, the contents of reviewed correspondence should not be revealed to any other person.

d. The Warden may reject correspondence sent by or to an inmate if it is determined detrimental to the security, good order, or discipline of the institution, to the protection of the public, or if it might facilitate criminal activity. Correspondence which may be rejected by a Warden includes, but is not limited to, correspondence which contains any of the following:

(1) Matter which is nonmailable under law or postal regulations;

(2) Matter which depicts, describes, or encourages activities which may lead to the use of physical violence or group disruption;

(3) Information of escape plots, of plans to commit illegal activities, or to violate Bureau rules or institution guidelines;

(4) Direction of an inmate's business (See §541.13, Prohibited Act No. 408). An inmate, unless a pre-trial detainee, may not direct a business while confined.

This does not, however, prohibit correspondence necessary to enable an inmate to protect property and funds that were legitimately the inmate's at the time of commitment. Thus, for example, an inmate may correspond about refinancing an existing mortgage or sign insurance papers, but may not operate a mortgage or insurance business while in the institution.

§541.13, Prohibited Act No. 408 refers to Chapter 4 of the Program Statement on Inmate Discipline and Special Housing Units.

(5) Threats, extortion, obscenity, or gratuitous profanity;

(6) A code;

(7) Sexually explicit material (for example, personal photographs) which by its nature or content poses a threat to an individual's personal safety or security, or to institution good order; or

Nude or sexually suggestive photos (individual prints or copies as opposed to those from publications) present a special concern for personal safety, security, and good order. This is particularly true when the subject is an inmate's relative, friend, or acquaintance. For these reasons, ordinarily, an inmate shall not be permitted to receive through the mail a personal photograph in which the subject is nude, displays genitalia, or female breasts, or when the photo depicts sexually suggestive acts such as intercourse, fellatio, or sodomy.

The exclusion of this, or similar materials shall be determined on the basis of the standard of whether the material would be detrimental to an individual's personal safety or security, or to institution good order, if it were in the inmate's possession. For purposes of this section, clippings from publications are considered under this rule on correspondence. For the rule on incoming publications, see the Program Statement on Incoming Publications.

(8) Contraband. (See §500.1 of this chapter. A package received without prior authorization by the Warden is considered to be contraband.

28 CFR 500.1 is contained in Section 7.d. of this Program Statement. Multiple copies of printed materials intended for inmate distribution and third-party mailing, is also considered to be contraband.

RESTRICTED GENERAL CORRESPONDENCE §540.15 a. The Warden may place an inmate on restricted general correspondence based on

misconduct or as a matter of classification. For the purpose of this restriction, the term classification is used to identify categories of behavior.

Determining factors include the inmate's:

(1) Involvement in any of the activities listed in §540.14(d);

28 CFR 540.14(d) is contained in Section 11.d. of this Program Statement.

(2) Attempting to solicit funds or items (e.g., samples), or subscribing to a publication without paying for the subscription;

(3) Being a security risk;

(4) Threatening a government official; or

(5) Having committed an offense involving the mail.

b. The Warden may limit to a reasonable number persons on the approved restricted general correspondence list of an inmate.

A determination to place an inmate on restricted correspondence is to be made by the unit team at the time of classification or by the Unit Disciplinary Committee (UDC) or Disciplinary Hearing Officer (DHO), when restricted correspondence is necessitated by an infraction of an institution rule.

Action taken by the UDC or DHO as a disciplinary sanction is ordinarily based upon a finding of violation of the correspondence regulations.

c. The Warden shall use one of the following procedures before placing an inmate on restricted general correspondence.

(1) Where the restriction will be based upon an incident report, procedures must be followed in accordance with inmate disciplinary regulations (part 541, subpart B of this chapter).

Part 541, Subpart B refers to Program Statement on Inmate Discipline and Special Housing Units.

(2) Where there is no incident report, the Warden:

(a) Shall advise the inmate in writing of the reason the inmate is to be placed on restricted general correspondence;

(b) Shall give the inmate the opportunity to respond to the classification or change in classification; the inmate has the option to respond orally or to submit written information or both; and

(c) Shall notify the inmate of the decision and the reasons, and shall advise the inmate that the inmate may appeal the decision under the Administrative Remedy Procedure.

d. When an inmate is placed on restricted general correspondence, the inmate may, except as provided in §540.16 and 540.17:

28 CFR 540.16 and 540.17 refer to Sections 13 and 14, respectively, of this Program Statement.

(1) Correspond with the inmate's spouse, mother, father, children, and siblings, unless the correspondent is involved in a violation of correspondence regulations, or would be a threat to the security or good order of the institution;

The word "spouse" includes a common-law relationship which has previously been established in a state which recognizes this status. In states that do not, common-law relationship is not considered "immediate family." For determination of applicable state laws, the Regional Counsel is to be consulted.

(2) Request other persons also to be placed on the approved correspondence list, subject to investigation, evaluation, and approval by the Warden; with prior approval, the inmate may write to a proposed correspondent to obtain a release authorizing an investigation; and

(3) Correspond with former business associates, unless it appears to the Warden that the proposed correspondent would be a threat to the security or good order of the institution, or that the resulting correspondence could reasonably be expected to result in criminal activity. Correspondence with former business associates is limited to social matters.

Verification Procedures. Each year it becomes increasingly difficult to obtain information from law enforcement agencies on proposed correspondents. For this reason, an attempt is to be made to secure necessary information from other sources, including the inmate, the proposed correspondent, and the U.S. Probation Officer. Each institution shall develop its own verification procedures depending upon the sophistication of the inmates with whom they are concerned and resources for verification.

A release from the individual in question may be necessary (for example under the Privacy Act) to complete the investigation. If a release is needed, the inmate shall be responsible for obtaining the release, and shall be permitted to write to the correspondent for this purpose.

e. The Warden may allow an inmate additional correspondence with persons other than those on the inmate's approved mailing list when the correspondence is shown to be necessary and does not require an addition to the mailing list because it is not of an ongoing nature.

Authorization of these Special Purpose letters shall be the responsibility of the Case Manager or such other staff member as the Warden may designate to supervise inmate correspondence.

INMATE CORRESPONDENCE WHILE IN SEGREGATION AND HOLDOVER STATUS §540.16

a. The Warden shall permit an inmate in holdover status (i.e., enroute to a designated institution) to have correspondence privileges similar to those of other inmates insofar as practical.

b. The Warden shall permit an inmate in segregation to have full correspondence privileges unless placed on restricted general correspondence under §540.15.

28 CFR 540.15 refers to Section 12 of this Program Statement.

CORRESPONDENCE BETWEEN CONFINED INMATES §540.17. An inmate may be permitted to correspond with an inmate confined in any other penal or correctional institution if the other inmate is either a member of the immediate family, or is a party or witness in a legal action in which both inmates are involved. Such correspondence may be approved in other exceptional circumstances, with particular regard to the security level of the institution, the nature of the relationship between the two inmates, and whether the inmate has other regular correspondence. The following additional limitations apply:

a. Such correspondence at institutions of all security levels may always be inspected and read by staff at the sending and receiving institutions (it may not be sealed by the inmate); and

b. (1) The appropriate unit manager at each institution must approve of the correspondence if both inmates are housed in federal institutions and both inmates are members of the same immediate family or are a party or witness in a legal action in which both inmates are involved.

The Warden will be appraised of any unusual circumstances pertaining to a request to correspond for members of the same immediate family or for inmates who are a party or witness in the same legal action. When denying an inmate's request to correspond, the Unit Manager shall document the reason(s) for the denial. The approval of such correspondence privileges for both inmates will ordinarily remain in effect even if either inmate is transferred within the Bureau.

(2) The Wardens of both institutions must approve of the correspondence if one of the inmates is housed at a non-federal institution or if approval is being granted on the basis of exceptional circumstances.

The Warden shall document a denial or the rationale for approving the correspondence request.

SPECIAL MAIL §540.18

a. The Warden shall open incoming special mail only in the presence of the inmate for inspection for physical contraband and the qualification of any enclosures as special mail. The correspondence may not be read or copied if the sender is adequately identified on the envelope, and the front of the envelope is marked "Special Mail - Open only in the presence of the inmate".

Incoming mail meeting the requirements of this rule must be treated in accordance with this rule. The Warden may, however, treat incoming mail that does not meet all of the requirements for special mail handling in the same fashion as special mail, including opening it in the inmate's presence and inspecting it only for contraband. For example, mail from the chambers of a Federal judge or from a member of the U.S. Congress should be given special handling even though it does not contain a special mail marking on the envelope.

Similarly, mail from an adequately identified sender which contains markings similar to the phrase "Special Mail - Open only in the presence of the inmate" may also be given special handling. Examples of similar markings include "Attorney-Client -- Open only in the presence of the inmate," "Legal Mail -- Open only in the presence of the inmate."

b. In the absence of either adequate identification or the "special mail" marking indicated in paragraph (a) of this section appearing on the envelope, staff may treat the mail as general correspondence and may open, inspect, and read the mail.

c. (1) Except as provided for in paragraph (c)(2) of this section, outgoing special mail may be sealed by the inmate and is not subject to inspection.

The Warden may set aside special mail boxes for the use of inmates, to facilitate the separation and mailing of outgoing special mail.

(2) Special mail shall be screened in accordance with the provisions of paragraph (c)(2)(c) of this section when the special mail is being sent by an inmate who has been placed on restricted special mail status.

(a) An inmate may be placed on restricted special mail status if the Warden, with the concurrence of the Regional Counsel, documents in writing that the special mail either has posed a threat or may pose a threat of physical harm to the recipient (e.g., the inmate has previously used special mail to threaten physical harm to a recipient).

(b) The Warden shall notify the inmate in writing of the reason the inmate is being placed on restricted special mail status.

(c) An inmate on restricted special mail status must present all materials and packaging intended to be sent as special mail to staff for inspection. Staff shall inspect the special mail material and packaging, in the presence of the inmate, for contraband. If the intended recipient of the special mail has so requested, staff may read the special mail for the purpose of verifying that the special mail does not contain a threat of physical harm. Upon completion of the inspection, staff shall return the special mail material to the inmate if the material does not contain contraband, or contain a threat of physical harm to the intended recipient. The inmate must then seal the special mail material in the presence of staff and immediately give the sealed special mail material to the observing staff for delivery. Special mail determined to pose a threat to the intended recipient shall be forwarded to the appropriate law enforcement entity. Staff shall send a copy of the material, minus the contraband, to the intended recipient along with notification that the original of the material was forwarded to the appropriate law enforcement entity.

(d) The Warden shall review an inmate's restricted special mail status at least once every 180 days. The inmate is to be notified of the results of this review. An inmate may be removed from restricted special mail status if the Warden determines, with the concurrence of the Regional Counsel, that the special mail does not threaten or pose a threat of physical harm to the intended recipient.

(e) An inmate on restricted mail status may seek review of the restriction through the Administrative Remedy Program.

d. Except for special mail processed in accordance with paragraph (c)(2) of this section, staff shall stamp the following statement directly on the back side of the inmate's outgoing special mail:

"The enclosed letter was processed through special mailing procedures for forwarding to you. The letter has neither been opened nor inspected. If the writer raises a question or problem over which this facility has jurisdiction, you may wish to return the material for further information or clarification. If the writer encloses correspondence for forwarding to another addressee, please return the enclosure to the above address."

The stamp is to include, above the statement, the name and address of the institution and space for the date to be entered.

LEGAL CORRESPONDENCE §540.19

a. Staff shall mark each envelope of incoming legal mail (mail from courts or attorneys) to show the date and time of receipt, the date and time the letter is delivered to an inmate and opened in the inmate's presence, and the name of the staff member who delivered the letter. The inmate may be asked to sign as receiving the incoming legal mail. This paragraph applies only if the sender has marked the envelope as specified in §540.18.

28 CFR 540.18 refers to Section 15 of this Program Statement.

Staff are expected to develop a master log containing the above information. The inmate may be requested (but is not required) to sign the log, thereby indicating the inmate's receipt of the incoming legal mail. If the inmate refuses, staff shall note this refusal in the log.

b. The inmate is responsible for advising any attorney that correspondence will be handled as special mail only if the envelope is marked with the attorney's name and an indication that the person is an attorney, and the front of the envelope is marked "Special Mail - Open only in the presence of the inmate".

Legal mail shall be opened in accordance with special mail procedures (see §540.18).

28 CFR 540.18 refers to Section 15 of this Program Statement.

c. Grounds for the limitation or denial of an attorney's correspondence rights or privileges are stated in part 543, subpart B. If such action is taken, the Warden shall give written notice to the attorney and the inmate affected.

Part 543, Subpart B refers to the Program Statement on Inmate Legal Activities. Any violation of the attorney/client correspondence privilege is to be referred to Regional Counsel, who, in conjunction with the Office of General Counsel, may restrict the inmate and/or attorney from further attorney/client correspondence privileges under this section.

d. In order to send mail to an attorney's assistant or to a legal aid student or assistant, an inmate shall address the mail to the attorney or legal aid supervisor, or the legal organization or firm, to the attention of the student or assistant.

Refer to the Program Statement on Inmate Legal Activities for specific information concerning Bureau recognition of an attorney's assistant or legal aid student assistant.

e. Mail to an inmate from an attorney's assistant or legal aid student or assistant, in order to be identified and treated by staff as special mail, must be properly identified on the envelope as required in paragraph (b) of this section, and must be marked on the front of the envelope as being mail from the attorney or from the legal aid supervisor.

INMATE CORRESPONDENCE WITH REPRESENTATIVES OF THE NEWS MEDIA §540.20

a. An inmate may write through "special mail" to representatives of the news media specified by name or title (see §540.2(b)).

28 CFR 540.2(b) refers to Section 7.b. of this Program Statement.

All properly identified and labeled correspondence from an inmate who is not on restricted mail status to qualifying representatives of the news media shall be sealed and forwarded without inspection, directly and promptly. Properly identified and labeled correspondence from an inmate on restricted special mail status shall also be forwarded promptly, but is sealed and may be subject to inspection in accordance with the procedures noted above (see Section 15.c.(2)(c)). If there is doubt as to whether a representative qualifies, the institution may contact the Bureau's Public Information Officer in the Central Office.

b. The inmate may not receive compensation or anything of value for correspondence with the news media. The inmate may not act as reporter or publish under a byline.

c. Representatives of the news media may initiate correspondence with an inmate. Staff shall open incoming correspondence from representatives of the media and inspect for contraband, for its qualification as media correspondence, and for content which is likely to promote either illegal activity or conduct contrary to Bureau regulations.

Refer to the Program Statement on News Media Contacts regarding rules on other aspects of contact with news media. §

PAYMENT OF POSTAGE 540.21

a. Except as provided in paragraphs (d), (e), (f), and (i) of this section, postage charges are the responsibility of the inmate. The Warden shall ensure that the inmate commissary has postage stamps available for purchase by inmates.

Mailroom staff should obtain postage rate charts from the local servicing post office. These charts should be placed in areas where inmates ordinarily have access, e.g. mailroom, housing units.

(1) Postage Sold by Commissary. The inmate commissary must have available sufficient stamp denominations to allow mailing of letters in excess of one ounce, but not requiring an additional first class stamp.

(2) Purchase Limitation. The Warden shall issue local guidelines, which shall ordinarily limit an inmate's commissary purchase per commissary visit, to 60 postage stamps (of the denomination for first class, domestic, one ounce mailing), or the equivalent; an exception may be made where such visits are limited to once per week, or less, in which case the Warden may authorize an additional purchase of postage stamps.

(3) Inmate Possession of Postage Stamps. The Warden shall issue local guidelines, limiting an inmate's possession of stamps at one time to no more than 60 postage stamps (of the denomination for first class, domestic, one ounce mailing), or the equivalent, except where commissary visits are limited to once per week, or less, in which case the Warden may authorize possession of stamps by any inmate to a specified amount in excess of this limit.

(4) Approval for Additional Purchases. An inmate may be authorized to purchase (per commissary visit) and/or possess postage in excess of 60 postage stamps (of the denomination for first class, domestic, one ounce mailing), or the equivalent, only upon approval of the Associate Warden or a person of equivalent level. This authority may not be delegated below the Unit Manager level.

b. Writing paper and envelopes are provided at no cost to the inmate. Inmates who use their own envelopes must place a return address on the envelope (see § 540.12(d)).

28 CFR 540.12(d) refers to Section 9.d. of this Program Statement.

c. Inmate organizations will purchase their own postage.

d. An inmate who has neither funds nor sufficient postage and who wishes to mail legal mail (includes courts and attorneys) or Administrative Remedy forms will be provided the postage stamps for such mailing. To prevent abuses of this provision, the Warden may impose restrictions on the free legal and administrative remedy mailings.

(1) To prevent abuses of Bureau directives regarding purchase of postage, Wardens shall:

(a) Provide an inmate who has neither funds nor postage up to five postage stamps (of the denomination for first-class, domestic, one ounce mailing) or the equivalent each week, for legal mail or Administrative Remedy filings;

(b) Require an inmate who has, for at least two separate months, depleted his or her commissary account, obtained Government-paid postage stamps, and then restored money to the account to complete the appropriate form for

reimbursement Request for Withdrawal of Inmate's Personal Funds, (BP-199) for the amount of postage given for legal mail or Administrative Remedy filings; Commissary staff shall hold the Request for Withdrawal of Inmate's Personal Funds form (BP-199) and charge it against the inmate's account as soon as the inmate has funds (see the Trust Fund Management Manual); and

(c) Allow an inmate to purchase sufficient postage for legal mail or Administrative Remedy mailings. The amount of purchase may not exceed the limit for postage purchases.

(2) The Associate Warden or a person of equivalent level shall review and make a final determination whether the inmate is to receive postage under any of the conditions of this subsection. In making this determination, an inmate without funds means an inmate without sufficient commissary balance to purchase a postage stamp sufficient for first-class, one ounce domestic mailing. This authority may not be delegated below the Unit Manager level.

e. When requested by an inmate who has neither funds nor sufficient postage, and upon verification of this status by staff, the Warden shall provide the postage stamps for mailing a reasonable number of letters at government expense to enable the inmate to maintain community ties. To prevent abuses of this provision, the Warden may impose restrictions on the free mailings.

Five letters per month are suggested as a reasonable allowance in most circumstances. To prevent abuses of this policy, the Warden may require reimbursement as provided in Section 18.d.(1)(b). The Associate Warden or a person of equivalent level (not to be delegated below the Unit Manager level) shall review and make a final determination on whether the inmate is to receive postage under the conditions of this subsection.

In making this determination, an inmate without funds means an inmate without sufficient commissary balance to purchase a postage stamp sufficient for first-class, one ounce domestic mailing or postage for half-ounce international air mail for an inmate whose community ties require such foreign correspondence.

f. Mailing at government expense is also allowed for necessary correspondence in verified emergency situations for inmates with neither funds nor sufficient postage.

The Associate Warden or a person of equivalent level shall review and make a final determination on whether the inmate is to receive postage stamps under any of the conditions in this subsection. This authority may not be delegated below the Unit Manager level.

g. Inmates must sign for all stamps issued to them by institution staff.
A separate log is to be kept for this purpose.

h. Mail received with postage due is not ordinarily accepted by the Bureau of Prisons.

The mail officer shall refuse all postage due mail. However, if such mail is tendered to the mail officer without collection of postage due, the mail is to be processed without further collection action (see the Mail Management Manual).

i. Holdovers and pre-trial commitments will be provided a reasonable number of stamps for the mailing of letters at government expense.

Three letters per week is suggested as a reasonable allowance in most circumstances. Commissary purchase of postage shall also be available to pre-trial inmates. For holdovers, additional government-furnished postage stamps may be allowed for special needs demonstrated by the inmate.

j. Inmates may not be permitted to receive stamps or stamped items (e.g., envelopes embossed with stamps, postal cards with postage affixed) other than by issuance from the institution or by purchase from commissary.

All stamps and stamped items sent into the institution shall be returned to the sender with an accompanying letter, Stamps, Negotiable Instrument & Other Returned to Sender (BP-328) indicating the reason for return. A copy of the letter will be placed with the inmate correspondence for delivery to the inmate. See the Program Statement, Mail Management Manual for further information.

k. The institution's Business Manager is responsible for the purchase and security of stamps purchased by the Bureau for issue to inmates in accordance with Section 18.d.

l. The Business Manager is responsible for conducting the quarterly audits.

SPECIAL POSTAL SERVICES §540.22. The information contained in this section on special postal services was extracted from the Mail Management Manual. That policy should be reviewed to obtain more detailed information on these and related areas relating to mail management.

a. An inmate, at no cost to the government, may send correspondence by registered, certified, or insured mail, and may request a return receipt.

b. An inmate may insure outgoing personal correspondence (e.g., a package containing the inmate's hobbycrafts) by completing the appropriate form and applying sufficient postage.

The Authorization to Mail Inmate Package (BP-329) is to be used.

(1) In the event of loss or damage, any claim relative to this matter is made to the U.S. Postal Service, either by the inmate or the recipient. The U.S. Postal Service will only indemnify a piece of insured mail for the actual value of an item, regardless of declared value.

When an inmate decides that a claim is necessary for an incoming piece of insured mail, the inmate should be advised that the mailer is the most appropriate person to file the claim with the U.S. Postal Service.

(2) Inmate packages forwarded as a result of institution administration are considered official mail, except as otherwise specified (for example,

hobbycraft articles mailed out of the institution). Official mail is not insured. If such an item is subsequently lost or damaged in the mail process the inmate may file a tort claim with the Bureau of Prisons (see part 543, subpart C of this chapter).

Such packages are forwarded as official mail at government expense. If documentation clearly indicates that the package left Bureau control and the item was therefore lost or damaged by the U.S. Postal Service in the mail process (or mailed via a contract mail provider), the inmate is to be instructed to file a tort claim with the U.S. Postal Service (or directly with the contract mail provider) (see the Program Statement on Claims Under the Federal Tort Claims Act). Hobbycraft articles are discussed in the Program Statement on Inmate Recreation Programs.

c. Certified mail is sent first class at the inmate's expense.

The inmate must pay for basic postage, the costs of certification, and the costs of a return receipt (if requested).

d. An inmate may not be provided such services as express mail, COD, private carriers, or stamp collecting while confined.

INMATE FUNDS RECEIVED THROUGH THE MAILS §540.23.

a. An inmate, upon completing the appropriate form, may receive funds from family or friends or, upon approval of the Warden, from other persons for crediting to the inmate's trust fund account.

Section 2 of the Acknowledgment of Inmate (BP-407) contains an authorization for disposition of funds. The inmate ordinarily completes this form upon initial entry into Bureau custody.

b. An inmate is responsible for advising persons forwarding the inmate funds that all negotiable instruments, such as checks and money orders, should give both the inmate's name and register number, thereby helping to ensure a deposit to the proper inmate's account. Negotiable instruments not accepted because they are incorrectly prepared will be returned to the sender, with a letter of explanation. A copy of this letter will be sent to the inmate.

The Stamps, Negotiable Instrument and Other Returned to Sender form (BP-328) is the appropriate form to use to return unidentifiable funds. However, if the envelope clearly indicates the inmate's name and register number, the monies will be accepted.

c. An inmate may not receive through the mail unsolicited funds, nor may the inmate solicit funds or initiate requests which might result in the solicitation of funds from persons other than as specified in paragraph (a) of this section.

d. An inmate may not receive through the mail funds for direct services provided by the government, such as medical services.

Because the availability of services in certain areas has been set by Congress, the Bureau should not authorize the acceptance of funds specifically designated for these purposes.

e. All Bureau staff should be alert to unusual activity concerning funds being received for posting to an inmate's account or funds being mailed out of the institution. For example, mail room staff, accounting technicians, unit staff and others, to the extent possible, should be alert to, and should notify the Unit Manager when an inmate receives a large amount of money either in a lump sum or over a short period of time or has unusual activity in the inmate's account. The Unit Manager is to determine whether an appropriate reason exists for such activity or if a further referral to the Captain is necessary.

RETURNED MAIL §540.24. Staff shall open and inspect for contraband all undelivered mail returned to an institution by the Post Office before returning it to the inmate. The purpose of this inspection is to determine if the content originated with the inmate sender identified on the letter or package; to prevent the transmission of material, substances, and property which an inmate is not permitted to possess in the institution; and to determine that the mail was not opened or tampered with before its return to the institution. Any re mailing is at the inmate's expense. Any returned mail qualifying as "special mail" is opened and inspected for contraband in the inmate's presence.

**CHANGE OF ADDRESS AND FORWARDING OF MAIL FOR INMATES
§540.25**

a. Staff shall make available to an inmate who is being released or transferred appropriate Bureau of Prisons and U.S. Postal Service forms for change of address.

(1) A U.S. Postal Service "Change of Address" kit(s) shall be available to each inmate being transferred so that the inmate may notify correspondents of a change of address. (Note: The "kit" is a U.S. Postal form notice to publishers, business, correspondents, etc.; it is not a notification to the U.S. Postal Service.

(2) Institution staff shall obtain supplies of these Postal Service kits from the servicing U.S. postal facility. These kits are to be maintained in Receiving and Discharge and the Mail Room for inmates departing the institution.

b. Inmates are responsible for informing their correspondents of a change of address.

c. Postage for mailing change of address cards is paid by the inmate.

d. Except as provided in paragraphs (e) through (g) of this section, all mail received for a released or transferred inmate will be returned to the U.S. Postal Service for disposition in accordance with U.S. Postal Service regulations.

e. Staff shall use all means practicable to forward special mail.

The Mail Management Manual provides more detailed instructions on the forwarding of inmate special mail.

f. Staff shall forward inmate general correspondence to the new address for a period of 30 days.

Inmate general mail (as opposed to special mail) shall be forwarded to the new address for a period of 30 days. General mail shall be forwarded to the address in the SENTRY database.

After the 30 day period, general mail received shall be returned to the sender with the notation "Not at this address- return to sender."

g. Staff shall permit an inmate released temporarily on writ to elect either to have general correspondence held at the institution for a period not to exceed 30 days, or returned to the U.S. Postal Service for disposition.

Disposition of General Correspondence While Inmate is Released Temporarily on Writ (BP-398) is the appropriate form.

(1) If the inmate refuses to make this election, staff at the institution shall document this refusal, and any reasons, in the inmate's central file. Staff shall return to the U.S. Postal Service all general correspondence received for such an inmate after the inmate's departure.

The refusal is documented on the Disposition of General Correspondence While Inmate is Released Temporarily on Writ (BP-398).

(2) If the inmate does not return from writ within the time indicated, staff shall return to the U.S. Postal Service all general correspondence being held for that inmate for disposition in accordance with postal regulations.

INSTITUTION SUPPLEMENT. Upon receiving this Program Statement, each institution is to revise and update its Institution Supplement (IS) and forward a copy to the Regional Correctional Programs Administrator in its Regional Office. The IS is to include:

Designation of a staff member to supervise inmate correspondence.

Procedures for monitoring incoming and outgoing mail including inspection and reading of mail, especially mail to and from particular inmates.

Authorization of special purpose letters.

Use of a master log to note the receipt and inmate acknowledgment of incoming legal mail.

Limitations on the overall amount of postage stamps an inmate may possess as well as single purchases of such stamps.

Restrictions on free legal and administrative remedy mailings.

/s/

Kathleen Hawk Sawyer

Director

Appendix IV: Bureau of Prisons Publication Policies

PS 5266.09 INCOMING PUBLICATIONS

PURPOSE AND SCOPE § 540.70. Except when precluded by statute (see § 540.72), the Bureau of Prisons permits an inmate to subscribe to or to receive publications without prior approval and has established procedures to determine if an incoming publication is detrimental to the security, discipline, or good order of the institution or if it might facilitate criminal activity. The term publication, as used in this subpart, means a book, booklet, pamphlet, or similar document, or a single issue of a magazine, periodical, newsletter, newspaper, plus such other materials addressed to a specific inmate such as advertising brochures, flyers, and catalogs.

Section 540.72 refers to Section 7 of this Program Statement which contains procedures to implement Section 614 of the Fiscal Year 1999 Omnibus Budget Act (P.L. 105-277).

PROGRAM OBJECTIVES. The expected results of this program are:

- a. Inmates will be permitted to receive and retain specified publications.
- b. Publications will be excluded that are detrimental to the security, good order, or discipline of the institution or that may facilitate criminal activity.

PROCEDURES § 540.71

a. An inmate may receive hardcover publications and newspapers only from the publisher, from a book club, or from a bookstore. An inmate may receive other softcover material (for example, paperback books, newspaper clippings, or magazines) from any source. The Warden may have all incoming publications inspected for contraband. The Warden may designate staff to review and where appropriate to approve all incoming publications in accordance with the provisions of this subpart. Only the Warden may reject an incoming publication.

The rejection is by the Warden or, in the Warden's absence, by the Acting Warden.

It is recommended that an inmate who wishes to order a publication first speak with a designated staff member to ascertain whether individual issues of the

publication are likely to be approved.

This discussion is not required, but it may avoid disappointments and bookkeeping problems when a publication is later determined to be unacceptable.

b. The Warden may reject a publication only if it is determined detrimental to the security, good order, or discipline of the institution or if it might facilitate criminal activity. The Warden may not reject a publication solely because its content is religious, philosophical, political, social or sexual, or because its content is unpopular or repugnant. Publications which may be rejected by a Warden include but are not limited to publications which meet one of the following criteria:

(1) It depicts or describes procedures for the construction or use of weapons, ammunition, bombs or incendiary devices;

(2) It depicts, encourages, or describes methods of escape from correctional facilities, or contains blueprints, drawings or similar descriptions of Bureau of Prisons institutions;

(3) It depicts or describes procedures for the brewing of alcoholic beverages, or the manufacture of drugs;

(4) It is written in code;

(5) It depicts, describes or encourages activities which may lead to the use of physical violence or group disruption;

(6) It encourages or instructs in the commission of criminal activity;

(7) It is sexually explicit material which by its nature or content poses a threat to the security, good order, or discipline of the institution, or facilitates criminal activity.

Section 614 of the Fiscal Year 1999 Omnibus Budget Act (P.L. 105-277) prohibits the Bureau from distributing or making available to inmates any commercially published material which is sexually explicit or features nudity.

See Section 7 of this Program Statement for processing such material. Under that Section, "sexually explicit" and "nudity" are defined in terms of pictorial depictions.

Publications not subject to return under Section 7 procedures (for example, the material does not meet the definition in that section) are still subject to rejection on the basis of the criteria in Section 6.b.(7).

While publications may not be excluded under Section 6.b.(7) solely because

they have sexual content, some sexually oriented publications may be rejected.

To assist staff in determining which materials may pose the type of threat which warrants exclusion, the following guidelines are given.

(a) A Warden may determine that sexually explicit material of the following types is to be excluded, as potentially detrimental to the security and good order, or discipline of the institution, or as facilitating criminal activity:

Sado-masochistic

Bestiality

Involving children

(b) Additionally:

The Warden must prohibit a sexually explicit publication if it is determined to pose a threat to the institution. Child-model materials, which are prohibited by law, must be prohibited.

Sexually explicit material does not include material of a news or information type. Publications concerning research or opinions on sexual, health, or reproductive issues, or covering the activities of gay rights organizations or gay religious groups, for example, should be admitted.

Literary publications should not be excluded, solely because of homosexual themes or references, if they are not sexually explicit.

Sexually explicit material may nonetheless be admitted if it has scholarly value, or general social or literary value.

c. The Warden may not establish an excluded list of publications. This means the Warden shall review the individual publication prior to the rejection of that publication. Rejection of several issues of a subscription publication is not sufficient reason to reject the subscription publication in its entirety.

d. Where a publication is found unacceptable, the Warden shall promptly advise the inmate in writing of the decision and the reasons for it. The notice must contain reference to the specific article(s) or material(s) considered objectionable. The Warden shall permit the inmate an opportunity to review this material for purposes of filing an appeal under the Administrative Remedy Program unless such review may provide the inmate with information of a nature which is deemed to pose a threat or detriment to the security, good order or discipline of the institution or to encourage or instruct in criminal activity.

In questionable cases, institution staff may consult with the regional education or legal staff.

e. The Warden shall provide the publisher or sender of an unacceptable publication a copy of the rejection letter. The Warden shall advise the publisher or sender that he may obtain an independent review of the rejection by writing to the Regional Director within 20 days of receipt of the rejection letter. The Warden shall return the rejected publication to the publisher or sender of the material unless the inmate indicates an intent to file an appeal under the Administrative Remedy Program, in which case the Warden shall retain the rejected material at the institution for review. In case of appeal, if the rejection is sustained, the rejected publication shall be returned when appeal or legal use is completed.

See Notification to Inmate and Publisher/Sender of Rejected Publication (Attachment A) for a sample notification to inmate and publisher/sender.

The Warden must retain the rejected publication for 20 days from the date that the inmate is sent written notification of the rejection.

This 20-day period is to allow the inmate the opportunity to file an appeal under the Administrative Remedy Program.

If the inmate does not file an appeal within 20 days, the rejected publication may be returned to the publisher.

If the inmate does file an appeal, the Warden must retain the rejected publication at the institution.

The rejected publication or the offensive portion of it must be reviewed prior to a staff response being prepared for the BP-9 or, when applicable, for a BP-10 and/or BP-11.

The regional office and Central Office should not respond to a BP-10 or BP-11 appeal of a rejected publication without first reviewing either the rejected publication or a copy of the offensive portion of it.

f. The Warden may set limits locally (for fire, sanitation or housekeeping reasons) on the number or volume of publications an inmate may receive or retain in his quarters. The Warden may authorize an inmate additional storage space for storage of legal materials in accordance with the Bureau of Prisons procedures on personal property of inmates.

STATUTORY RESTRICTIONS REQUIRING RETURN OF COMMERCIALY PUBLISHED INFORMATION OR MATERIAL WHICH IS SEXUALLY EXPLICIT OR FEATURES NUDITY § 540.72. Section 614 of the Fiscal Year 1999 Omnibus Budget Act (P.L. 105-277) specifies:

"None of the funds made available in this Act to the Federal Bureau of Prisons may be used to distribute or make available any commercially published

information or material to a prisoner when it is made known to the Federal Official having authority to obligate or expend such funds that such information or material is sexually explicit or features nudity."

Implementation procedures for this provision are given below and affect those publications received on or after August 28, 1999.

Publications previously distributed/authorized shall be retained and transferred in accordance with the Program Statement on Inmate Personal Property.

a. When commercially published information or material may not be distributed by staff or made available to inmates due to statutory restrictions (for example, a prohibition on the use of appropriated funds to distribute or make available to inmates information or material which is sexually explicit or features nudity), the Warden or designee shall return the information or material to the publisher or sender. The Warden or designee shall advise the publisher or sender that an independent review of the decision may be obtained by writing to the Regional Director within 20 days of receipt of the notification letter. Staff shall provide the inmate with written notice of the action.

The Warden's authority in subsection (a) of this section is normally delegated to Mail Room staff.

Mail Room staff are to return publications found to be non-distributable on the basis of the definitions listed in subsection (b) below.

The publications must be returned along with the appropriate attachment.

Ordinarily, the outside cover is to be used to assess content or the need for perusal.

For the purpose of this section, written text in the publication does not qualify a publication as sexually explicit.

Non-distributable publications may be returned to the sender or publisher in bulk annotating the number of returned copies (see Notification to Publisher of Return of Publication (Attachment B)).

Materials extracted, photocopied, or clipped from such publications must also be returned to the sender with a Notification to Sender of Return of Materials (Attachment C).

Under subsection (a) of this section, there is no need to delay the return of non-distributable publications or materials even when an inmate files an appeal under the Administrative Remedy Program because the statutory restriction on making the material available precludes any inmate review of the material.

Inmates are to be notified via use of the Notification to Inmate of Return of Publication or Materials (Attachment D).

Although the publication or material is to be returned, the Warden is to insure that a copy of the publication cover and one page of the banned information or material is copied and retained at the institution in event of a subsequent appeal by the inmate or publisher/sender.

While inmates may use the Administrative Remedy Program to appeal return of the material, pursuant to the statutory provision cited above, the Bureau may not make available to inmates copies of this material.

Accordingly, it is not permissible for inmates to review such copies in connection with their administrative remedy filings.

The Warden need make only one copy of the retained, statutorily prohibited information, even if that publication is received by many inmates.

For example, if 20 inmates receive the April 1999 publication of XYZ, and that publication cannot be made available under Section 7., only one set of the materials needs to be retained.

A copy of the notification sent to each inmate would then be attached to the retained material.

b. Definitions. For the purpose of this section:

(1) Commercially published information or material means any book, booklet, pamphlet, magazine, periodical, newsletter, or similar document, including stationery and greeting cards, published by any individual, organization, company, or corporation which is distributed or made available through any means or media for a commercial purpose. This definition includes any portion extracted, photocopied, or clipped from such items.

(2) Nudity means a pictorial depiction where genitalia or female breasts are exposed.

(3) Features means the publication contains depictions of nudity or sexually explicit conduct on a routine or regular basis or promotes itself based upon such depictions in the case of individual one-time issues. Publications containing nudity illustrative of medical, educational, or anthropological content may be excluded from this definition.

The following are examples of commercial publications which, based on current practices of the publisher, may be distributed to inmates even though they may contain nudity because the publication does not feature nudity as defined above:

National Geographic
Our Body, Our Selves
Sports Illustrated (Swimsuit Issue)
Victoria's Secret catalog

Any publication may change a single issue or its general policies and practices at any time which would allow it to become acceptable or non-acceptable for distribution. The above examples are guidelines only and are subject to change.

(4) Sexually explicit means a pictorial depiction of actual or simulated sexual acts including sexual intercourse, oral sex, or masturbation.

Publications with sexual content which are not returned through application of the procedures in Section 7 are still subject to rejection through application of the procedures in Section 6.b.(7) of this Program Statement.

For example, publications which contain sexually explicit text or which feature sado-masochism, bestiality, or which involve children may not meet the definitions in this Section for sexually explicit or nudity, but may be considered sexually explicit under Section 6.b.(7).

/s/
Kathleen Hawk Sawyer
Director

PS 5266.09
7/29/99
Attachment A

NOTIFICATION TO INMATE AND PUBLISHER/SENDER OF REJECTED PUBLICATION (TO BE USED WHEN REJECTING A PUBLICATION UNDER SECTION 6 OF THIS PROGRAM STATEMENT)

DATE: _____

Inmate: _____

Register Number: _____

Institution: _____

RE: _____ Issue: _____

The above named publication/material from publisher/sender name has been rejected in accordance with the Bureau's Program Statement on Incoming Publications (PS 5266.09), which provides in part:

"The Warden may reject a publication if it is determined detrimental to the security, good order, or discipline of the institution or if it may facilitate criminal activity."

The above named publication has been rejected because provide reference to the specific article(s) or material(s) considered objectionable and the reason(s) for the decision to reject.

A copy of this notification has been sent to the publisher/sender who may obtain an independent review of this rejection by writing to the Regional Director name, address within twenty (20) days of receipt of that copy.

Warden

cc: Publisher/Sender name and address

PS 5266.09
7/29/99
Attachment B

NOTIFICATION TO PUBLISHER OF RETURN OF PUBLICATION (TO BE USED WHEN RETURNING A PUBLICATION UNDER SECTION 7 OF THIS PROGRAM STATEMENT)

Date

XXX Enterprises
Box 2345
ANYTOWN, STATE ZIP

Re: XXX Magazine, December '96 Issue

The above mentioned publication was received addressed to inmate(s) confined in the custody of the Federal Bureau of Prisons. This publication is being returned in accordance with P.L. 105-277, effective October 1, 1998, which states:

"None of the funds made available in this Act to the Federal Bureau of Prisons

may be used to distribute or make available any commercially published information or material to a prisoner when it is made known to the Federal official having authority to obligate or expend such funds that such information or material is sexually explicit or features nudity."

The enclosed publication(s) contain(s) sexually explicit information or material or features nudity and is being returned to you as explained above. If you desire an independent review of this action you may write Regional Director Name, Address within 20 days of receipt of this letter.

Sincerely,

Warden

PS 5266.09
7/29/99
Attachment C

NOTIFICATION TO SENDER OF RETURN OF MATERIALS (TO BE USED WHEN RETURNING A PUBLICATION UNDER SECTION 7 OF THIS PROGRAM STATEMENT)

Date

John Doe
123 Anywhere St.
ANYTOWN, STATE ZIP

Re: Return of Materials

The above mentioned material(s) was received addressed to inmate(s) confined in the custody of the Federal Bureau of Prisons. This material is being returned in accordance with P.L. 105-277, effective October 1, 1998, which states:

"None of the funds made available in this Act to the Federal Bureau of Prisons may be used to distribute or make available any commercially published information or material to a prisoner when it is made known to the Federal official having authority to obligate or expend such funds that such information or material is sexually explicit or features nudity."

The enclosed material(s) contain(s) sexually explicit information or material or features nudity and is being returned to you as explained above. If you desire an independent review of this action you may write Regional Director Name, Address within 20 days of receipt of this letter.

Sincerely,

Warden

PS 5266.09
7/29/99
Attachment D

NOTIFICATION TO INMATE OF RETURN OF PUBLICATION OR MATERIALS
(TO BE USED WHEN RETURNING A PUBLICATION UNDER SECTION 7 OF
THIS PROGRAM STATEMENT)

DATE: _____

Inmate: _____

Register Number: _____

Institution: _____

RE: _____ Issue: _____

The mail room has returned the above mentioned publication/material to the publisher/sender in accordance with P.L. 105-277, effective October 1, 1998, which states:

"None of the funds made available in this Act to the Federal Bureau of Prisons may be used to distribute or make available any commercially published information or material to a prisoner when it is made known to the Federal official having authority to obligate or expend such funds that such information or material is sexually explicit or features nudity."

If you are dissatisfied with this decision, you may file an appeal through the Bureau of Prisons' Administrative Remedy Procedure, Bureau of Prisons' Program Statement 1330.07. A member of your institutional unit team may be able to provide assistance or answer any questions you may have in filing your appeal.

Appendix V: Bureau of Prisons Telephone Policies

PS 5264.07 TELEPHONE REGULATIONS FOR INMATES

PURPOSE AND SCOPE § 540.100

a. The Bureau of Prisons extends telephone privileges to inmates as part of its overall correctional management. Telephone privileges are a supplemental means of maintaining community and family ties that will contribute to an inmate's personal development. An inmate may request to call a person of his or her choice outside the institution on a telephone provided for that purpose. However, limitations and conditions may be imposed upon an inmate's telephone privileges to ensure that these are consistent with other aspects of the Bureau's correctional management responsibilities. In addition to the procedures set forth in this subpart, inmate telephone use is subject to those limitations which the Warden determines are necessary to ensure the security or good order, including discipline, of the institution or to protect the public. Restrictions on inmate telephone use may also be imposed as a disciplinary sanction (see 28 CFR part 541).

28 CFR part 541 refers to the Program Statement on Inmate Discipline and Special Housing Units.

Contact with the public is a valuable tool in the overall correctional process. Toward this objective, the Bureau provides inmates with several means of achieving such communication. Primary among these is written correspondence, with telephone and visiting privileges serving as two supplemental methods.

Although there is no constitutional right for inmates to have unrestricted telephone communication, particularly when there are alternate methods of communication, the Bureau provides inmates with telephone access consistent with the requirements of sound correctional management.

(1) **Warden's Authority.** Consistent with this PS' provisions, Wardens are responsible for implementing and maintaining a telephone program within their institutions. In establishing institution telephone programs, Wardens are to consider such variables as their institutions' size and complexity.

The Warden has the authority to restrict or suspend temporarily an inmate's regular telephone privilege when there is reasonable suspicion that the inmate has acted in a way that would indicate a threat to the institution's good order or security.

(2) **Reasonable Suspicion.** Reasonable suspicion exists when facts and circumstances are presented to the Warden that the inmate is engaged in, or attempting to engage in, criminal or other prohibited behavior using the telephone

privilege afforded to him or her. Reasonable suspicion may be based on reliable, confidential information gathered through intelligence that identifies the inmate in question. In determining reasonable suspicion, staff should consider whether the available information could reasonably lead a person with correctional experience to suspect the inmate is engaged in criminal or other prohibited behavior using the telephone system.

b. Except as provided in this rule, the Warden shall permit an inmate who has not been restricted from telephone use as the result of a specific institutional disciplinary sanction to make at least one telephone call each month.

Subsection b. provides all inmates in Bureau custody, including those in Special Housing Unit (SHU) status, the opportunity to make at least one telephone call per month. The loss of commissary privileges does not include the loss of telephone privileges, as the loss of telephone privileges must be listed specifically as a separate sanction.

To eliminate the introduction of drugs and drug paraphernalia into Bureau institutions, the DHO, as a disincentive for inmates found guilty of these violations, may impose the sanction of loss of telephone and/or visiting privileges. Refer to the Program Statement on Inmate Discipline and Special Housing Units.

To ensure the Trust Fund's continued financial integrity and for institution security purposes, inmates must place all personal telephone calls over the inmate telephone system. Staff are not to place telephone calls for inmates over the institution telephone system, other than in situations as indicated in Sections 10.e. and 14.c. of this Program Statement.

PROGRAM OBJECTIVES. The expected results of this program are:

- a. All inmates will be afforded the opportunity to maintain family and community ties consistent with institution and community safety.
- b. Inmates will be responsible for the expense of telephone use.
- c. All institutions will have monitoring procedures established to preserve the institution's security, orderly management and safety of the community.
- d. Bureau telephone policy and procedures will comply with the terms of a settlement approved by the U.S. District Court in a nationwide federal prisoner class action suit, Washington v. Reno, Nos. 93-217, 93-290 (E.D.KY.).

SUMMARY OF CHANGES. This reissuance incorporates the following modifications:

Clarifies the Warden's authority regarding the restriction or suspension of telephone privileges,

Revises the hours of the Inmate Telephone Operation,

Implements a 300 minutes per calendar month telephone restriction for inmates with ITS-II accounts,

Eliminates the requirement of sending a notice letter to individuals who are not immediate family members,

Eliminates the requirement of filing the system generated inmate telephone list in the Inmate Central File,

Incorporates procedures for the Inmate Telephone System ITS-II, and;

Incorporates language pertaining to Public Safety Factor (PSF) Serious Telephone Abuse.

PUBLIC SAFETY FACTOR (PSF) SERIOUS TELEPHONE ABUSE. Ordinarily, an inmate whose current offense, prior history, or threat characteristics indicate a propensity to abuse telephone privileges will be assigned a PSF Serious Telephone Abuse. Refer to the Security Designation and Custody Classification Manual for the specific criteria for applying the PSF Serious Telephone Abuse.

PRETRIAL, HOLDOVER, INITIAL DESIGNATION AND REDESIGNATION PROCEDURES. These procedures apply only to institutions where individual phone access codes (PAC) are utilized:

a. Pretrial Inmates

The PSF Serious Telephone Abuse applies to sentenced inmates and therefore, does not apply to Pretrial inmates. However, if institution staff receive information on a pretrial inmate that may jeopardize the security and safety of the institution or community, staff will follow the procedures outlined in Section 8.b. of this Program Statement.

b. Holdover Inmates

Inmates with PSF Serious Telephone Abuse imposed by the sending institution will not be permitted access to the ITS-II telephone system, except as provided in Sections 10.e. or 14.c..

c. Initial Commitment

Upon his/her initial commitment, an inmate with a PSF of Serious Telephone Abuse will not be assigned a PAC until initially classified by the Unit Team. Phone calls may be allowed as provided in Sections 10.e. or 14.c.. Inmates identified at their initial classification as needing telephone restrictions will not be permitted access to the ITS-II telephone system until after the final review by the Warden (see Section 8.b.)

d. Redesignation

The procedures outlined in Section 7.c. above also apply to redesignation cases.

TELEPHONE RESTRICTIONS IMPOSED BY THE WARDEN. Inmates may be subject to telephone restrictions imposed by the Warden to protect the safety, security, and good order of institutions, as well as to protect the public. Telephone restrictions imposed under the authority of this section are separate and apart from telephone restrictions the UDC or DHO impose following formal, and completed, inmate discipline proceedings.

a. **Authorized Circumstances.** Inmates may be subject to telephone restrictions under this section in the following two circumstances:

(1) **PSF for Serious Telephone Abuse.** If an inmate is assigned the PSF for Serious Telephone Abuse (see the Security Designation and Custody Classification Manual), a partial or total telephone restriction is authorized. A telephone restriction in this situation is discretionary, as necessary to ensure the institution's safety, security,

good order or to protect the public. When deemed necessary, ordinarily, the inmate's Unit Manager recommends this type of restriction to the Warden, who makes the decision. The PSF is applied during the designation process, initial classification, or program reviews.

(2) **Pending Investigation or Disciplinary Action for Possible Telephone Abuse.** If an inmate is pending either investigation or disciplinary action for possible telephone abuse, a partial or total telephone restriction is authorized. A telephone restriction in this situation is discretionary, as necessary to ensure the institution's safety, security, or good order, or to protect the public. When deemed necessary, ordinarily, the Special Investigative Supervisor's office recommends this type of restriction.

b. **Procedures for Imposing Telephone Restrictions.** The following procedures must be followed when imposing, or renewing, a telephone restriction under this section:

(1) The appropriate staff member recommends a telephone restriction to the Warden by completing the Request for Telephone Restriction form (BP-740.052). The recommending staff member should describe briefly the reason for recommending a telephone restriction, as well as the extent of the proposed restriction. It is not necessary that telephone restrictions under this section be total; partial restrictions are allowed.

For example, staff may recommend reducing an inmate's telephone use to 100 minutes per month rather than a total restriction, if such a restriction would sufficiently protect the safety, security, or good order of the institution, or protect the public.

(2) The Warden will review the recommendation and either approve, modify, or deny the restriction. If the Warden approves a restriction, such decision must be based on the conclusion that it is necessary to protect the institution's safety, security, or good order, or to protect the public.

(3) If the Warden approves a telephone restriction, a copy of the completed form should be provided to the inmate, the Trust Fund Section, and placed in Section 3 of the Inmate's Central File.

(4) Telephone restrictions imposed by the Warden due to aPSF for Serious Telephone Abuse must be reviewed at least every six months, ordinarily in conjunction with the program review, to determine if the restriction should continue or

be modified. A decision to continue a current telephone restriction imposed under this section requires no further action, but must be documented in the program review report.

Any proposed change to a current telephone restriction must be made according to these procedures, and requires the Warden's approval. If appropriate, an inmate can earn back telephone privileges gradually, based on demonstrated responsibility documented by the inmate's Unit Team or other staff.

(5) Telephone restrictions imposed pending an investigation or current disciplinary action for possible telephone abuse are limited to a period of 30 days. If an additional 30 day period is required to complete either the investigation or disciplinary process, the Warden must re-authorize the restriction using these procedures. Specifically, the Warden's approval must be obtained on another Request for Telephone Restriction form (BP-740.052). Unless re-authorized in this manner, Trust Fund Branch staff must automatically reinstate the inmate's telephone privileges when the 30 day period expires.

Each subsequent restriction period is limited to 30 days. Staff should make every effort to complete investigations and disciplinary proceedings for possible telephone abuse within the first 30 day period of the telephone restriction.

(6) Inmates with telephone restrictions under this section are still entitled to place at least one telephone call per month, unless also under a sanction of telephone restriction the UDC or DHO imposed following formal, and completed, inmate discipline proceedings, or under investigation by the Special Investigative Supervisor (SIS). Ordinarily, these telephone calls are to be placed through the inmate telephone system, not by staff.

(7) Inmates may challenge telephone restrictions imposed under this section through the Administrative Remedy Program.

COURT SETTLEMENT AFFECTING THIS PROGRAM STATEMENT. The settlement in Washington v. Reno, Nos. 93-217, 93-290 (E.D.KY.), which was approved by the Court on November 3, 1995, required the Bureau of Prisons to make some policy changes. To comply with the settlement's provisions, this Program Statement on Telephone Regulations for Inmates provides procedures that Bureau institutions are to use to implement and maintain the telephone program.

Until February 23, 2002, the Bureau is bound by the terms of the Settlement Agreement in Washington v. Reno, Case Nos. 93-217, 93-290, Eastern District of

Kentucky. The full text of the Settlement Agreement can be found either in the Settlement Agreement Order on file with the Court or in the inmate law library.

PROCEDURES § 540.101. Debit/Collect calling (ITS-II) procedures contained in this PS apply to all institutions.

a. Telephone List Preparation. An inmate telephone call shall ordinarily be made to a number identified on the inmate's official telephone list. This list ordinarily may contain up to 30 numbers. The Associate Warden may authorize the placement of additional numbers on an inmate's telephone list based on the inmate's individual situation, e.g., size of family.

Placing additional numbers on an inmate's telephone list is within the Associate Warden's correctional discretion. While 30 numbers should meet the needs of most inmates, there may be isolated situations when additional numbers may be warranted. For example, an inmate who has a large family may wish to place additional family members on the telephone list. Additional numbers may also be warranted for an inmate who wishes to place both work and home telephone numbers for his or her spouse and children.

(1) During the admission and orientation process, an inmate who chooses to have telephone privileges shall prepare a proposed telephone list. At the time of submission, the inmate shall acknowledge that, to the best of the inmate's knowledge, the person or persons on the list are agreeable to receiving the

inmate's telephone call and that the proposed calls are to be made for a purpose allowable under Bureau policy or institution guidelines.

An inmate is to use the Telephone Number Request form, (BP-505.052), to submit a list of up to 30 proposed names and telephone numbers to be included on his or her telephone list.

(2) Except as provided in paragraph (a)(3) of this section, telephone numbers requested by an inmate ordinarily will be placed on the inmate's telephone list. When an inmate requests the placement of numbers for persons other than for immediate family or those persons already approved for the inmate's visiting list, staff ordinarily will notify those persons in writing that their numbers have been placed on the inmate's telephone list. The notice advises the recipient that the recipient's number will be removed from the list if the recipient makes a written request to the institution, or upon the written request of the inmate, or as provided in paragraph (a)(3) of this section.

Current procedures for institutions where ITS-II has been implemented no longer require the notice letter, as the called party has the capability to deny and/or block further telephone calls from the inmate. The telephone calls are branded to state "this call is from a federal prison."

Inmates may submit telephone numbers from immediate family members. Immediate family members include:

mother,
father,
step-parent and/or foster parent,
brother and sister,
spouse, and
children.

In addition, inmates may submit telephone numbers for any person they choose, including numbers for courts, elected officials, and members of the news media. Attorneys may be included on an inmate's telephone list with the understanding that these calls are subject to monitoring. Telephone numbers for law enforcement officials working in their official capacity, a Bureau institution, a Bureau component, or a current Bureau employee, may be denied by unit staff if they are aware of the status of the requested person.

Unit staff are to review the inmate's BP-505.052 for compliance with this PS' provisions and to ensure the telephone numbers requested are appropriate. For example, a telephone number for a victim/witness, or a recently separated Bureau employee may be inappropriate. In these cases, they can only be placed on the inmate's telephone list with the written permission of the Warden.

Once unit staff approve and sign the BP-505.052 for processing, it must be forwarded to the ITS staff in a secure manner and within the time frames established by this Program Statement. At no time will the BP-505.052 be returned to the inmate or handled by another inmate.

Once an inmate submits the initial list, it must be processed, ordinarily within five work days. A work day is any day that is not a Saturday, Sunday, or holiday.

(3) The Associate Warden may deny placement of a telephone number on an inmate's telephone list if the Associate Warden determines that there is a threat to institution security or good order, or a threat to the public. Any disapproval must be documented in writing to both the inmate and the proposed recipient. As with concerns about any correctional issue, including any portion of these telephone regulations, an inmate may appeal the denial through the administrative remedy procedure (see 28 CFR part 542). The Associate Warden will notify the denied recipient that he or she may appeal the denial by writing to the Warden within 15 days of the receipt of the denial.

The provisions of 28 CFR part 542 are contained in the Program Statement on the Administrative Remedy Program.

The Associate Warden's authority to deny or block a number will be made on a case-by-case determination. The Associate Warden must notify the inmate of an

administrative denial or a telephone number's removal, ordinarily within three work days following the denial or removal of the number.

Ordinarily, the telephone call's intended recipient will be notified within 15 work days of the denial or removal. This notification may be reasonably delayed for law enforcement purposes, e.g., such as suspected criminal activity by either the inmate or the call's intended recipient.

When a potential call recipient appeals the denial of a proposed number, the Warden is expected to respond ordinarily within 30 work days of receiving the appeal.

The Associate Warden's authority to deny or block a number will be used infrequently. For example, a telephone number known to belong to a victim or a witness, as identified on the Pre-Sentence Investigation Report or as otherwise verified by staff, or any telephone number of recently separated Bureau employee may not be placed on an inmate's telephone list without the Warden's written permission.

In addition to those situations listed above, telephone sanctions may be imposed pursuant to an institution disciplinary sanction (see Section 1.b. of this Program Statement).

(4) Copies of written documentation, blocking or unblocking a telephone number (at the recipient's request or the Associate Warden's decision, as provided in this section), should be forwarded to Trust Fund staff in the Financial Management Office.

(5) In the ITS-II system, the "call recipient" has the capability to deny and/or block further telephone calls from the inmate through his or her home telephone. A voice prompt will direct the called party through the process. This capability will be provided for direct-dial and collect calls from an inmate.

The recipient does not need to express reasons for his or her request to block the number from the inmate's telephone list. The ITS-II system capability eliminates the need for notifying a recipient in writing of the recipient's option of having his or her name on an inmate's telephone list.

Once the recipient blocks a telephone number, the recipient can unblock the number only when he or she sends a written request for reinstatement. To ensure the called party's identity, the request for reinstatement must include a copy of a recent telephone bill. Trust Fund staff will process this request expeditiously.

Upon a telephonic request from a telephone call recipient for removal or blocking of his or her number from the inmates's telephone list, unit staff may request that the ITS technician place a temporary suspension, not to exceed 20 work days, on an inmate calling that specific telephone number. The unit staff member should take reasonable steps to verify the identity of the person making the request (e.g., by calling the number to be blocked). The call recipient should be

informed that the removal or blocking of the number is temporary, and that he or she must submit a prompt written request to make it permanent.

b. Telephone List Update. Each Warden shall establish procedures to allow an inmate the opportunity to submit telephone list changes on at least a quarterly basis.

Request Submission. In accord with the court-approved settlement in Washington v. Reno and while this settlement remains in effect, an inmate is allowed to submit proposed changes to his or her telephone list on any day up to three times per month. Additional changes will be permitted when staff determine that the inmate has a demonstrated need for prompt communication.

In determining that additional changes are to be permitted due to a demonstrated need for prompt communication, staff must rely on their professional judgment and evaluate factors in each request on a case-by-case basis. For procedures to use under compelling circumstances (such as a family emergency) which would not require a change to an inmate's telephone list, see Section 14.c. of this Program Statement.

Unit staff must provide an inmate with a BP-505.052, to submit proposed changes to his or her telephone list. If the proposed change is a correction to the inmate's telephone list, staff should instruct the inmate to indicate with a "D" in the Add/Delete column, the number or other information that is to be corrected, and provide the corrected number or other information by indicating an "A" in the Add/Delete column.

Approval. Unit staff are to approve updated requests by signing and dating them in the space provided on the BP-505.052 prior to submitting them to Trust Fund staff.

Processing Requests. Ordinarily, proposed changes to an inmate's telephone list are to be processed within five work days, excluding the date of submission. The five work days requirement may be waived if the total number of changes the inmate proposes is so large that institution staff cannot process the changes and complete their other duties.

Filing Requests. Correspondence relative to the blocking or removal of blocks of any telephone numbers will be placed in the FOI Section. This documentation replaces the requirement of maintaining a system generated telephone list from Trust Fund staff in the Inmate Central File.

c. Telephone Access Codes. An inmate may not possess another inmate's telephone access code number. An inmate may not give his or her telephone access code number to another inmate, and is to report a compromised telephone access code number immediately to unit staff.

The Phone Access Code (PAC) will be delivered to the inmate in a manner that ensures the PAC number's confidentiality; e.g., through regular institution mail in a sealed envelope. At the time of delivery, the inmate should also receive

instructions for using the PAC and any additional information necessary for making telephone calls.

Staff are to advise the inmate not to give his or her PAC to another inmate, and to report a compromised PAC immediately to unit staff. Inmates who provide their PAC to others are subject to disciplinary action. Refer to the Program Statement on Inmate Discipline and Special Housing Units for specific procedures.

After a PAC is established for an inmate, that inmate will use that PAC for the duration of his or her incarceration in any federal institution where ITS-II is implemented. A new PAC will be given to an inmate at no cost to the inmate if, due to staff negligence, a PAC is compromised.

d. Placement and Duration of Telephone Call. The placement and duration of any telephone call is subject to availability of inmate funds. Ordinarily, an inmate who has sufficient funds is allowed at least three minutes for a telephone call. The Warden may limit the maximum length of telephone calling based on the situation at that institution (e.g., institution population or usage demand).

(l) Limitations on Inmate Telephone Calls. The Warden will establish the maximum length of telephone calls, ordinarily 15 minutes. This applies to both debit and collect telephone calls.

The Warden determines the time schedule for the transfer of funds to ITS-II from an inmate's commissary account, and the interval waiting period between completed telephone calls.

Inmates with ITS-II accounts are limited to 300 minutes per calendar month. This applies to all inmates with an ITS-II account in Bureau institutions, and may be used for any combination of collect or direct-dial calls at the inmate's discretion. This limitation will help protect the security and good order of Bureau institutions.

Inmates who exhaust their 300 minutes limitation may be provided, at the Warden's discretion, a telephone call for good cause, and, ordinarily, will bear the telephone call's cost. The 300 minutes per calendar month limitation does not affect an inmate's ability to place unmonitored legal telephone calls.

(2) Hours of Telephone Operation. The hours of the inmate telephone operation begin at 6:00 AM and will end no later than 11:30 PM. From at least 11:30 PM to 6:00 AM, inmate telephone access will not be available. Inmates' access to telephones will be limited during the following times, Monday through Friday, not including holidays:

7:30 AM until 10:30 AM

12:30 PM until after 4:00 PM count.

Inmates are expected to be at their work assignments and must not use the telephone during their work hours. For inmates who work varied work shifts, at local discretion, institutions may leave one telephone per unit available for

inmates on "days off," or "evening shift" such as food service workers, UNICOR workers, etc. Staff are encouraged to take disciplinary action if an inmate leaves his or her work assignment to place telephone calls without the appropriate institution staff member's prior approval.

These restrictions should not be imposed in Pretrial institutions or Pretrial Units where inmates are not required to work and generally have more need for telephone access during the day to prepare for trial. However, as indicated in Section 7.a. of this Program Statement, phone calls by pretrial inmates should be closely monitored.

The placement and duration of any direct telephone call, including calls to a foreign country, are subject to the availability of inmate funds. A warning tone should be provided approximately one minute before the call is disconnected.

e. Exception. The Warden may allow the placement of collect calls for good cause. Examples of good cause include, but are not limited to, inmates who are new arrivals to the institution, including new commitments and transfers; inmates confined at Metropolitan Correctional Centers, Metropolitan Detention Centers, or Federal Detention Centers; pretrial inmates; inmates in holdover status; inmates who are without funds (see § 540.105(b)); and in cases of family emergencies.

§ 540.105(b) refers to Section 14.b. of this Program Statement.

The calls outlined in Section e. above, will be placed through the inmate telephone system, except as set forth in Section 10.e.(3) below. All other exceptions, excluding those set forth in Section 14.c. of this Program Statement, must be approved by the Warden.

Ordinarily, the following provisions apply with respect to placing collect calls for:

(1) Inmates with ITS-II accounts may make up to 300 minutes per calendar month of collect calls (Collect Calling Option). However, the Bureau is not required to provide the Collect Calling Option to inmates who are detained in SHUs, Control Units, or Protective Custody Units, as specified in the Program Statement on Inmate Discipline and Special Housing Units, and the Program Statement Protective Custody Unit Manual.

(2) A Warden may choose to allow more collect calling for inmates at Metropolitan Correctional Centers, Metropolitan Detention Centers, Federal Detention Centers, for pre-trial inmates, and inmates in holdover status as a matter of routine procedure.

(3) Special collect calling arrangements should be made for new arrivals, that is, transfers and new commitments, to allow for the inmate to make a collect call when an account can not be created expeditiously, i.e., weekends, holidays, etc.

f. Complaints. As with other complaints regarding any correctional issue, an inmate may use procedures outlined in the Program Statement on the

Administrative Remedy Program to resolve disputes concerning their telephone privileges, e.g. lists, access, accounts, and services.

Pursuant to the settlement in Washington v. Reno, special grievance procedures apply to administrative remedies relating to telephone billing problems and telephone service problems for which the inmate seeks recredit to his or her telephone account, (e.g., an opportunity to appeal within 120 days from the date of a disputed telephone charge).

MONITORING OF INMATE TELEPHONE CALLS § 540.102. The Warden shall establish procedures that enable monitoring of telephone conversations on any telephone located within the institution, said monitoring to be done to preserve the security and orderly management of the institution and to protect the public. The Warden must provide notice to the inmate of the potential for monitoring. Staff may not monitor an inmate's properly placed call to an attorney. The Warden shall notify an inmate of the proper procedures to have an unmonitored telephone conversation with an attorney.

This Section's provisions apply only to inmate telephone calls.

The notification to inmates is to be documented in the record using the Acknowledgment of Inmate form (BP-408). As part of the admission and orientation process, inmates are also to be advised of the procedures for placing unmonitored telephone calls.

In addition, a notice is to be placed, in both Spanish and English, at all monitored telephone locations within the institution advising the user that all conversations from that telephone are subject to monitoring and that using the telephone constitutes consent to this monitoring. The notice is to advise inmates to contact their unit teams to request unmonitored attorney telephone calls.

The SIS must ensure that the notice is at all monitored telephone locations within the institution. Requests for information (e.g., subpoenas) on monitored calls are to be directed to the Regional Counsel. The Bureau does not allow inmates to send or receive facsimile communications.

INMATE TELEPHONE CALLS TO ATTORNEYS § 540.103. The Warden may not apply frequency limitations on inmate telephone calls to attorneys when the inmate demonstrates that communication with attorneys by correspondence, visiting, or normal telephone use is not adequate.

The Bureau provides each inmate with several methods to maintain confidential contact with his or her attorney. For example:

inmate-attorney correspondence is covered under the special mail provisions;

private inmate-attorney visits are provided; and

the inmate is afforded the opportunity to place an occasional unmonitored call to his or her attorney.

Based on these provisions, frequent confidential inmate-attorney calls should be allowed only when an inmate demonstrates that communication with his or her attorney by other means is not adequate. For example, when the inmate or the inmate's attorney can demonstrate an imminent court deadline (see the Program Statements on Inmate Correspondence and Inmate Legal Activities).

Staff are to ensure that the unmonitored calls they place on an inmate's behalf are to an attorney. Inmates are responsible for the expense of unmonitored attorney telephone calls. Third-party calls are not authorized.

RESPONSIBILITY FOR INMATE MISUSE OF TELEPHONES § 540.104.

The inmate is responsible for any misuse of the telephone. The Warden shall refer incidents of unlawful inmate telephone use to law enforcement authorities. The Warden shall advise an inmate that violation of the institution's telephone regulations may result in institutional disciplinary action (See part 541, subpart B).

Part 541, subpart B refers to the Program Statement on Inmate Discipline and Special Housing Units.

The Bureau, including its institutions, will not assume responsibility for any calls that violate applicable statutes. As used in this section, the term "misuse" refers to such situations as using the telephone to:

intimidate a potential witness,

perpetuate a fraud, or

conduct any other criminal activity.

This also includes using another inmate's PAC, or providing a PAC to another inmate.

Telephone privileges are afforded to inmates who demonstrate an ability to exercise these privileges responsibly. Evidence that an inmate is violating the telephone use privilege may cause the individual to be placed on the restricted telephone use list for such time as the DHO or UDC deems appropriate, or the Warden deems appropriate. Specific instructions must be given during the orientation period and thereafter to help inmates understand their responsibilities for telephone use.

EXPENSES OF INMATE TELEPHONE USE §540.105.

a. An inmate is responsible for the expenses of inmate telephone use. Such expenses may include a fee for replacement of an inmate's telephone access code that is used in an institution which has implemented debit billing for inmate calls. Each inmate is responsible for staying aware of his or her account balance through the automated process provided by the system. Third party billing and electronic transfer of a call to a third party are prohibited.

The Trust Fund Branch is to establish a fee, not greater than the replacement cost, for replacing an inmate's PAC.

In accord with the court-approved settlement in Washington v. Reno and while this settlement remains in effect, a written report of telephone charges is available for any 30-day period within the past 120 days upon payment of a fee of \$3.00 for each 30-day period. This fee is to be waived for inmates without funds, as defined in subsection b. of this Section, or if staff determine it would impose an undue financial hardship on the inmate. This fee is to be reimbursable if the inmate's concern about the charge results in a subsequent recredit.

Unit staff are to provide inmates with a Request for Withdrawal of Inmate's Personal Funds form (BP-199) to authorize the payment of the \$3.00 charge for obtaining the written statements. Staff must advise inmates to write on the BP-199 the specific 30-day period for which he or she wants a telephone account statement. The \$3.00 charge is to be authorized for each 30-day period, e.g., \$6.00 should be authorized for a 60-day statement.

If the inmate requests an account statement to question a charge to the inmate's telephone account, or to report a telephone service problem for which the inmate seeks recredit, and the inmate's request for recredit is determined subsequently to be appropriate, Trust Fund staff are to make the appropriate credits to the inmate's account, including reimbursement for the \$3.00/30 days charge.

For this Program Statement's purposes, a "telephone service" problem means a poor telephone connection, static, or other technical problems that has the actual effect of substantially interfering with communication. Procedures for processing these credits are contained in the Trust Fund Manual.

Consistent with Bureau's correctional management objectives, and except as noted in this Program Statement, an inmate may not place calls to telephone numbers for which all the actual expenses for the call cannot be deducted directly and immediately from the inmate's account. Examples include telephone calls to 1-800, 1-888, 1-900, 1-976, or to credit card access numbers.

To ensure the Trust Fund's continued financial integrity and for institution security purposes, inmates must place all personal telephone calls over the Trust Fund's ITS-II and must not circumvent the ITS-II via call forwarding, including automatic electronic forwarding or any other type.

b. The Warden shall provide at least one collect call each month for an inmate who is without funds. An inmate without funds is defined as an inmate who has not had a trust fund account balance of \$6.00 for the past 30 days. The Warden may increase the number of collect calls based upon local institution conditions (e.g., institution population, staff resources, and usage demand). To prevent abuses of this provision (e.g., inmate shows a pattern of depleting his or her commissary funds prior to placing collect calls), the Warden may impose restrictions on the provisions of this paragraph b.

The period for determining a trust fund account balance is the 30 days immediately preceding determination that an inmate is without funds. The \$6.00 figure was selected as it is above the maintenance pay level.

Staff are to give to any inmate who claims to meet the criteria as defined in Section 14.b., an Inmate Request to Staff form (BP-148), to apply for the privilege of receiving collect calling capability for the month. The Unit Manager should process an inmate's request for this collect call privilege within five work days of receipt. An inmate without funds must reapply for the collect call privilege each month thereafter, and upon transfer to a new institution. The collect call(s) referenced above must be made through the inmate telephone system.

If approved for collect calling, this privilege must be used during the calendar month and at the institution where the inmate received it. The Unit Manager is responsible for monitoring compliance to prevent abuse and for notifying the Warden of perceived abuse. An example of abuse is an inmate who, on at least two occasions over the past six months, has shown a pattern of depleting his or her trust fund account to secure a special collect call privilege, and then replenishing the account.

When the Warden determines that the inmate is abusing this provision, the Warden should hold the inmate accountable by imposing a restriction on this privilege; i.e., reducing the amount of collect calling time. However, the Warden must permit a minimum of one call per month unless the inmate has been restricted from telephone use as the result of a specific institutional disciplinary sanction. The Warden's authority under this section may not be delegated below the Acting Associate Warden level.

The unit team must notify Trust Fund staff of the approved requests by inmates for this collect call privilege, and specific restrictions imposed for abusing this provision. These procedures apply to all institutions.

c. The Warden may direct the government to bear the expense of inmate telephone use or allow a call to be made collect under compelling circumstances such as when an inmate has lost contact with his family or has a family emergency.

A call under this subsection may be made to a number not on the inmate's telephone list.

d. Staff will not place collect telephone calls to foreign countries for inmates.

INSTITUTION SUPPLEMENT. At a minimum, and where applicable each Institution Supplement is to include information concerning the following:

a. The maximum length of telephone calls, ordinarily 15 minutes.

b. The Warden will establish time frames for time required between completed calls and hours of fund transfers.

c. At the Warden's discretion, outline procedures to leave one telephone per unit available for inmates on "days off" or "evening shift," for inmates in the unit during the usual working hours.

d. At the Warden's discretion, outline procedures for addressing inmates who exhaust their 300 minutes per calendar month limitation to be provided a telephone call for a good cause.

e. Outline procedures for addressing those situations when a collect call may be made for a good cause, including procedures for Pretrial and Holdover inmates.

f. Include information on using the PAC and what to do if the PAC is lost or stolen.

The institution will involve the Regional Correctional Programs Administrator in developing the Institution Supplement. A copy is to be forwarded to the Office of the General Counsel, Attention: Litigation Branch for review. The Warden will distribute the final Institution Supplement to staff and inmates.

/s/

Kathleen Hawk Sawyer

Director

Appendix VI: Administrative Remedies in DC, Virginia, and the Bureau of Prisons

NOTE: *The following information is a summarized guide on how to submit administrative remedies in various facilities. These guide should be helpful to those incarcerated or recently incarcerated who need to address institutional problems.*

AN INMATE’S GUIDE TO GRIEVANCES IN THE DISTRICT OF COLUMBIA

This is a form to help you with the grievance process. The grievance process is important because you must exhaust your remedies before you can file a lawsuit in either the District of Columbia or Federal Courts. This means you **MUST**:

1. File a formal grievance (Level I)
2. File an appeal to Associate Director for Institutions (Level II)
3. File an appeal to the Director (Level III)

We know that this process is frustrating and we know that your grievances may not get responses. It is very important that you go through these procedures in order to protect your legal rights. Sometimes you even get results.

Note well: The Courts do not tend to allow you to claim that you have exhausted your grievances if you don’t make it all the way *even if the reason you stopped is because you didn’t get a response, didn’t have the proper form, etc.* The key is to be persistent through the many levels. Grieve right away and then continue through the appeals. If you are late in your grievance or appeal, grieve anyway and explain why you are late. This worksheet allows you to fill in the blanks as you go along, helping you to make your way through this complicated process.

Date of incident you are grieving _____

FILE A GRIEVANCE TO THE WARDEN (LEVEL I)

1. File a formal grievance by completing IGP Form I.
 - Describe your problem, making sure to state *all relevant facts*. The more detail you give, the more the staff has to address your concerns.
 - Each grievance must pertain to one specific incident, charge, or complaint.
 - If you are in General Population, say how you are going to submit your grievance, for example, “I am placing this form in the grievance mailbox on my unit on the date above.”
 - If you are in segregation or isolation, say how you are going to submit your grievance, for example, “I am submitting this grievance form to a unit staff member on the date above.”
2. I am filing my Level I grievance today. Today’s date is _____. (The regulations say that the regular grievances should be filed within 15 days of the incident.
3. I made _____ copies of my regular grievance (*at least two*). See the end of this worksheet for how to make copies and what to do with them.
4. I should get a response to my regular grievances on _____ (Fill in this blank by adding 15 days to the date in # 2.) The Institution Administrator has 15 days *from the date they receive the grievance* to respond. Remember to allow time for inter-facility mail.
5. Did you receive a continuance form that says that the staff needs more than 15 days to respond to your grievance?

YES

NO

6. If the answer to #5 is YES, the new date that a response to your grievance is due is _____.
(This date is the date given on the continuance form.) Otherwise, skip this question.
7. It is now the date given in #5 or #6. Did I get a response to my grievance by the end of the day?
YES NO

LEVEL II APPEAL

File your Level II Appeal to the Associate Director for Institutions. The address is 1923 Vermont Ave., Washington, DC 20008.

8. If the answer to #7 is YES, file an appeal. Use a Level II grievance form (Form 3) if possible. If you can't get a Level II form, make sure that you clearly mark on the top of the paper that this is a Level II grievance and the name of the person it is addressed to.
- Describe your problem, making sure to state *all relevant facts*. The more detail you give, the more the staff have to address your concerns.
 - Say on your Level II grievance, "I disagree with the decision at Level I that I filed on (the date in #2) and I am filing an appeal to Level II under D.O. 4030.1D"
 - If you are in General Population, say how you are going to submit your grievance, for example "I am placing this form in the US mailbox." (Describe the process you use, whatever it is.)
 - If you are in segregation or isolation say how you are going to submit your grievance, for example "I am submitting this grievance form to a unit staff member on the date above to be placed in the US mailbox." (Describe the process you use, whatever it is.)
 - Also, attach the Level I grievance with response. If you do not attach it, your appeal may be rejected.
9. If the answer to #7 is NO, file an appeal. Use the Level II grievance form (form 3) that should come with your Level I response. If you can't get a Level II form, make sure that you clearly mark on the top of the paper that this is a Level II grievance and the name of the person it is addressed to.
- Describe your problem, making sure to state *all relevant facts*. The more detail you give, the more the staff have to address your concerns.
 - Say on your Level II grievance, "I have attached a copy of the Level I grievance that I filed on (the date given in #2). I did not receive a response within 15 days. I am now exercising my right to grieve to the next level under D.O. 4030.1D." If you do not say all of the above, your appeal may be rejected.
 - If you are in General Population, say how you are going to submit your grievance, for example "I am placing this form in the US mailbox." (Describe the process you use, whatever it is.)
 - If you are in segregation or isolation say how you are going to submit your grievance, for example "I am submitting this grievance form to a unit staff member on the date above to be placed in the inter-facility mail. (Describe the process you use, whatever it is.)
 - Also, attach one of the copies of your Level I grievance.
10. I am filing my Level II grievance today. Today's date is _____. (The regulations say that the appeal must be filed within 5 days of receiving a response from Level I. If you did not receive a response from Level I, you should file on or soon after the date given in #4 or #6 are past.
11. I made _____ copies of my Level II grievance (*at least two*). See the end of this worksheet for how to make copies and what to do with them.

12. I should get a response to my Level II grievance on _____. (Fill in this blank by adding 24 days to the date in #10.) Staff has 15 days *from the date they receive the grievance* to respond, and then there may be some delay in getting it to you through the mail. Allow time for the mail process.

13. It is now the date given in #12. Did I get a response to my grievance by the end of the day?

YES

NO

14. If the answer to #13 is NO skip to # 18.

15. If the answer to #13 is YES, does the response say that Level II is the last level of appeal for this grievance.

YES

NO

16. If the answer to #15 is NO, skip to # 19.

17. If the answer to #15 is YES, congratulations! Your administrative remedies are exhausted! The papers from the grievance process will be very important should you want to take legal action. You will probably have to show them to the Court, so hang on to them.

LEVEL III APPEAL (FORM 4)

File your Level III Appeal to the Director of Department of Corrections. The address is 1923 Vermont Ave, Washington, DC 20008.

18. If you did not get a response from Level II, file your appeal. Use a Level III grievance form (form 4) if possible. If you can't get a Level III form, make sure that your clearly mark on the top of the paper that this is a Level III grievance and the name of the person it is addressed to.

- Describe your problem, making sure to state *all relevant facts*. The more detail you give, the more the staff has to address your concerns.
- Say on your appeal grievance, "I have attached a copy of the Level II grievance that I filed on (the date given in #10) and the Level I grievance that I filed on (the date given in #2). I did not receive a response within 15 days. I am now exercising my right to grieve to the next level under D.O. 4030.1D" If you do not say all of the above, your appeal may be rejected.
- If you are in General Population, say how you are going to submit your grievance, for example "I am placing this form in the US mailbox." (Describe the process you use, whatever it is.)
- If you are in segregation or isolation say how you are going to submit your grievance, for example "I am submitting this grievance form to a unit staff member on the date above to be placed in the inter-facility mail. (Describe the process you use, whatever it is.)
- Also, attach one of the copies of your Level II and I grievances. If you do not attach these your appeal may be rejected.

19. If you got a response from Level II that told you that you can grieve to Level III, file your appeal. Use the Level III grievance form (form 4) that should come with your Level II response. If you can't get a Level III form, make sure that you clearly mark

on the top of the paper that this is a Level III grievance and the name of the person it is addressed to.

- Describe your problem, making sure to state *all relevant facts*. The more detail you give, the more the staff has to address your concerns.
- Say on your Level III grievance, “ I disagree with the decision at Level II that I filed on (the date given in #10) and the Level I grievance that I filed on (the date given in #2). I am now filing an appeal to Level III under D.O. 4030.1D.”
- If you are in General Population, say how you are going to submit your grievance, for example “I am placing this form in the grievance mailbox on my unit.” (Describe the process you use, whatever it is.)
- If you are in segregation or isolation say how you are going to submit your grievance, for example “I am submitting this grievance form to a unit staff member on the date above to be placed in the inter-facility mail. (Describe the process you use, whatever it is.)
- Also, attach one of the copies of your Level II and I grievances. If you do not attach these, your appeal may be rejected.

20. I am filing my Level III grievance today. Today’s date is _____. (The regulations say that the appeal must be filed within 5 days of receiving a response from Level II. If you did not receive a response from Level II, you should file on or soon after the date given in #12.)

21. I made _____ copies of my Level III grievance (*at least two*). See the end of this worksheet for how to make copies and what to do with them.

22. I should get a response to my Level III grievance on _____. (Fill in this blank by adding 19 days to the date in #20.) Staff has 15 days *from the date they receive their grievance* to respond, and then there may be some delay in getting it to you through the mail. Allow time for the mail process.

23. It is now the date given in #22. Did I get a response to my grievance by the end of the day.

YES

NO

Either way, your administrative remedies are now exhausted. Congratulations! If you are going to file in Court, you are going to have to show copies of what you submitted at each level, including what date you filed at each level. This means that, whether you got responses or not, you should have your copies and dates ready to go.

AN INMATE'S GUIDE TO ADMINISTRATIVE REMEDY REQUESTS AT FEDERAL PRISONS

This is a form to help you with the Administrative Remedy Request process. This process is important because you must exhaust all administrative remedies before you can file a lawsuit in the Federal Courts. This means you must:

- A. Make an informal complaint.
- B. File a formal Administrative Remedy Request (Level I).
- C. File an appeal to the Regional Director (Level II).
- D. File an appeal to the General Counsel (Level III).

We know that this process is frustrating, and we know that your requests may not get responses. It is very important that you go through these procedures in order to protect your legal rights. Sometimes you even get results.

Note well: The Courts do not tend to allow you to claim that you have exhausted your Administrative Remedy Requests if you don't make it all the way *even if the reason you stopped is because you didn't get a response, didn't have the proper form, etc.* You want to jump through these hoops in the beginning so that there is not a reason to throw out a lawsuit later on. The key is to be persistent through the many levels. File a request right away and then continue through the appeals. If you are late in your request or appeal, file one anyway and explain why you are late. This worksheet allows you to fill in the blanks as you go along, helping you to make your way through this complicated process.

Date of Incident for which you are filing an Administrative Remedy Request _____

A. MAKE AN INFORMAL COMPLAINT

Deadline: Date of Incident + 20 days =

1. The Warden at your prison has the discretion to create his or her own informal complaint process. You should check with your Counselor to determine what the process is at your institution. Usually, an informal complaint consists of a written form that is submitted to a staff member, typically your Counselor.
2. Staff members do not have a deadline to respond to your informal complaint. However you should make your informal complaint within 20 days of the incident.
3. I made my informal complaint today. Today's date is _____. (It must be no more than 20 days after the date of the incident).
4. If you do not receive a satisfactory resolution to your complaint, move on to Level I. *Note: the deadline for Level I is also 20 days after the incident, so if you are making an informal complaint close to the deadline, you should file a formal complaint at the same time. You are permitted to skip this step and begin at the formal complaint level, however your complaint might be more well received if you start at the informal complaint level.

B. FILE A FORMAL REQUEST WITH THE WARDEN (LEVEL I)

Deadline: Date of Incident + 20 days = _____

5. File a formal Administrative Remedy Request by completing **Form BP-9**.
- Describe your problem, making sure to state all relevant facts. The more detail you give, the more the staff has to address your concerns.
 - If you run out of room on the form, you may attach only one letter-size continuation page plus an extra copy of that page.
 - Each form must pertain to one specific incident, charge, or complaint.
 - If you received an unsatisfactory response to your informal complaint, write the date you made the informal complaint, and write “I disagree with the decision on the informal complaint and am filing a formal Administrative Remedy Request.”
 - If you did not receive a response to your informal complaint before the 20-day deadline for filing a Level I complaint, write, “I did not receive a response to my informal complaint before this form was due. Therefore I am proceeding with the formal Administrative Remedy Request process.”
 - If you are in General Population, say how you are going to submit your request, for example, “I am placing this form in the mailbox on my unit on the date above.”
 - If you are in segregation or isolation, say how you are going to submit your request, for example, “I am submitting this form to a unit staff member on the date above.”
 - If you are late in filing this form (more than 20 days have passed since the incident), explain why. Valid reasons for delay include: an extended period of in-transit when you had no access to necessary forms, an extended period of time when you were physically incapable of preparing the paperwork, a delay in responding to your request for necessary forms.
6. I am filing my **Form BP-9** today. Today’s date is _____. (This must be within 20 days of the incident). **Note: If the incident you are disputing has to do with a telephone charge, credit or telephone service problem for which you want reimbursement, you have 120 days from the date of the disputed charge to file this form.*
7. I made _____ copies of my **Form BP-9** (at least three). You will need to hold on to your copies for any subsequent legal action.
8. I should get a response to my Administrative Remedy Request on _____. (Fill in this blank by adding 23 days to the date in #5). The Warden has 20 days from the date s/he receives the form to respond. Remember to allow time for inter-facility mail.
9. Did you receive a continuance form that say that staff needs more than 20 days to respond to your Administrative Remedy Request?
- YES NO
10. If the answer to #8 is YES, the new date that a response to your request is due is _____. (This is the date given on the continuance form.) Otherwise, skip this question.
11. It is now the date given on # 7 or #9. Did I get a response to my request by the end of the day?
- YES NO

Regarding Sensitive Issues:

If you believe the issue is sensitive and your safety would be in danger if the Warden knew about your complaint, you may skip Level I and submit your grievance directly to the Regional Director (Level II). You must write “Sensitive” on the grievance form and explain why you are not submitting the grievance to the Warden. THIS IS ONLY FOR VERY SENSITIVE ISSUES.

- C. **APPEAL TO THE REGIONAL DIRECTOR (LEVEL II)**
- Deadline: Date Warden signed Level I response + 20 days = _____
- OR, if no response: Date in #5 + 23 days = _____

File your Level II Appeal to the Regional Director for the region in which you are located. The addresses for the Regional Directors can be found on the last page of this guide.

12. If the answer to #10 is YES and you are unhappy with the answer, file an appeal. Use a **Form BP-10**.
- Describe your problem, making sure to state all relevant facts. The more detail you give, the more staff has to address your concerns.
 - If you run out of room, you may attach only one extra letter-size page plus *two* copies of that page.
 - Say on your **Form BP-10**, “I disagree with the decision I received regarding my initial Administrative Remedy Request that I filed on _____ (date in #5), and I am filing an appeal.”
 - If you are in General Population, say how you are going to submit your form, for example, “I am placing this form in the US mailbox.” (Describe the process you use, whatever it is.)
 - If you are in segregation or isolation, say how you are going to submit your form, for example, “I am submitting this form to a unit staff member on the date above to be placed in the US mailbox.” (Describe the process you use, whatever it is.)
 - If you are late in filing this form (more than 20 days have passed since the date on the Warden’s letter), explain why. Valid reasons for delay include: an extended period of in-transit when you had no access to necessary forms, an extended period of time when you were physically incapable of preparing the form, or a delay in responding to your request for necessary forms.
 - Also, attach a copy of the **Form BP-9** you sent earlier and a copy of the response you received (if any). Then, skip to #13.
13. If the answer to #10 is NO, file an appeal using a **Form BP-10**.
- Describe your problem, making sure to state all relevant facts. The more detail you give, the more staff has to address your concerns.
 - If you run out of room, you may attach only one extra letter-size page. Also submit *two* copies of that completed attachment page.
 - Say on your **Form BP-10**: “I have attached a copy of the Administrative Remedy Request that I filed on _____ (date in #5). I did not receive a response within 20 days. I am now exercising my right to appeal to the next level.”
 - If you are in General Population, say how you are going to submit your appeal, for example, “I am placing this form in the US mailbox.” (Describe the process you use, whatever it is.)
 - If you are in segregation or isolation, say how you are going to submit your appeal, for example, “I am submitting this form to a unit staff member on the date above to be placed in the US mailbox.” (Describe the process you use, whatever it is.)
 - If you are late in filing this form (more than 23 days have passed since the date in #5), explain why. Valid reasons for delay include: an extended period of in-transit when you had no access to necessary forms, an extended period of time when you were physically incapable of preparing the form, or a delay in responding to your request for necessary forms.
 - Also, attach a copy of the **Form BP-9** that you sent earlier.
14. I am filing my Level II appeal (**BP-10**) today. Today’s date is _____. (This must be within 20 days of the date the Warden signed the Level I response or 23 days after the date in #5).
15. I made _____ copies of my **Form BP-10** (*at least two*).
16. I should get a response to my Administrative Remedy Request appeal on _____. (Fill in this blank by adding 35 days to the date in #13). Staff has 30 days from the date they receive the grievance to respond. Also allow time for the mail process.
17. It is now the date given in #16. Did I get a response to my appeal by the end of the day?

YES

NO

18. If the answer to #17 is NO, skip to #20.

19. If the answer to #17 is YES, skip to #21.

D. APPEAL TO THE GENERAL COUNSEL (LEVEL III)

Deadline: Date Regional Director signed response + 30 days = _____

OR, if no response: Date in #13 plus 35 days = _____

File your Level III appeal to the National Inmate Appeals Administrator, Office of General Counsel. The address is:

320 First St., NW
Washington, DC 20534

20. If you did not get a response from Level II, file an appeal. Use **Form BP-11**.

- Describe your problem, making sure to state all relevant facts. The more detail you give, the more staff has to address your concerns.
- If you run out of room, you may attach only one extra letter-size page plus *three* copies of that page.
- Say on your **Form BP-11**: “I have attached a copy of the Administrative Remedy Appeal Request that I filed on _____ (date in #13). I did not receive a response within 33 days. I am now exercising my right to appeal to the next level.
 - If you are in General Population, say how you are going to submit your appeal, for example, “I am placing this form in the US mailbox.” (Describe the process you use, whatever it is.)
 - If you are in segregation or isolation, say how you are going to submit your appeal, for example, “I am submitting this form to a unit staff member on the date above to be placed in the US mailbox.” (Describe the process you use, whatever it is.)
 - If you are late in filing this form (more than 33 days have passed since the date in #13), explain why. Valid reasons for delay include: an extended period of in-transit when you had no access to necessary forms, an extended period of time when you were physically incapable of preparing the form, or a delay in responding to your request for necessary forms.
 - Also, attach copies of **Form BP-9** and **Form BP-10** that you sent earlier.

21. If you got a response to Level II but are unhappy with the answer, file another appeal to the General Counsel. Use **Form BP-11**.

- Describe your problem, making sure to state all relevant facts. The more detail you give, the more staff has to address your concerns.
- If you run out of room, you may attach only one extra letter-size page plus *three* copies of that page.
- Say on your **Form BP-11**, “I disagree with the decision I received regarding my Administrative Remedy Appeal Request that I filed on _____ (date in #13), and I am filing another appeal.”
- If you are in General Population, say how you are going to submit your appeal, for example, “I am placing this form in the US mailbox.” (Describe the process you use, whatever it is.)
- If you are in segregation or isolation, say how you are going to submit your appeal, for example, “I am submitting this grievance form to a unit staff member on the date above to be placed in the US mailbox.” (Describe the process you use, whatever it is.)
- If you are late in filing this form (more than 30 days have passed since the date on the Regional Director’ letter), explain why. Valid reasons for delay include: an extended period of in-transit when you had no access to necessary forms, an extended period of time when you were physically incapable of preparing the form, or a delay in responding to your request for necessary forms.
- Also, attach copies of **Form BP-9** and **Form BP-10**, which you sent earlier and a copy of the response you received to both (if any).

22. I am filing my Level III appeal (**BP-11**) today. Today's date is _____. (This must be sent 30 day after the date of the Regional Director's signature on your Level II response or 35 days after the date in #13).
23. I made _____ copies of my **Form BP-11** (at least two).
24. I should get a response to my Level III appeal on _____. (Fill in this blank by adding 45 days to the date in #23. Staff has 40 days from the date they receive the appeal to respond. Also allow time for the mail process.
25. It is now the date given in #25. Did I get a response to my appeal by the end of the day?
YES NO

Either way, your administrative remedies are now exhausted. Congratulations! If you are going to file in Court, you are going to have to have copies of what you submitted at each level. This means that, whether you got responses or not, you should have your copies and dates ready to go.

Addresses of Bureau of Prisons Regional Directors

Regional Director

Mid-Atlantic Regional Office

10010 Junction Drive, Suite 100-N
Annapolis Junction, Maryland 20701

Regional Director

North Central Regional Office

Gateway Complex Tower II, 8th Floor
400 State Avenue, Kansas City, KS 66101-2492

Regional Director

Northeast Regional Office

U.S. Custom House, 7th Floor
2nd and Chestnut Streets
Philadelphia, Pennsylvania 19106

Regional Director

South Central Regional Office

4211 Cedar Springs Road, Suite 300
Dallas, Texas 75219

Regional Director

Southeast Regional Office

3800 Camp Creek Parkway, S.W.
Building 2000
Atlanta, Georgia 30331-6226

Regional Director

Western Regional Office

7950 Dublin Boulevard, 3rd Floor
Dublin, California 94568

AN INMATE'S GUIDE TO GRIEVANCES IN VIRGINIA

This is a form to help you with the grievance process. The grievance process is important because you must exhaust your administrative remedies before you can file a lawsuit in either Virginia or Federal Courts. This means you MUST:

1. Make an informal complaint.
2. File a formal grievance (Level I).
3. File an appeal to the Regional Director, Health Services Director, or Chief of Operations and Classification (Level II).
4. File an appeal to the Deputy Director or Director (Level III).

We know that this process is frustrating, and we know that your grievances may not get responses. It is very important that you go through these procedures in order to protect your legal rights. Sometimes you even get results.

25. If you did not get a response from Level II, file your appeal. Use a Level III grievance form if possible. If you can't get a Level III form, make sure that you clearly mark on the top of the paper that this is a Level III grievance and the name of the person it is addressed to.
- Describe your problem, making sure to state *all relevant facts*. The more detail you give, the more staff have to address your concerns.
 - Say on your appeal grievance, "I have attached a copy of the Level II grievance that I filed on (the date given in #17), the Level I grievance that I filed on (the date given in #9) and an informal complaint that I filed on (the date given in #1). I did not receive a response within 20 days. I am now exercising my right to grieve to the next level under DOP 866." If you do not say all of the above, your appeal may be rejected.
 - If you are in General Population, say how you are going to submit your grievance; for example "I am placing this form in the grievance mailbox on my unit OR I am placing this form in the US mailbox on the date above." (Describe the process you use, whatever it is.)
 - If you are in segregation or isolation, say how you are going to submit your grievance; for example "I am submitting this grievance form to a unit staff member on the date above to be placed in the inter-facility mail OR to be placed in the US mailbox." (Describe the process you use, whatever it is.)
 - Also, attach one of the copies of your Levels II and I grievances AND informal complaint that you made.
26. If you got a response from Level II that told you that you can grieve to Level III, file your appeal. Use the Level III grievance form that should come with your Level II response. If you can't get a Level III form, make sure that you clearly mark on the top of the paper that this is a Level III grievance and the name of the person it is addressed to.
- Describe your problem, making sure to state *all relevant facts*. The more detail you give, the more the staff have to address your concerns.
 - Say on your Level II grievance, "I disagree with the decision at Level II and I am filing an appeal to Level III under DOP 866."
 - If you are in General Population, say how you are going to submit your grievance; for example "I am placing this form in the grievance mailbox on my unit OR I am placing this form in the US mailbox on the date above." (Describe the process you use, whatever it is.)
 - If you are in segregation or isolation, say how you are going to submit your grievance; for example "I am submitting this grievance form to a unit staff member on the date above to be placed in the inter-facility mail OR to be placed in the US mailbox." (Describe the process you use, whatever it is.)
 - Also, attach the Level II and Level I grievances AND informal complaint with response. If you do not attach these, your appeal may be rejected.
27. I am filing my Level III grievance today. Today's date is _____. (The regulations say that the appeal must be filed within 5 days of receiving a response from Level II. If you did not receive a response from Level II, you should file on or soon after the date given in #19.)
28. I made _____ copies of my Level III grievance (*at least two*). See the end of this worksheet for how to make copies and what to do with them.
29. I should get a response to my Level III grievance on _____. (Fill in this blank by adding 24 days to the date in #17.) Staff have 20 days *from the date they receive the grievance* to respond, and then there may be some delay in getting it to you through the mail. Allow time for the mail process.
30. It is now the date given in #29. Did I get a response to my grievance by the end of the day?

YES

NO

Either way, your administrative remedies are now exhausted. Congratulations! If you are going to file in Court, you are going to have to show copies of what you submitted at each level, including what date you filed at each level. This means that, whether you got responses or not, you should have your copies and dates ready to go.

HOW TO MAKE PHOTOCOPIES AND WHAT TO DO WITH THEM

The best copy is a photocopy. You need to try to photocopy your complaints, grievances, and appeals. We know it is difficult to get access to photocopies. Here are three other ways to make copies:

1. Get more forms and use carbon paper. Press hard and make sure that the copy goes through. Make sure that you get the date and the grievance tracking number (if applicable) on all the sheets.
2. Use separate sheets of paper and hand-copy everything on the form. Remember that the date and the tracking number are especially important.
3. After you file your grievance or appeal and if you cannot get copies any other way, you may want to send the original to an attorney requesting that he or she make copies and send it back. It is important that you are careful about who you send your documents to. Only send it to an attorney that you know and trust or you may lose your original.

After copies are made, keep a set for yourself and send the other to an attorney or family member that you trust. Remember, if you don't get a response at any level and you haven't kept a copy, you may be stuck without proof of all the good work you've done.

APPENDIX VII: ADDRESSES FOR THE BUREAU OF PRISONS

NOTE: This information is from the Bureau of Prisons Home page, www.bop.gov. It can be accessed at via the internet and more information regarding the Bureau of Prisons is available on their website.

Regional Offices

Mid-Atlantic Regional Office
10010 Junction Drive, Suite 100-N
Annapolis Junction, Maryland 20701
301-317-3100, Fax: 301-317-3115

North Central Regional Office
Gateway Complex Tower II, 8th Floor
400 State Avenue, Kansas City, KS 66101-2492
913-621-3939, Fax: 913-551-1175

Northeast Regional Office
U.S. Custom House, 7th Floor
2nd and Chestnut Streets
Philadelphia, Pennsylvania 19106
215-521-7300, Fax: 215-521-7476

South Central Regional Office
4211 Cedar Springs Road, Suite 300
Dallas, Texas 75219
214-224-3389, Fax: 214-224-3420

Southeast Regional Office
3800 Camp Creek Parkway, S.W.
Building 2000
Atlanta, Georgia 30331-6226
678-686-1200, Fax: 678-686-1229

Western Regional Office
7950 Dublin Boulevard, 3rd Floor
Dublin, California 94568
925-803-4700, Fax: 925-803-4802

Staff Training

BOP Staff Training Academy
Federal Law Enforcement Training Center
Building 21
Glynco, Georgia 31524
912-267-2711 Fax: 912-267-2983

Management and Specialty Training Center
791 Chambers Road
Aurora Colorado 80011
303-340-7800. Fax: 303-340-7968

National Institute of Corrections

NIC Administrative Offices/Prisons
Division/Community Corrections Division
320 First Street, N.W.
Washington, D.C. 20534
Phone: 800-995-6423 or 202-307-3106
Fax: 202-307-3361

NIC Jails Division/Academy Division
1960 Industrial Circle, Suite A
Longmont, Colorado 80501
Phone: 800-995-6429 or 303-682-0382
Fax: 303-682-0469

NIC Information Center
1860 Industrial Circle, Suite A
Longmont, Colorado 80501
Phone: 800-877-1461 or 303-682-0213
Fax: 303-682-0558

Correctional Facilities

About the Listings:

- + Security Level. The Bureau operates institutions of several different security levels to house a broad spectrum of offenders in an appropriate manner. Security levels are based on such features as the presence of external patrols, gun towers, security barriers, or detection devices; the type of housing within the institution; internal security features; and the staff-to-inmate ratio. Each facility is placed in one of five groups - minimum, low, medium, high, and administrative.
- + Facility Code. For use by staff, other Government agencies, and contractors only.
- + Abbreviations. FCC - Federal Correctional Complex; FCI - Federal Correctional Institution; FDC - Federal Detention Center; FMC - Federal Medical Center; FPC - Federal Prison Camp; FSL - Federal Secure Low; FTC - Federal Transfer Center; MCC - Metropolitan Correctional Center; MCFP - Medical Center for Federal Prisoners; MDC - Metropolitan Detention Center; USP - U.S. Penitentiary.

Mid-Atlantic Region

FPC Alderson
Glen Ray Road, Box B
Alderson, West Virginia 24910
304-445-2901
Fax: 304-445-2675
Security Level: Minimum/Female
Facility Code: ALD

FCI Ashland
P.O. Box 888
Ashland, Kentucky 41105-0888
606-928-6414
Fax: 606-928-1854
Security Level: Low/Male (adjacent
Minimum/Male camp)
Facility Code: ASH

FCI Beckley
P.O. Box 1280
Beaver, West Virginia 25813
304-252-9758
Fax: 304-256-4955
Security Level: Medium/Male (adjacent
Minimum/Male camp)
Facility Code: BEC

FCI Butner (Low)
P.O. Box 999
Butner, North Carolina 27509
919-575-5000
Fax: 919-575-5023
Security Level: Low/Male
Facility Code: BUF

FCI Butner (Medium)
P.O. Box 1000
Butner, North Carolina 27509
919-575-4541
Fax: 919-575-6341
Security Level:
Medium/Administrative/Male (adjacent
Minimum/Male camp)
Facility Code: BUT

FMC Butner
P.O. Box 999
Old Oxford Hwy 75
Butner, North Carolina 27509-1000
919- 575-3900
Fax: 919-575-4801
Security Level: Male /Administrative
Facility Code: BUH

FCI Cumberland
14601 Burbridge Road, S.E.
Cumberland, Maryland 21502-8724
301-784-1000
Fax: 301-784-1008
Security Level: Medium/Male (adjacent
Minimum/Male camp)
Facility Code: CUM

USP Lee
P.O. Box 900
Jonesville, Virginia 24263-0900
276-546-0150
Fax: 276-546-9115
Security Level: High/Male (adjacent
Minimum/Male camp)
Facility Code: LEE

FMC Lexington
3301 Leestown Road
Lexington, Kentucky 40511
859-255-6812
Fax: 859-253-8821
Security Level: Administrative/Male
(adjacent Minimum/Female camp)
Facility Code: LEX

FCI Manchester
P.O. Box 3000
Manchester, Kentucky 40962
606-598-1900
Fax: 606-599-4115
Security Level: Medium/Male (adjacent
Minimum/Male camp)
Facility Code: MAN

FCI Memphis
1101 John A. Denie Road
Memphis, Tennessee 38134-7690
901-372-2269
Fax: 901-382-2462
Security Level: Medium/Male (adjacent
Minimum/Male camp)
Facility Code: MEM

FCI Morgantown
Greenbag Road
P.O. Box 1000
Morgantown, West Virginia 26507-1000
304-296-4416
Fax: 304-284-3613

Security Level: Minimum/Male
Facility Code: MRG

FCI Petersburg
P.O. Box 1000
Petersburg, Virginia 23804-1000
804-733-7881
Fax: 804-733-7881
Security Level: Low/Male (adjacent
Minimum/Male camp)
Facility Code: PET

FPC Seymour Johnson
Caller Box 8004
Goldsboro, NC 27533-8004
919-735-9711
Fax: 919-735-0169
Security Level: Minimum/Male
Facility Code: SEY

North Central Region

MCC Chicago
71 West Van Buren
Chicago, Illinois 60605
312-322-0567
Fax: 312-322-0565
Security Level: Administrative/Male/Female
Facility Code: CCC

FPC Duluth
P.O. Box 1400
6902 Airport Road
Duluth, Minnesota 55814
218-722-8634
Fax: 218-733-4701
Security Level: Minimum/Male
Facility Code: DTH

FCI Englewood
9595 West Quincy Avenue
Littleton, Colorado 80123
303-985-1566
Fax: 303-763-2553
Security Level:
Medium/Administrative/Male (adjacent
Minimum/Male camp)
Facility Code: ENG

ADX Florence
P.O. Box 8500
5880 State Highway 67 South

Florence, Colorado 81226
719-784-9464
Fax: 719-784-5290
Security Level: Administrative/Male
Facility Code: FLM

FCI Florence
P.O. Box 6500
5880 State Highway 67 South
Florence, Colorado 81226
719-784-9100
Fax: 719-784-9504
Security Level: Medium/Male (adjacent
Minimum/Male camp)
Facility Code: FLF

USP Florence
P.O. Box 7500
5880 State Highway 67 South
Florence, CO 81226
719-784-9454
Fax: 719-784-5157
Security Level: High/Male
Facility Code: FLP

FCI Greenville
P.O. Box 4000
100 U.S. Route 40
Greenville, Illinois 62246
618-664-6200
Fax: 618-664-6372
Security Level: Medium/Male (adjacent
Minimum/Female camp)
Facility Code: GRE

USP Leavenworth
1300 Metropolitan
Leavenworth, Kansas 66048
913-682-8700
Fax: 913-682-1146
Security Level: High/Male (adjacent
Minimum/Male camp)
Facility Code: LVN

USP Marion
4500 Prison Road, P.O. Box 2000
Marion, Illinois 62959
618-964-1441
Fax: 618-964-1895
Security Level: High/Male (adjacent
Minimum/Male camp)
Facility Code: MAR

FCI Milan
P.O. Box 9999
East Arkona Road
Milan, Michigan 48160
734-439-1511
Fax: 734-439-0949
Security Level: Low/Administrative/Male
Facility Code: MIL

FCI Oxford
Box 500
Oxford, Wisconsin 53952-0500
608-584-5511
Fax: 608-584-6371
Security Level: Medium/Male (adjacent
Minimum/Male camp)
Facility Code: OXF

FCI Pekin
P.O. Box 7000
2600 S. Second Street
Pekin, Illinois 61555-7000
309-346-8588
Fax: 309-477-4685
Security Level: Medium/Male (adjacent
Minimum/Female camp)
Facility Code: PEK

FMC Rochester
P.O. Box 4600
Rochester, Minnesota 55903-4600
507-287-0674
Fax: 507-287-9601
Security Level: Administrative/Male
Facility Code: RCH

FCI Sandstone
P.O. Box 999
2300 County Road 29
Sandstone, Minnesota 55072
320-245-2262
Fax: 320-245-0385
Security Level: Low/Administrative
Facility Code: SST

MCFP Springfield
P.O. Box 4000
1900 West Sunshine
Springfield, Missouri 65801-4000
417-862-7041
Fax: 417-837-1711

Security Level: Administrative/Male
Facility Code: SPG

USP Terre Haute
4200 Bureau Road North
Terre Haute, Indiana 47802
812-238-1531
Fax: 812-238-9873
Security Level: High/Male (adjacent
Minimum/Male camp)
Facility Code: THA

FCI Waseca
P.O. Box 1731
University Drive, S.W.
Waseca, Minnesota 56093
507-835-8972
Fax: 507-837-4581
Security Level: Low/Male
Facility Code: WAS

FPC Yankton
Box 680
1016 Douglas Avenue
Yankton, South Dakota 57078
605-665-3262
Fax: 605-668-1116
Security Level: Minimum/Male
Facility Code: YAN

Northeast Region

FCI Allenwood (Low)
P.O. Box 1500
White Deer, Pennsylvania 17887
570-547-1990
Fax: 570-547-1740
Security Level: Low/Male
Facility Code: ALF

FCI Allenwood (Medium)
P.O. Box 2500
White Deer, Pennsylvania 17887
570-547-7950
Fax: 570-547-7751
Security Level: Medium/Male
Facility Code: ALM

FPC Allenwood
P.O. Box 1000
Montgomery, Pennsylvania 17752
570-547-1641

Fax: 570-547-1504
Security Level: Minimum/Male
Facility Code: ALW

USP Allenwood
P.O. Box 3500
White Deer, Pennsylvania 17887
570-547-0963
Fax: 570-547-9201
Security Level: High/Male
Facility Code: ALP

MDC Brooklyn
80 29th Street
Brooklyn, New York 11232
718-840-4200
Fax: 718-840-5005
Security Level: Administrative/Male/Female
Facility Code: BRO

FCI Danbury
33 1/2 Pembroke Road
Danbury, Connecticut 06811-3099
203-743-6471
Fax: 203-312-5110
Security Level: Low/Female (adjacent
Minimum/Female camp)
Facility Code: DAN

FMC Devens
42 Patton Rd.
Devens, MA 01432
978-796-1000
Fax: 978-796-1118
Security Level: Administrative
Facility Code: DEV

FCI Elkton
8730 Scroggs Road
P.O. Box 89
Elkton, Ohio 44415
330-424-7448
Fax: 330-424-7075
Security Level: Low/Male (adjacent Low-
Minimum/Male Satellite Low)
Facility Code: ELK

Inmate mailing address:
Federal Correctional Institution
P.O. Box 10
Lisbon, Ohio 44432

FCI Fairton
P.O. Box 280
Fairton, New Jersey 08320
856-453-1177
Fax: 856-453-4015
Security Level:
Medium/Administrative/Male (adjacent
Minimum/Male camp)
Facility Code: FAI

FCI Fort Dix
P.O. Box 38
Fort Dix, New Jersey 08640
609-723-1100
Fax: 609-724-6847
Security Level: Low/Male
Facility Code: FTD

USP Lewisburg
R. D. #5
Lewisburg, Pennsylvania 17837
570-523-1251
Fax: 570-524-5805
Security Level: High/Male (adjacent
Minimum/Male camp and Intensive
Confinement Center)
Facility Code: LEW

FCI Loretto
P.O. Box 1000
Loretto, Pennsylvania 15940
814-472-4140
Fax: 814-472-6046
Security Level: Low/Male (adjacent
Minimum/Male camp)
Facility Code: LOR

FCI McKean
P.O. Box 5000
Bradford, PA 16701
814-362-8900
Fax: 814-362-3287
Security Level: Medium/Male (adjacent
Minimum/Male camp)
Facility Code: MCK

MCC New York
150 Park Row
New York, New York 10007
212-240-9656
Fax: 212-417-7673
Security Level: Administrative/Male/Female

Facility Code: NYM

FCI Otisville
P.O. Box 600
Otisville, New York 10963
845-386-5855
Fax: 845-386-9455
Security Level: Administrative/Male
(adjacent Minimum/Male camp)
Facility Code: OTV

FDC Philadelphia
700 Arch Street
Philadelphia, PA 19106
215-521-4000
Fax: 215-521-7220
Security Level: Administrative
Facility Code: PHL

FCI Ray Brook
P.O. Box 300
Ray Brook, New York 12977
518-891-5400
Fax: 518-891-7334
Security Level: Medium/Male
Facility Code: RBK

FCI Schuylkill
P.O. Box 700
Minersville, Pennsylvania 17954
570-544-7100
Fax: 570-544-7224
Security Level: Medium/Male (adjacent
Minimum/Male camp)
Facility Code: SCH

South Central Region

FCI Bastrop
Box 730
1341 Highway 95 North
Bastrop, Texas 78602
512-321-3903
Fax: 512-304-0117
Security Level: Low/Male (adjacent
Minimum/Male camp)
Facility Code: BAS

FCC Beaumont (Administrative)
P.O. Box 26015
Beaumont, Texas 77720
409-727-8187

Fax: 409-626-3401
Facility Code: BMA

FCI Beaumont (Low)
P.O. Box 26025
Beaumont, Texas 77720-6025
409-727-8172
Fax: 409-626-3500
Security Level: Low/Male
Facility Code: BML

FCI Beaumont (Medium)
P.O. Box 26045
Beaumont, Texas 77720-6045
409-727-0101
Fax: 409-720-5000
Security Level: Medium/Male
Facility Code: BMM

USP Beaumont
P.O. Box 26035
Beaumont, Texas 77720-6035
409-727-8188
Fax: 409-626-3700
Security Level: High/Male (adjacent
Minimum/Male camp)
Facility Code: BMP

FCI Big Spring
1900 Simler Avenue
Big Spring, Texas 79720-7799
915-263-6699
Fax: 915-268-6860
Security Level: Low/Male (adjacent
Minimum/Male camp)
Facility Code: BIG

FPC Bryan
P.O. Box 2197
1100 Ursuline Avenue
Bryan, Texas 77805-2197
979-823-1879
Fax: 979-775-5681
Security Level: Minimum/Female (adjacent
Minimum/Female Intensive
Confinement Center)
Facility Code: BRY

FMC Carswell
P.O. Box 27066
"J" Street, Building 3000
Fort Worth, TX 76127

817-782-4002
Fax: 817-782-4875
Security Level: Administrative/Female
(adjacent Minimum/Female camp)
Facility Code: CRW

FCI El Reno
P.O. Box 1000
4205 Highway 66 West
El Reno, Oklahoma 73036-1000
405-262-4875
Fax: 405-262-6266
Security Level: Medium/Male (adjacent
Minimum/Male camp)
Facility Code: ERE

FCI Forrest City
P.O. Box 7000
Forrest City, Arkansas 72335
870-630-6000
Fax: 870-630-6250
Security Level: Low/Male
Facility Code: FOR

FMC Fort Worth
3150 Horton Road
Fort Worth, Texas 76119-5996
817-534-8400
Fax: 817-413-3350
Security Level: Administrative/Male
Facility Code: FTW

FDC Houston
P.O. Box 526245
1200 Texas Ave.
Houston, Texas 77052-6245
713-221-5400
Fax: 713-229-4200
Security Level: Administrative
Facility Code: HOU

FCI La Tuna
P.O. Box 1000
8500 Doniphan
Anthony, New Mexico-Texas 88021
915-886-3422
Fax: 915-886-4977
Security Level: Low/Male (adjacent
Minimum/Male camp)
Facility Code: LAT

FSL La Tuna

P.O. Box 16300
SSG Sims Road, Bldg. 11636
El Paso, Texas 79906-0300
915-564-2100
Fax: 915-564-2291
Security Level: Minimum/Low/Male
(Secure Satellite Low Prison to FCI La
Tuna)
Facility Code: LAT/FSL

FCI Oakdale
P.O. Box 5050
Oakdale, Louisiana 71463
318-335-4070
Fax: 318-215-2688
Security Level: Medium/Male
Facility Code: OAK

FDC Oakdale
P.O. Box 5060
Oakdale, Louisiana 71463
318-335-4466
Fax: 318-215-2185
Security Level: Administrative/Male
(adjacent Minimum/Male camp)
Facility Code: OAD

FTC Oklahoma City
P.O. Box 898802
7420 MacArthur Boulevard
Oklahoma City, Oklahoma 73189-8802
405-682-4075
Fax: 405-680-4041
Security Level: Administrative/Male/Female
Facility Code: OKL

USP Pollock
1000 Airbase Road
P.O. Box 1000
Pollock, LA 71467
318-561-5300
Fax: 318-561-5664
Security Level: High/Male
Facility Code: POL

FCI Seagoville
2113 North Highway 175
Seagoville, Texas 75159
972-287-2911
Fax: 972-287-5466
Security Level: Low/Administrative/Male
(adjacent Minimum/Male camp)

Facility Code: SEA

FCI Texarkana
P.O. Box 9500
Texarkana, Texas 75505
903-838-4587
Fax: 903-223-4424
Security Level: Low/Male (adjacent
Minimum/Male camp)
Facility Code: TEX

FCI Three Rivers
P.O. Box 4000
Three Rivers, Texas 78071
361-786-3576
Fax: 361-786-5069
Security Level: Medium/Male (adjacent
Minimum/Male camp)
Facility Code: TRV

Southeast Region

USP Atlanta
601 McDonough Blvd., S.E.
Atlanta, Georgia 30315-0182
404-635-5100
Fax: 404-331-2137
Security Level: High/Administrative/Male
(adjacent Minimum/Male camp)
Facility Code: ATL

FCC Coleman (Administrative)
846 N.E. 54th Terrace
Coleman, Florida 33521-1023
352-689-3003
Fax: 352-689-0653
Facility Code: COA

FCI Coleman (Low)
846 N.E. 54th Terrace
Coleman, Florida 33521-1031
352-689-4000
Fax: 352-689-0259
Security Level: Low/Male
Facility Code: COL

FCI Coleman (Medium)
846 N.E. 54th Terrace
P.O. Box 1022
Coleman, Florida 33521-1022
352-330-0552
Fax: 352-689-0552

Security Level: Medium/Male (adjacent
Minimum/Female camp)
Facility Code: COM

USP Coleman
846 N.E. 54th Terrace
Coleman, Florida 33521-1023
352-689-6000
Fax: 352-689-6012
Security Level: High/Male
Facility Code: COP

FCI Edgefield
501 Gary Hill Road
P.O. Box 723
Edgefield, South Carolina 29824
803-637-1500
Fax: 803-637-9840
Security Level: High/Male (adjacent
Minimum/Male Camp)
Facility Code: EDG

FPC Eglin
Eglin Air Force Base
P.O. Box 600
Eglin, Florida 32542-7606
850-882-8522
Fax: 850-729-8261
Security Level: Minimum/Male
Facility Code: EGL

FCI Estill
100 Prison Road
P.O. Box 699
Estill, South Carolina 29918
803-625-4607
Fax: 803-625-5635
Security Level: Medium/Male (adjacent
Minimum/Male camp)
Facility Code: EST

MDC Guaynabo
P.O. Box 2146
San Juan, Puerto Rico 00922
787-749-4480
Fax: 787-775-7824
Security Level: Administrative/Male/Female
Facility Code: GUA

FCI Jesup
2600 Highway 301 South
Jesup, Georgia 31599

912-427-0870
Fax: 912-427-1125
Security Level: Medium/Male (adjacent
Minimum/Male satellite Low)
Facility Code: JES

FCI Marianna
3625 FCI Road
Marianna, Florida 32446
850-526-2313
Fax: 850-718-2014
Security Level: Medium/Male (adjacent
Minimum/Female camp)
Facility Code: MNA

FCI Miami
15801 S.W. 137th Avenue
Miami, Florida 33177
305-259-2100
Fax: 305-259-2160
Security Level: Medium/Male (adjacent
Minimum/Male camp)
Facility Code: MIA

FDC Miami
P.O. Box 019118
33 Northeast 4th Street
Miami, Florida 33101-9118
305-577-0010
Fax: 305-536-7368
Security Level: Administrative/Male/Female
Facility Code: MIM

FPC Montgomery
Maxwell Air Force Base
Montgomery, Alabama 36112
334-293-2100
Fax: 334-293-2326
Security Level: Minimum/Male
Facility Code: MON

FPC Pensacola
110 Raby Avenue
Pensacola, Florida 32509-5127
850-457-1911
Fax: 850-458-7295
Security Level: Minimum/Male
Facility Code: PEN

FCI Talladega
565 East Renfroe Road
Talladega, Alabama 35160

256-315-4100
Fax: 256-315-4495
Security Level: Medium/Male (adjacent
Minimum/Male camp)
Facility Code: TDG

FCI Tallahassee
501 Capital Circle, N.E.
Tallahassee, Florida 32301-3572
850-878-2173
Fax: 850-216-1299
Security Level: Low/Female,
Administrative/Male
Facility Code: TAL

FCI Yazoo City
P.O. Box 5050
Yazoo City, Mississippi 39194
662-751-4800
Fax: 662-751-4905
Security Level: Low/Male (adjacent
Minimum/Male camp)
Facility Code: YAZ

Western Region

USP Atwater
P.O. Box 019000
#1 Federal Way
Atwater, CA 95301
209-386-0257
Fax: 209-386-4615
Security Level: High/Male (adjacent
Minimum/Male camp)
Facility Code: ATW

FCI Dublin
5701 8th Street, Camp Parks
Dublin, California 94568
925-833-7500
Fax: 925-833-7599
Security Level: Low/Female and
Administrative/Male (adjacent
Minimum/Female
camp)
Facility Code: DUB

FDC Honolulu
351 Elliott Street
P.O. Box 30547
Honolulu, Hawaii 96820
808-838-4200

Fax: 808-838-4507
Security Level: Administrative/Male/Female
Facility Code: HON

FCI Lompoc
3600 Guard Road
Lompoc, California 93436
805-736-4154
Fax: 805-736-7163
Security Level: Low/Male (adjacent
Intensive Confinement Center)
Facility Code: LOF

USP Lompoc
3901 Klein Boulevard
Lompoc, California 93436
805-735-2771
Fax: 805-737-0295
Security Level: High/Male (adjacent
Minimum/Male camp)
Facility Code: LOM

MDC Los Angeles
535 N. Alameda Street
Los Angeles, California 90012
213-485-0439
Fax: 213-626-5801
Security Level: Administrative/Male/Female
Facility Code: LOS

FPC Nellis
C.S. 4500
North Las Vegas, Nevada 89036-4500
702-644-5001
Fax: 702-643-2303
Security Level: Minimum/Male
Facility Code: NEL

FCI Phoenix
37900 N. 45th Avenue
Phoenix, Arizona 85068-7008
623-465-9757
Fax: 623-465-5199
Security Level: Medium/Male (adjacent
Minimum/Female camp)
Facility Code: PHX

FCI Safford
P.O. Box 820
Safford, Arizona 85548
520-428-6600
Fax: 520-348-1331

Security Level: Low/Male
Facility Code: SAF

MCC San Diego
808 Union Street
San Diego, California 92101-6078
619-232-4311
Fax: 619-595-0390
Security Level: Administrative/Male/Female
Facility Code: SDC

FDC SeaTac
P.O. Box 13900
Seattle, Washington 98198
206-870-5700
Fax: 206-870-5717
Security Level: Administrative/Male/Female
Facility Code: SET
About FDC SeaTac

FCI Sheridan
P.O. Box 8000
Sheridan, Oregon 97378-9601
503-843-4442
Fax: 503-843-3408
Security Level:
Medium/Administrative/Male (adjacent
Minimum/Male camp)
Facility Code: SHE

FCI Terminal Island
1299 Seaside Avenue, Reservation Point
Terminal Island, California 90731-0207
310-831-8961
Fax: 310-732-5335
Security Level: Medium/Male
Facility Code: TRM

FCI Tucson
8901 South Wilmot Road
Tucson, Arizona 85706
520-574-7100
Fax: 520-670-5674
Security Level: Medium/Male,
Administrative/Male/Female
Facility Code: TCN

FCI Victorville
P.O. Box 5400
Adelanto, CA 92301
760-246-2400
Fax: 760-246-2621

Security Level: Medium/Male
Facility Code: VIM

Community Corrections Management Offices

Atlanta CCM Office
715 McDonough Blvd., SE
Atlanta, GA 30315
404-635-5673, Fax: 404-730-9785
Districts: Savannah, Georgia, South
Carolina
Facility Code: CAT

Baltimore-MARO CCM Office
10010 Junction Drive, Suite 101-N
Annapolis Junction, MD 20701
301-317-3281, Fax: 301-317-3138
Districts: Maryland, Delaware, Northern
West Virginia, Eastern Virginia
Facility Code: CBR

Boston CCM Office
JFK Federal Building
Suite 2200
Boston, MA 02203
617-565-4293, Fax: 617-565-4297
Districts: Massachusetts, Vermont,
Connecticut, Maine, Rhode Island, New
Hampshire
Facility Code: CBN

Chicago CCM Office
200 West Adams
Suite 2915
Chicago, IL 60606
312-886-2114, Fax: 312-886-2118
Districts: Central/Northern Illinois,
Eastern/Western Wisconsin
Facility Code: CCH

Cincinnati CCM Office
36 East 7th Street
Suite 2107-A
Cincinnati, OH 45202
513-684-2603, Fax: 513-684-2590
Districts: Northern/Southern Ohio
Facility Code: CCN

Dallas CCM Office
4211 Cedar Springs Road, Ste 100

Dallas, TX 75219
214-224-3522, Fax: 214-224-3367
Districts: Oklahoma, Northern Texas
Facility Code: CDA

Denver CCM Office
1961 Stout Street, Rm. 441
Denver, CO 80294
303-844-5177, Fax: 303-844-6189
District: Colorado
Facility Code: CDE

Detroit CCM Office
211 Fort Street
Suite 620, 6th Floor
Detroit, MI 48226
313-226-6186, Fax: 313-226-7327
Districts: Eastern/Western Michigan,
Northern Indiana
Facility Code: CDT

District of Columbia Community
Corrections Office
800 North Capitol Street, NW
Suite 270
Washington, DC 20002-4244
202-343-1282, Fax: 202-343-1298
District: Washington, DC
Facility Code: CDC

El Paso CCM Office
4849 North Mesa Street, Ste. 208
El Paso, TX 79912
915-534-6326, Fax: 915-534-6432
Districts: New Mexico, Western Texas
(Midland, Pecos, Del Rio, and El Paso
Division)
Facility Code: CEP

Houston CCM Office
515 Rusk Avenue, Rm. 12016
Houston, TX 77002
713-718-4784, Fax: 713-718-4780
District: Southern Texas
Facility Code: CHN

Kansas City CCM Office
Gateway Complex, Tower II
400 State Avenue, Rm. 131
Kansas City, KS 66101-2405
913-551-1117, Fax: 913-551-1120

Districts: Northern/Southern Iowa, Kansas,
Nebraska, Western Missouri
Facility Code: CKC

Long Beach CCM Office
501 West Ocean Boulevard
Suite 3260
Long Beach, CA 90802-4221
562-980-3536, Fax: 562-980-3543
District: Central California
Facility Code: CLB

Miami CCM Office
401 North Miami Avenue
Miami, FL 33128-1830
305-536-5705, Fax: 305-536-4024
Districts: Puerto Rico, Virgin Islands,
Southern Florida
Facility Code: CMM

Minneapolis/St. Paul CCM Office
300 South 4th St.
12th Floor, Suite 1210
Minneapolis, MN 55415
612-664-5560, Fax: 612-664-5569
Districts: North Dakota, South Dakota,
Minnesota
Facility Code: CMS

Montgomery CCM Office
2350 Fairlane Dr., Suite 110
Montgomery, AL 36116
334-223-7361, Fax: 334-223-7012
Districts: Southern/Middle/Northern
Alabama, Southern/Northern Mississippi,
Northern Florida
Facility Code: CMY

Nashville CCM Office
801 Broadway, Room 599
Nashville, TN 37203
615-736-5148, Fax: 615-736-5147
Districts: Eastern/Middle/Western
Tennessee, Eastern/Western Kentucky
Facility Code: CNV

New Orleans CCM Office
Hale Boggs Building
501 Magazine Street, Suite 1211
New Orleans, LA 70130
504-589-2371, Fax: 504-589-2378

Districts: Louisiana, Arkansas, Eastern Texas
Facility Code: CNO

New York CCM Office
26 Federal Plaza
Room 36-110
New York, NY 10278
212-264-9520, Fax: 212-264-9516
Districts: Eastern/Southern New York, New Jersey
Facility Code: CNK

Orlando CCM Office
3659 Maguire Boulevard
Suite 100
Orlando, FL 32803
407-648-6049, Fax: 407-648-6058
District: Middle Florida
Facility Code: COR

Philadelphia CCM Office
U.S. Customs House, 7th Floor
Second and Chestnut Streets
Philadelphia, PA 19106
215-521-7300, Fax: 215-521-7486
Districts: Eastern/Middle Pennsylvania
Facility Code: CPA

Phoenix CCM Office
234 N. Central Ave.
Suite 425
Phoenix, AZ 85004-2212
602-379-4947, Fax: 602-379-4061
Districts: Southern California, Arizona
Facility Code: CPH

Pittsburgh CCM Office
Wm. S. Moorehead Federal Building
1000 Liberty Ave., Rm. 831
Pittsburgh, PA 15222
412-395-4740, Fax: 412-395-4730
Districts: Northern/Western New York, Western Pennsylvania
Facility Code: CPG

Raleigh CCM Office
P.O. Box 27743
Raleigh, NC 27611-7743

919-856-4548, Fax: 919-856-4777
Districts: Southern West Virginia, Eastern/Middle/Western North Carolina, Western Virginia
Facility Code: CRL

Sacramento CCM Office
501 "I" Street
Suite 9-400
Sacramento, CA 95814
916-930-2010, Fax: 916-930-2008
Districts: Northern and Eastern California, Guam, Hawaii
Facility Code: CSC

St. Louis CCM Office
The Robert A. Young Building
1222 Spruce Street, Ste. 6.101
St. Louis, MO 63103
314-539-2376, Fax: 314-539-2465
Districts: Southern Illinois, Southern Indiana, Eastern Missouri
Facility Code: CST

Salt Lake City CCM Office
324 South State Street
Suite 228
Salt Lake City, UT 84111
801-524-4212, Fax: 801-524-3112
Districts: Utah, Wyoming, Nevada, Idaho
Facility Code: CSL

San Antonio CCM Office
727 E. Durango, Room B138
San Antonio, TX 78206
210-472-6225, Fax: 210-472-6224
District: Western Texas (Austin, San Antonio, Waco)
Facility Code: CSA

Seattle CCM Office
3160 Jackson Federal Bldg.
915 Second Avenue
Seattle, WA 98174
206-220-6593, Fax: 206-220-6591
Districts: Alaska, Oregon, Western/Eastern Washington, Montana
Facility Code: CSE